MK270 keyboard is not working or loses connection frequently

Keyboard isn't working

When your MK270 keyboard isn't working, the problem is likely a lost a connection. The connection between the keyboard and the Unifying receiver can be lost for several reasons, such as:

- Low battery levels
- Moving the receiver from one USB port to another
- Moving the receiver to another computer
- Plugging the receiver into a USB hub or other unsupported device such as a KVM switch (NOTE: Your receiver must be plugged directly into your computer)
- Using your wireless keyboard on metal surfaces
- Radio frequency (RF) interference from other sources, such as:
  - Wireless speakers
  - Computer power supplies
  - Monitors
  - Cell phones
  - Garage door openers

Before connecting your keyboard:

1. Fix or rule out the potential problems listed above.
2. Insert new batteries. For instructions on changing your keyboard batteries, see answer 27099.
3. Make sure the keyboard is turned on. For instructions on turning on your keyboard, see answer 27104.
4. Plug the receiver securely into a working USB port on your computer.
5. Turn your computer on.

Reconnecting your keyboard

1. Download the correct version of Logitech SetPoint Mouse and Keyboard Software from the MK270 Downloads Page.
2. Launch the Logitech Unifying Software:

   Windows: Start > Programs > Logitech > Unifying > Logitech Unifying Software

3. Click **Next** at the bottom of the Welcome screen.
4. Follow the on-screen instructions to turn your keyboard off and then back on.

5. When your keyboard is detected, you'll see this window:

If you can type in the testing box, select **Yes** and then click **Next**. Otherwise, repeat from step #4.

6. Click **Finish** to exit the Logitech Unifying Software. Your keyboard should now be connected.

Keyboard frequently stops working

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

- Keep other electrical devices at least 8 inches (20 cm) away from the USB receiver
- Move the keyboard closer to the USB receiver
- Move the receiver to a different USB port on your computer