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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
<p>The iPad does not display the charging symbol when charge the iPad through the keyboard's USB-C port.</p>	<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.
<p>There is no sound from the headphones when playing videos or music.</p>	<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.
<p>The volume plus and minus keys on the headphone's in-line control have no function.</p>	<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.
<p>Headphone volume not working IOS Settings Adjustment</p>	<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.
<p>The trackpad of the keyboard is not functioning..</p>	<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.
<p>When the iPad device is in sleep mode, it cannot be awakened by touching the trackpad.</p>	<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.
<p>If there is slow typing or delay during the use of the keyboard.</p>	<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.
<p>iPad is not recognized by computer when plugged into the Keyboard's USB-C port.</p>	<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.
<p>iPad will not install into case.</p>	<ul style="list-style-type: none"> • Ensure the USB-C connector is removed from the case. • Ensure the cable is properly seated into the cannel inside the case. Refer to step 2 of the Qick Start Guide.
<p>iPad will not unlock using the keyboard.</p>	<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.
<p>No audio when the keyboard is closed.</p>	<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.
<p>Keyboard is not connecting to iPad</p>	<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. • Restaring the iPad can help resolve persistent issues.

Tablet Mode Shortcut

Step 1: Turn on AssistiveTouch

1. Open Settings
2. Go to Accessibility
3. Tap Touch
4. Tap AssistiveTouch
5. Toggle AssistiveTouch ON

➔ **A floating on-screen button will appear.**

Step 2: Customize the AssistiveTouch Menu

1. In AssistiveTouch, tap Customize Top Level Menu
 2. Tap an icon you want to replace (or tap + to add one)
 3. Choose Device
 4. Select Keyboard
 5. Choose Disable Keyboard
 6. Tap Done
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Step 3: Use the Shortcut

- Tap the floating AssistiveTouch button
- Tap Keyboard
- Tap Disable Keyboard

✔ **The USB-C keyboard will stop responding**

✔ **The iPad remains fully usable via touch**

To re-enable the keyboard:

- Unplug and replug the USB-C cable OR
- Use Shortcut to re-enable keyboard
- Restart the iPad