

KEYBOARD UNRESPONSIVE/MALFUNCTION – WORK AROUND

1. Problem Description

- Keyboard keys not responding
 - Unable to type anything
 - Shortcut keys not working
 - Mouse still works
 - Windows screen still active
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2. Possible Root Cause

- Faulty USB port in PC
 - Loose USB connection from keyboard to PC
 - Damaged keyboard cable (wired keyboard)
 - Keyboard hardware failure (internal key/switch fault)
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3. Resolution

- Unplug and reconnect the keyboard into PC
 - Try a different USB port
 - Test the keyboard on another computer
 - Restart the computer using mouse
 - Check for visible cable or connector damage
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4. Steps of Work Around Guide

Step 1 — Check Physical Connection

- A. Disconnect the keyboard USB cable
 - B. Wait 5 seconds
 - C. Plug it back into another USB port if available
 - D. Wait for Windows to detect the device
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Step 2 — Check Keyboard Condition

- A. Verify keyboard indicator lights (Num Lock / Caps Lock) are on
 - B. Press Caps Lock and check if indicator responds
 - C. Check for stuck keys or physical damage
 - D. Clean dust or debris between keys
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Step 3 — Restart Windows

Using mouse:

- A. Click Start Menu
- B. Click Power icon
- C. Select Restart
- D. Wait for Windows to reboot

Step 4 — Escalate to IT Support If still not resolved

- A. Try the keyboard on another computer
- B. Replace keyboard if hardware failure confirmed
- C. Contact IT Support