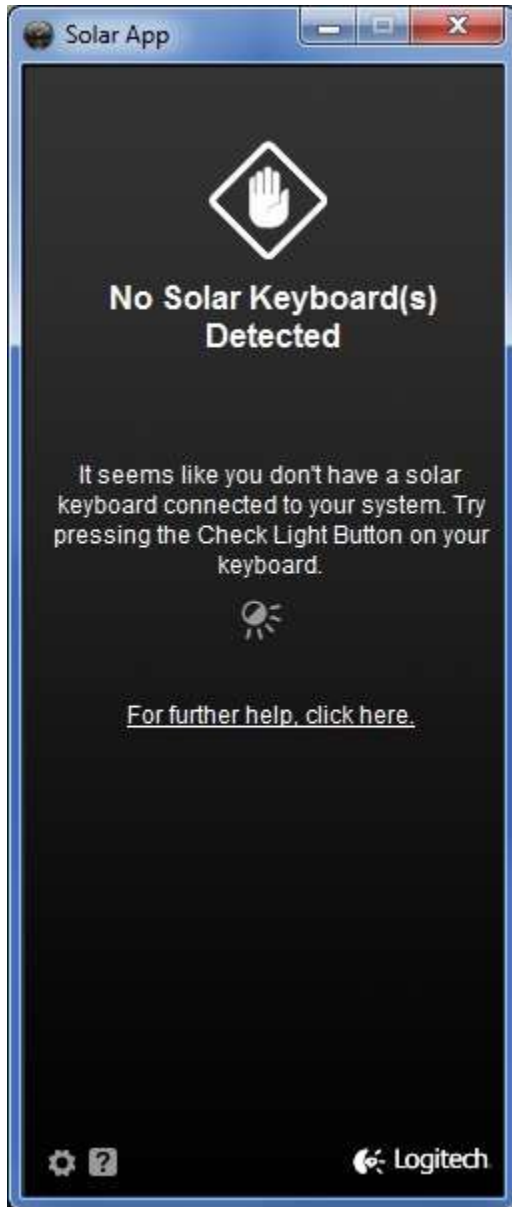


## TROUBLESHOOTING

### Logitech Solar App isn't detecting the K750 keyboard

When the Logitech Solar App isn't detecting the K750, it is likely that the keyboard is either out of range or not connected properly in the first place



To resolve this issue, we recommend reconnecting the keyboard. For instructions, see [Knowledge Base article 20611](#).

Once the K750 is properly connected and being detected, it will display in the Solar App as shown below.

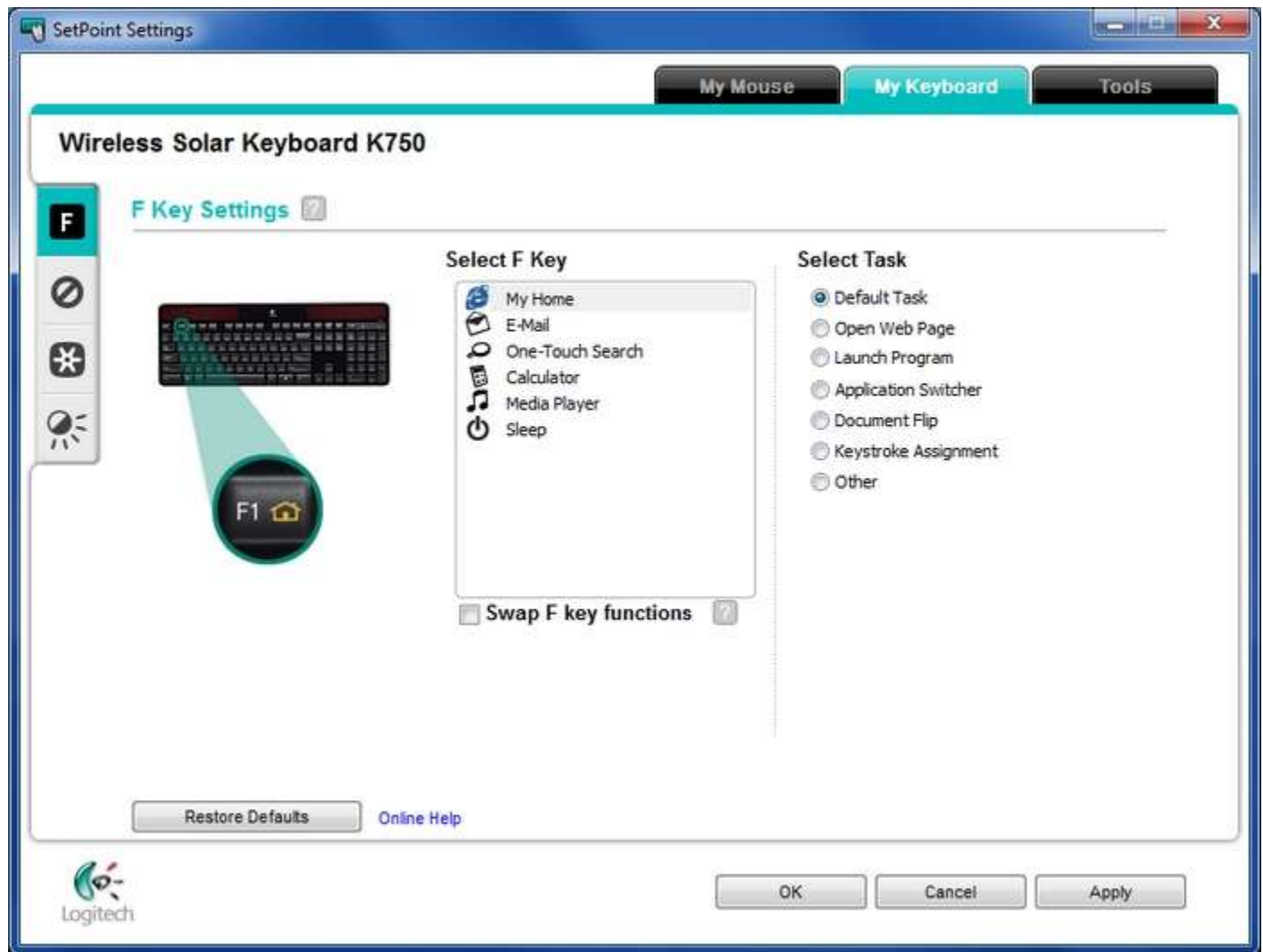


## **My Wireless Solar Keyboard K750 cannot be customized using Logitech SetPoint Software**

Normally, you should be able to customize your K750 settings in the Logitech SetPoint Mouse and Keyboard Software using the My Keyboard tab. If this tab isn't displayed, you'll need to re-install SetPoint.

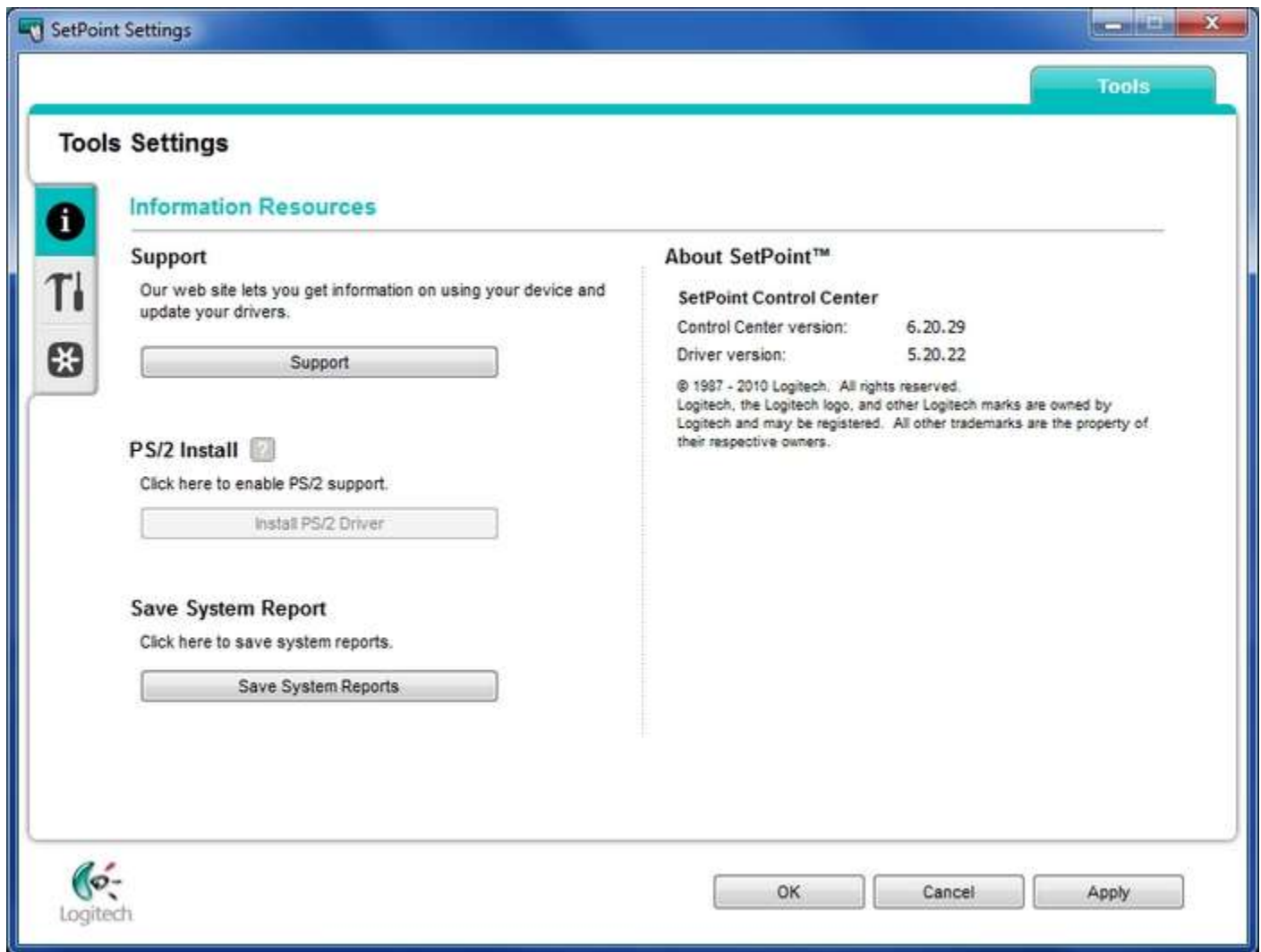
### **SetPoint with My Keyboard**

Here's how the SetPoint looks *\*with\** the My Keyboard tab:



## SetPoint without MyKeyboard

Here's how SetPoint looks \*without\* the My Keyboard tab:

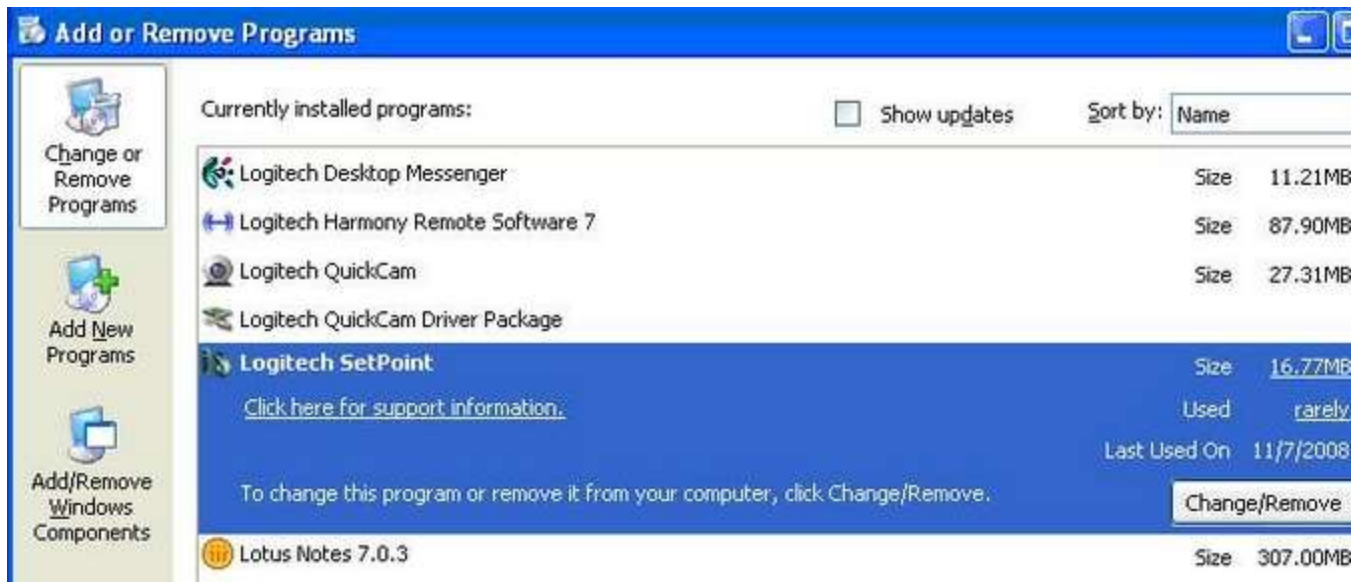


To uninstall SetPoint:

- [Windows XP](#)
- [Windows Vista/Windows 7](#)

## Windows XP

1. Go to **Add or Remove Programs**:
  - Start menu view: Start > Control Panel > Add/Remove Programs
  - Classic start menu view: Start > Settings > Control Panel > Add/Remove Programs
2. Select "Logitech SetPoint" from the list of programs displayed



3. Click the Change / Remove button and follow the on-screen instructions to uninstall SetPoint.
4. Download and install the latest version of SetPoint from the K750 [Downloads Page](#).

**NOTE:** You may need to restart your system after SetPoint has been installed.

5. After your system restarts, open SetPoint to verify that the **My Keyboard** tabs is available.

If the My Keyboard tabs are still missing:

1. Right-click on the SetPoint icon in the system tray (at the bottom right corner of the screen next to your clock) and select **Exit**.



2. Select **Exit**.
3. Click on the **Windows Start** button .
4. Choose **Run**.
5. Type %windir% in the Run dialog box.



6. Double-click the **System32** folder to open it.
7. Double-click the **drivers** folder.
8. Rename the file wdf01000.sys to wdf01000.bak.
9. Re-install SetPoint.

**WARNING:** Before you reboot, check to make sure the wdf01000.sys file is present in the drivers folders. If you reboot without this file, it may prevent some of your hardware - including mice and keyboards -- from working properly.

10. If the wdf01000.sys file is not present, change wdf01000.bak back to wdf01000.sys
11. Reboot the computer.
12. After your system restarts, open SetPoint to verify that the **My Keyboard** tab is present.

## Windows Vista/Windows 7

1. Go to **Uninstall a program**:
  - o Start menu view: Start > Control Panel > Uninstall a program
  - o Classic start menu view: Start > Settings > Control Panel > Programs and Features > Uninstall
2. Select "Logitech SetPoint" from the list of programs displayed.



3. Click the **Uninstall** button highlighted above and follow the on-screen instructions to uninstall SetPoint.
4. Download and install the latest version of SetPoint from the K750 [Downloads Page](#).

**NOTE:** You may need to reboot your system after SetPoint has been installed.

5. After your system restarts, open SetPoint to verify that **My Keyboard** tab is available.

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**Contact information:**

If you're still having the same issue, see [Knowledge Base article 20596](#) for how to contact Logitech Technical Support.

**K750 keyboard battery light does not stay on**

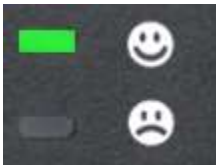
The battery indicator lights on the K750 are not intended to stay on. This is the normal behavior of the keyboard.

When the keyboard is first turned on, one of the battery indicator lights next to the Check-Light button (shown below) will flash:



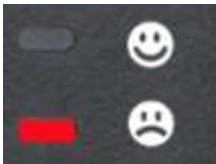
- **Green light**

If it the green LED flashes, this means the battery level is good.



- **Red light**

If the red LED flashes, it means the battery level is low.



To conserve power, neither battery indicator light will remain lit after the initial signal

**K750 LUX number low even in a well-lit room**



When the keyboard is turned on and you press the Light-Check button in a well-lit room, here is what should happen:



- Green LED on the keyboard lights up
- Solar App registers at 100 lux or higher

If you press the Light-Check button and the red LED lights up instead, or the Solar App displays a low LUX level, this could mean that the solar cell has a problem.

### **Num Lock disabled after Windows 10 starts**

By default, the Num Lock on your keyboard is disabled each time Windows 10 boots up after a shutdown or restart.

To configure your operating system so that Num Lock stays on during startup, please contact professional support for your operating system. This requires advanced changes that need to be done under the guidance of a professional technician.

### **Wireless product not working properly when also using a USB 3.0 device**



When using a USB 2.0 2.4GHz wireless peripheral device (such as a mouse, keyboard, or headphones) with a PC that also has a USB 3.0 peripheral device plugged in, you may experience erratic operation caused by interference. This is especially likely to happen when using USB 3.0 remote hard drives or flash drives.

This interference may result in:

- Delayed response to mouse or keyboard inputs
- Missing keyboard characters or mouse commands
- Decreased operating distance between the USB 2.0 wireless device and its receiver

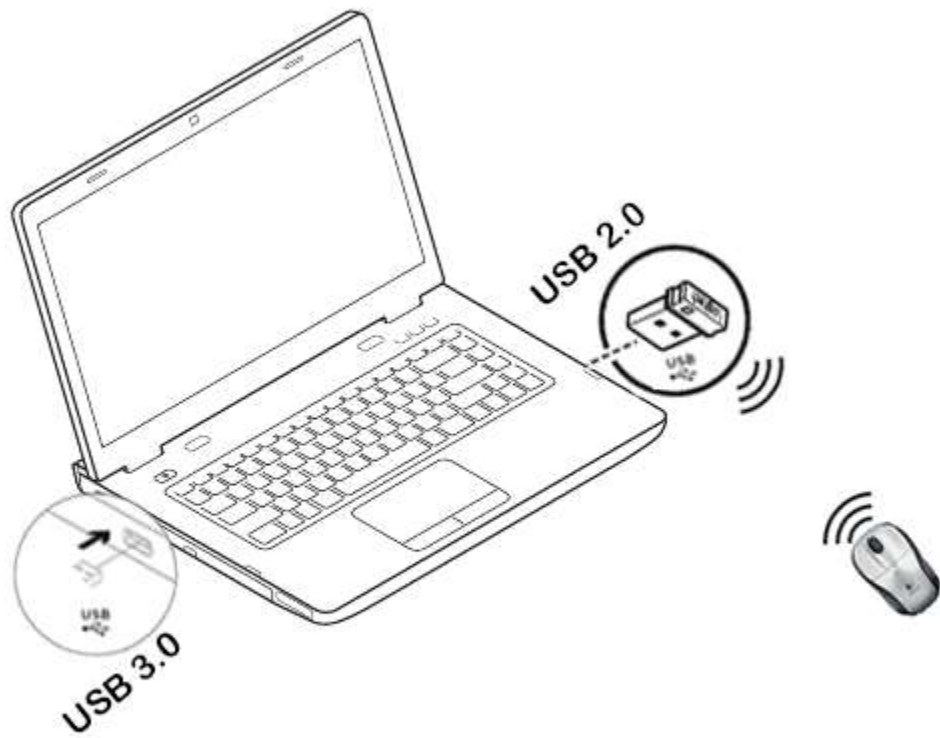
There are some techniques that can help early adopters of USB 3.0 to mitigate potential problems with their existing 2.4GHz wireless devices:

- If your PC has multiple USB 2.0 connectors available, separate your USB 3.0 and USB 2.0 receivers by as much distance as possible. For example, if your PC has a choice of USB 2.0 connectors, use the one on the opposite side of the PC from the USB 3.0 connector.
- Position your USB 2.0 receiver as close as possible to your wireless peripheral (mouse, keyboard, headphones, etc.).
- Use a standard, USB-extender cable to position your USB 2.0 wireless receiver as far away as possible from your USB 3.0 connector.

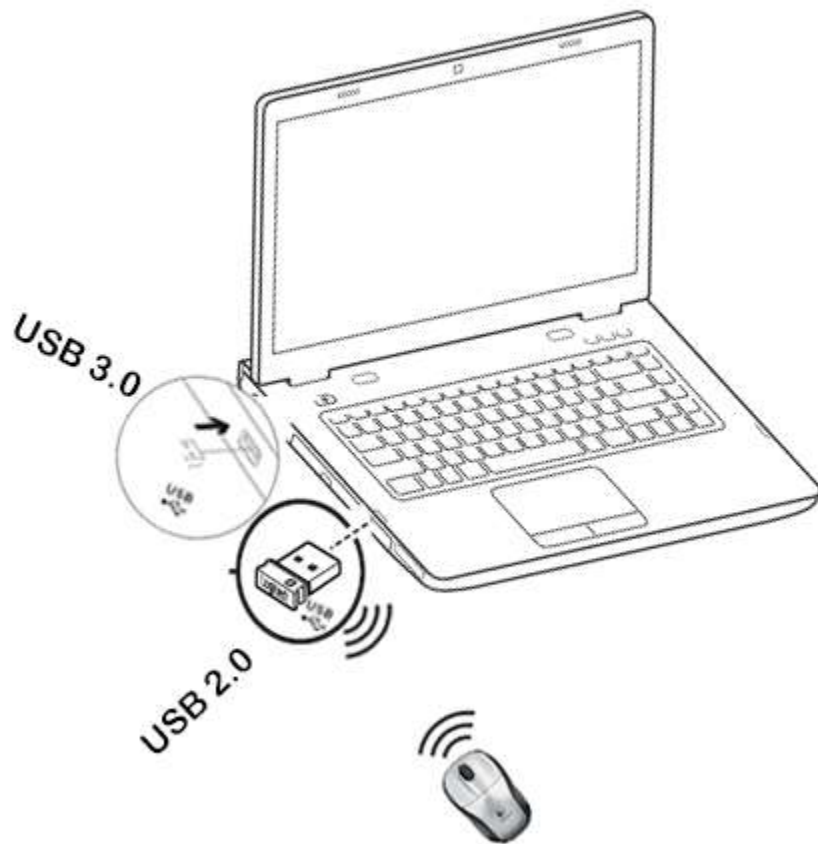
A USB-extender cable is available for Logitech customers who are experiencing this problem ([click here for more information](#)).

**NOTE:** A USB 3.0 connector sometimes referred to as Super Speed USB or SS, normally has a blue plastic insert in the connector. Unlike a USB 2.0 connector which has 4 pins within the connector, a USB 3.0 connector has 9 pins.

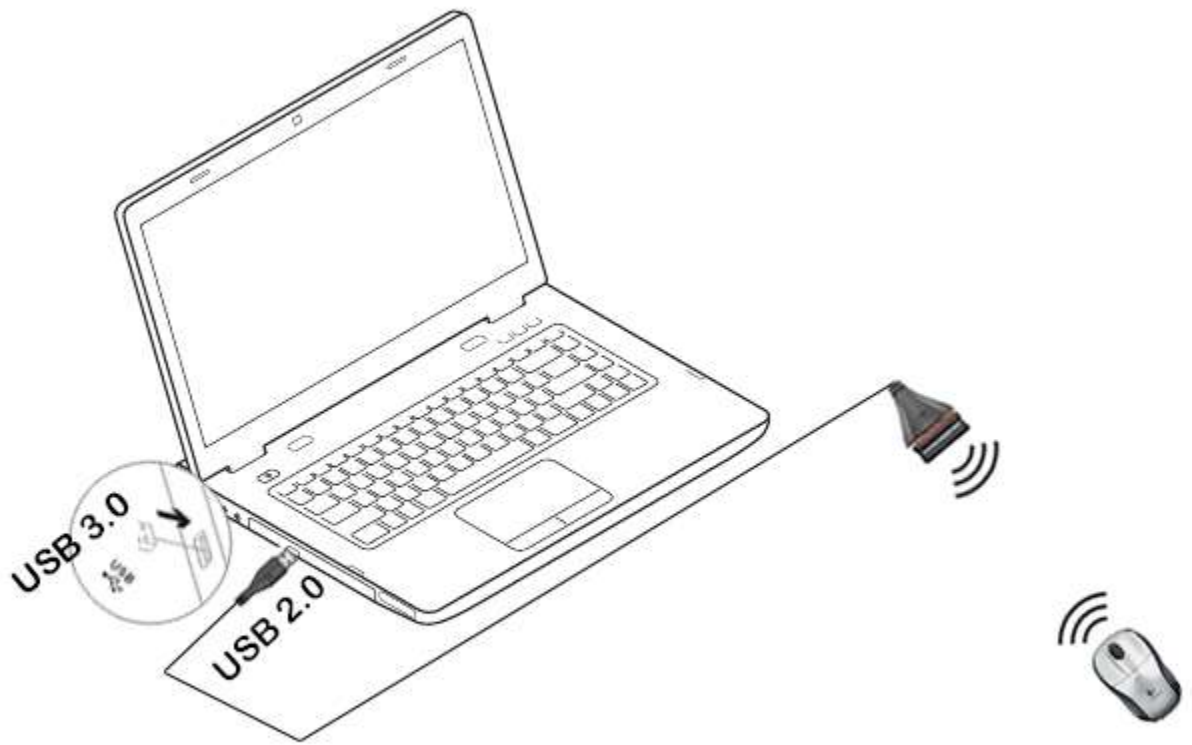
Move your USB 2.0 wireless receiver to the opposite side of your computer:



Make sure your USB 2.0 wireless receiver is in the USB 2.0 connector closest to your wireless peripheral:

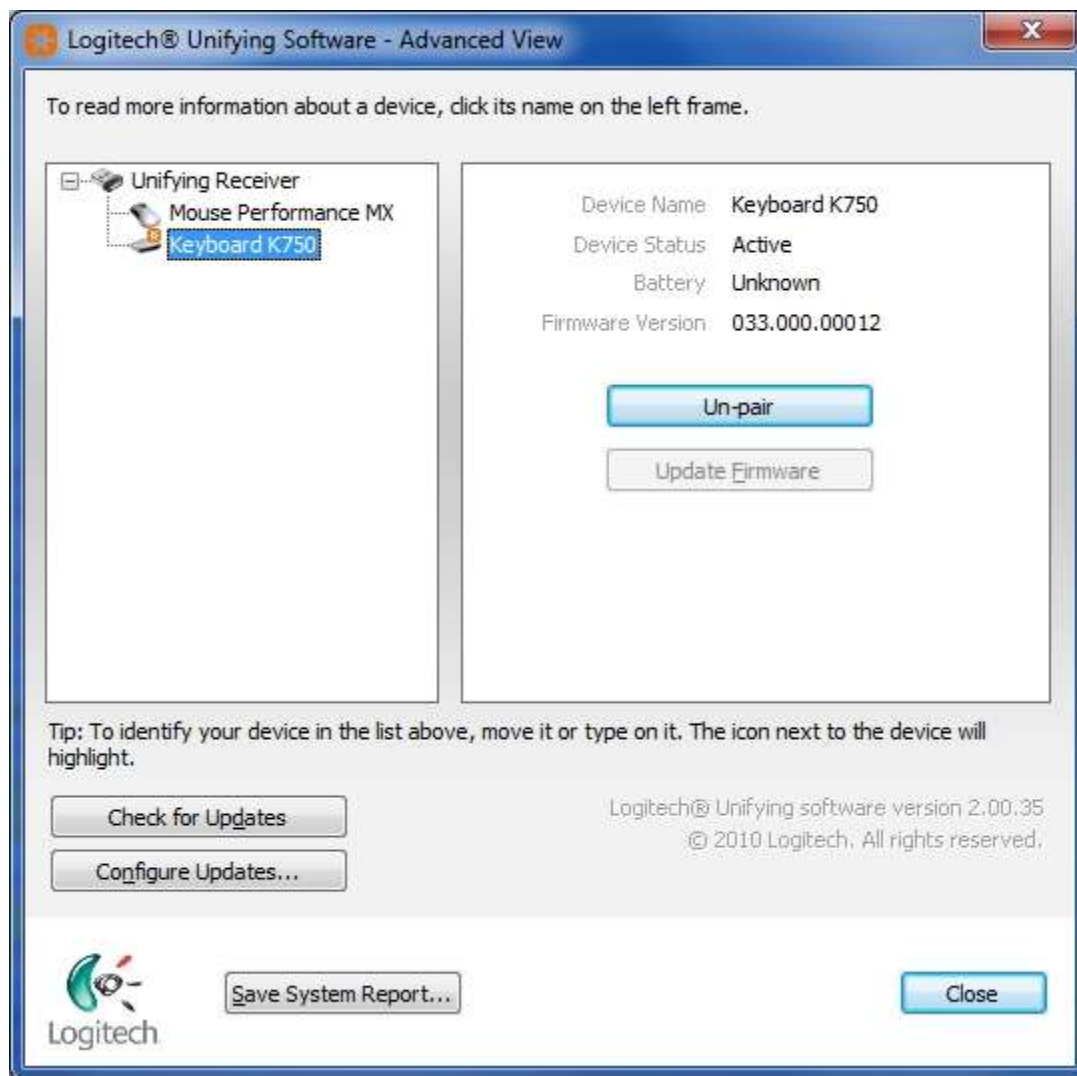


Use a USB extended cable to position your wireless receiver as far away from your USB 3.0 peripheral as possible:



### **K750 battery unknown in Logitech Unifying Software**

In the Logitech Unifying Software -- Advanced View, the battery for the K750 keyboard shows as "Unknown." This is expected for this version of the software and keyboard.



You can monitor the battery status of your K750 keyboard using the Logitech Solar App instead. If you don't already have it installed, see [Knowledge Base article 20624](#) for information about downloading and using the Solar App. Once you have downloaded it, you can launch the Solar App by pressing the Check-Light button (shown below) above the numpad.



## **Having to turn the K750 on/off for the keyboard to work again**

The K750 Wireless Solar Keyboard is powered by the ambient light in the room. If something is consistently draining the power, the keyboard will time-out after awhile.

For example, A few keys are continually being pressed because the corner of a book is resting on top of them.

In order for the keyboard to start working again, it has to be turned off and then back on.

## **K750 keyboard battery level shows as low in a well-lit room**

If your battery level shows as low even in a well-lit room, try the following:

- Check the current battery status in the Solar App

**NOTE:** If you don't already have the Solar App installed, see answer [20624](#) for download and usage instructions.

- Press the Check-Light button above the number pad and verify that the light intensity level in the room is strong enough
- Place the keyboard in a well-lit room or in direct sunlight for a couple of hours and then check the battery status

## **My Unifying mouse or keyboard wakes the computer even when it is set not to**

### **Symptom**

After disabling the ability to wake-up the system in Windows Device Manager, the Unifying mouse or keyboard still brings the system out of sleep mode.

### **Solution**

Even if you bought a mouse-only or keyboard-only product, the Unifying receiver that came with it still enumerates for both the mouse and keyboard interfaces.

### **Example**

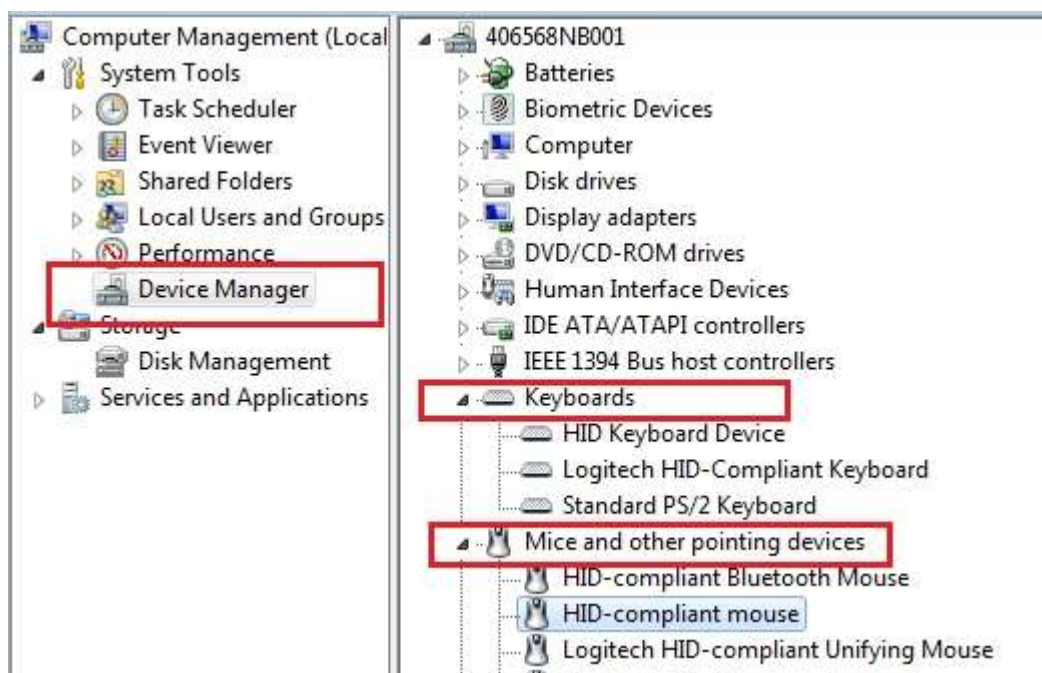
If you have two mice attached, then you would need to uncheck the "Allow this device to wake the computer" option for both mice plus a keyboard in the Windows Device Manager.

Use the process below to identify and configure the Unifying devices to not wake up the system in Windows Device Manager.

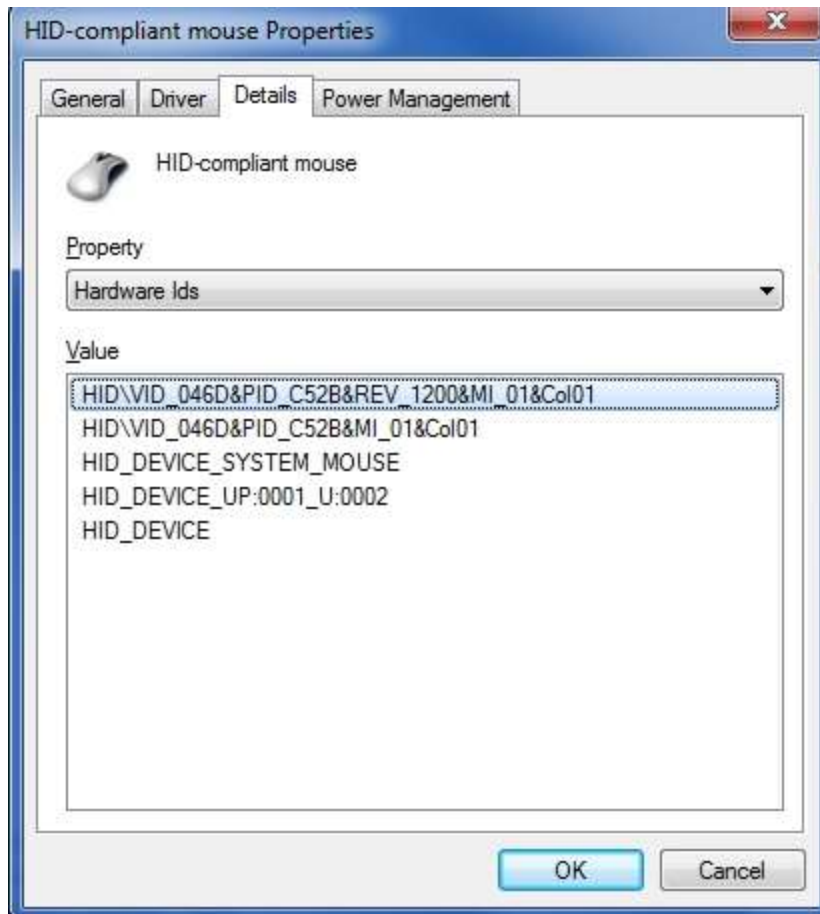
### Changing wake-up settings in the Device Manager

To change the wake-up settings in Windows Device Manager, you'll need to launch it through Computer Management and then make your selections. Here's how:

1. Click Start, right-click **Computer**, and then click **Manage**.
2. Click Device Manager in the navigation pane on the left.

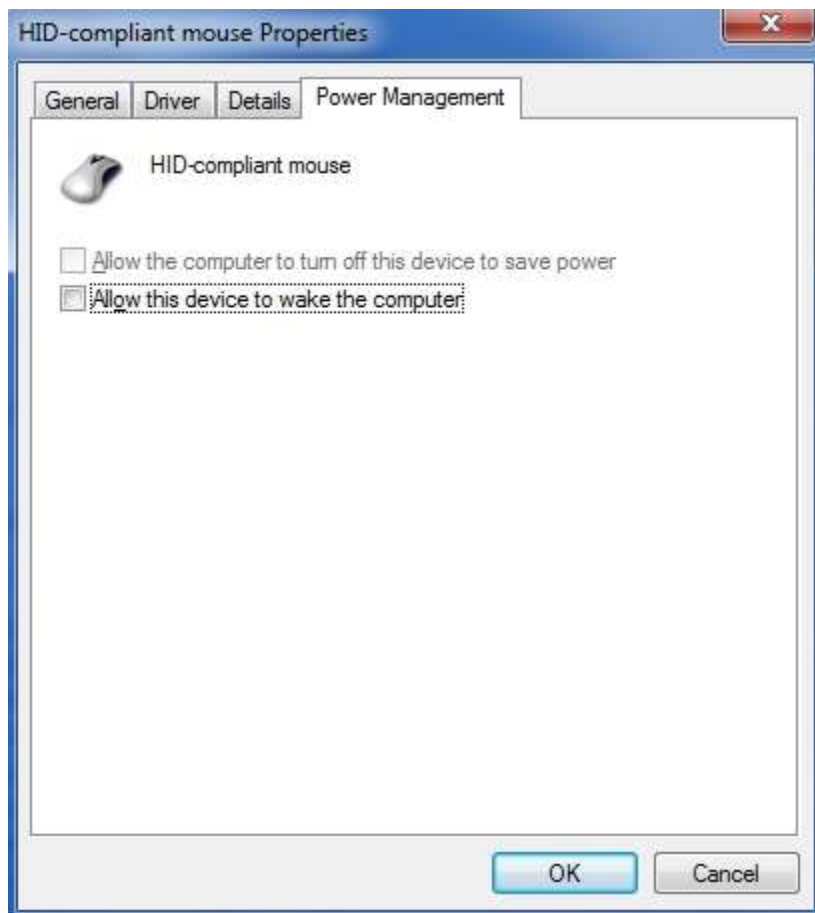


3. Select and expand either the "Keyboards" or "Mice and other pointing devices" category.
4. Right-click on the first entry and go to Properties > Details tab > Hardware IDs under the Property section.
5. Make sure the Value section contains: **HID\VID\_046D&PID\_C52B**. If it doesn't, click **Cancel** and open the next mouse or keyboard entry in the list.



6. **Select** the "Power Management" tab and uncheck the "Allow this device to wake the computer" check box.





7. Repeat the same steps for all entries in both the "Keyboards" and "Mice and other pointing devices" categories