

# FAQ

## MK850 keyboard not working or frequently loses connection

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### **Keyboard isn't working**

In order for your keyboard to work with your device, the device must have built-in Bluetooth capability or be using a third-party Bluetooth receiver or dongle.

If your system is Bluetooth-capable and the keyboard isn't working, the problem is likely a lost connection. The connection between the MK850 keyboard and the computer or tablet can be lost for several reasons, such as:

- Low battery power
- Using your wireless keyboard on metal surfaces
- Radio frequency (RF) interference from other wireless devices, such as:
  - Wireless speakers
  - Computer power supplies
  - Monitors
  - Cell phones
  - Garage door openers

Try to rule out these and other possible problem sources that might be affecting your keyboard.

### **Keyboard frequently loses connection**

If your keyboard frequently stops working and you keep having to reconnect it, try these suggestions:

- Keep other electrical devices at least 8 inches (20 cm) away from the keyboard
- Move the keyboard closer to the computer or tablet

- Un-pair and re-pair your device to the keyboard

### **Before reconnecting your keyboard**

Before you try to connect your keyboard again:

1. Check to see if you are using fresh non-rechargeable batteries.
2. Try using the Windows key or type something to verify it's working with your connected device.

### [Switch devices with the MK850 keyboard](#)

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After you've connected up to three devices with your keyboard, you can switch between them when you press one of the lighter colored Easy-Switch buttons.



The button status light slowly blinks before turning solid for five seconds to confirm your selection. The keyboard is then ready to use with your device.



## Re-pair a Bluetooth device to the MK850 keyboard

You can easily re-pair a device with your MK850 keyboard. Here's how:

- On the keyboard, press and hold down one of the Easy-Switch buttons until the status light starts blinking quickly. Your MK850 is ready to pair with your Bluetooth device. The keyboard will stay in pairing mode for three minutes.

### **Logitech Bluetooth device doesn't connect with computer, tablet or phone**

Bluetooth allows you to connect your device wirelessly to your computer without using a USB receiver. Follow these steps to connect via Bluetooth.

### **Check if your computer is compatible with the latest Bluetooth technology**

The latest generation of Bluetooth is called Bluetooth Low Energy and is not compatible with computers that have an older version of Bluetooth (called Bluetooth 3.0 or Bluetooth Classic).

**NOTE:** Computers with Windows 7 cannot connect with devices that use Bluetooth Low Energy.

1. Make sure that your computer has a recent operating system:
  - Windows 8 or later
  - macOS 10.10 or later
2. Check if your computer hardware supports Bluetooth Low Energy. If you don't know, click [here](#) for more information.

### **Set your Logitech device in 'pairing mode'**

In order for the computer to see your Logitech device, you need to put your Logitech device in discoverable mode or pairing mode.

Most Logitech products are equipped with a Bluetooth button or Bluetooth key and have a Bluetooth status LED.

- Make sure your device is turned ON
- Hold down the Bluetooth button for three seconds, until the LED starts blinking rapidly. This indicates that the device is ready for pairing.

See the [Support](#) page for your product to find more information on how to pair your specific Logitech device.

### **Complete the pairing on your computer**

You will need to complete the Bluetooth pairing on your computer, tablet or phone.

See [Connect your Logitech Bluetooth device](#) for more information on how to do this depending on your operating system (OS).

## MK850 keyboard battery life and replacement

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The MK850 keyboard will provide you with 36 months of battery life when two fresh AAA batteries are used.

To replace the batteries:

1. Slide the battery cover down to remove it.
2. Replace the spent batteries with two new AAA batteries and reattach the compartment door.



**TIP:** Install Logitech Options to set up and receive battery status notifications.

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