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25 Years of selling education products through Apple



iPad Keyboard Case tested & certified by Apple




Certified Drop Test – 1.28m drop-tested keyboard (10th gen)



5M iPad Cases Sold with less than 1% warranty claims

Length	10.75in.
Width	8.45in.
Height	1in.
Weight	1.25lbs.

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Rugged Keyboard – Trouble Shooting Guide

Issue	Potential Solution
The iPad does not display the charging symbol when charge the iPad through the keyboard's USB-C port.	<ul style="list-style-type: none"> • It takes about 3 to 4 seconds for the charging symbol to appear. • Check whether the plug at the USB-C port of the iPad is plugged in properly. Or replug the plug.
There is no sound from the headphones when playing videos or music.	<ul style="list-style-type: none"> • Check whether the plug is plugged in properly or check whether the volume is turned on. • If a USB-C headphone and a 3.5mm headphone are inserted at the same time, only the headphone inserted later will have sound.
The volume plus and minus keys on the headphone's in-line control have no function.	<ul style="list-style-type: none"> • The in-line control of a 3.5mm headphone can only support the play/pause function and cannot support the volume plus and minus functions. • USB-C headphones support the volume plus and minus functions on the in-line control.
Headphone volume not working iOS Settings Adjustment	<ul style="list-style-type: none"> • The headphones can be adjusted via the iPad settings or MDM software • Ensure app-specific volume controls (e.g., video players) are not overriding device settings <ul style="list-style-type: none"> • Open the Settings app. • Go to Sounds & Haptics (or just Sounds on some devices). • Scroll down to Headphone Safety. • Tap Reduce Loud Sounds and toggle it ON if not already enabled. • If the headphones have a volume slider, adjust to lowest setting before plugging in to avoid loud volume feedback.
The trackpad of the keyboard is not functioning..	<ul style="list-style-type: none"> • Check whether the trackpad disabling function at the shortcut key is enabled. Clicking this shortcut key can unlock it.
When the iPad device is in sleep mode, it cannot be awakened by touching the trackpad.	<ul style="list-style-type: none"> • Touching the trackpad cannot wake up the iPad. You need to click the left or right button of the trackpad. • Clicking any key on the keyboard can wake up the iPad.
If there is slow typing or delay during the use of the keyboard.	<ul style="list-style-type: none"> • It may be that the transmission cable is not plugged in properly. You need to unplug the USB-C plug connected to the iPad and plug it in again.
iPad is not recognized by computer when plugged into the Keyboard's USB-C port.	<ul style="list-style-type: none"> • The iPad is only recognized by a computer when connected through the iPads native USB-C port. • You must disconnect the keyboard's USB-C plug before connecting the iPad to another computer.
iPad will not install into case.	<ul style="list-style-type: none"> • Ensure the USB-C connector is removed from the case. • Ensure the cable is properly seated into the channel inside the case. Refer to step 2 of the Quick Start Guide.
iPad will not unlock using the keyboard.	<ul style="list-style-type: none"> • When the "caps lock" key has been pressed, the iPad will not unlock by typing on the keyboard. • Click the "caps lock" key in order to open the lock screen and allow the keyboard to type password into the iPad.
No audio when the keyboard is closed.	<ul style="list-style-type: none"> • The USB-C port and 3.5mm audio jack are designed to turn off when the case is closed.
Keyboard is not connecting to iPad	<ul style="list-style-type: none"> • Unplug and re-plug the USB-C cable (Case Right Side). • Closing and reopening the keyboard often resets the connection. • Restarting the iPad can help resolve persistent issues.