

FAQ

MK850 keyboard not working or frequently loses connection

Updated: 02/08/2017 02:13 PM

- [Keyboard isn't working](#)
- [Keyboard frequently loses connection](#)
- [Before re-connecting your keyboard](#)

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.

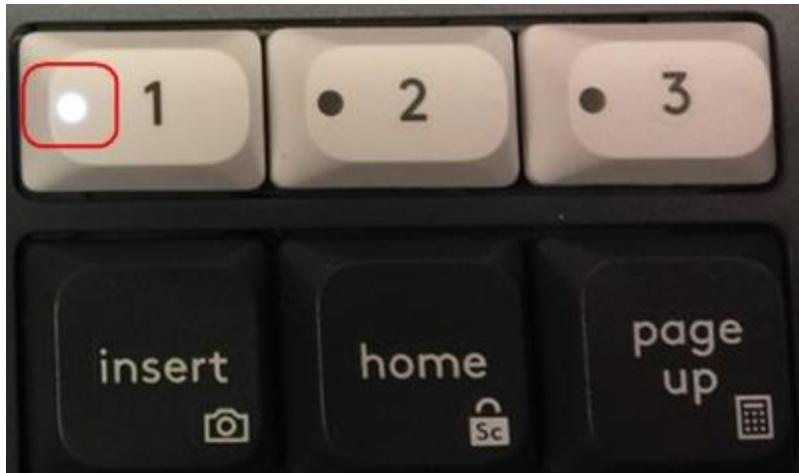
[Switch devices with the MK850 keyboard](#)

Updated: 02/08/2017 02:13 PM

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

Updated: 03/20/2017 10:24 AM

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.

-