

How to solve the 1005KI USB keyboard not recognized by win10 pro issue

21-Oct-2019

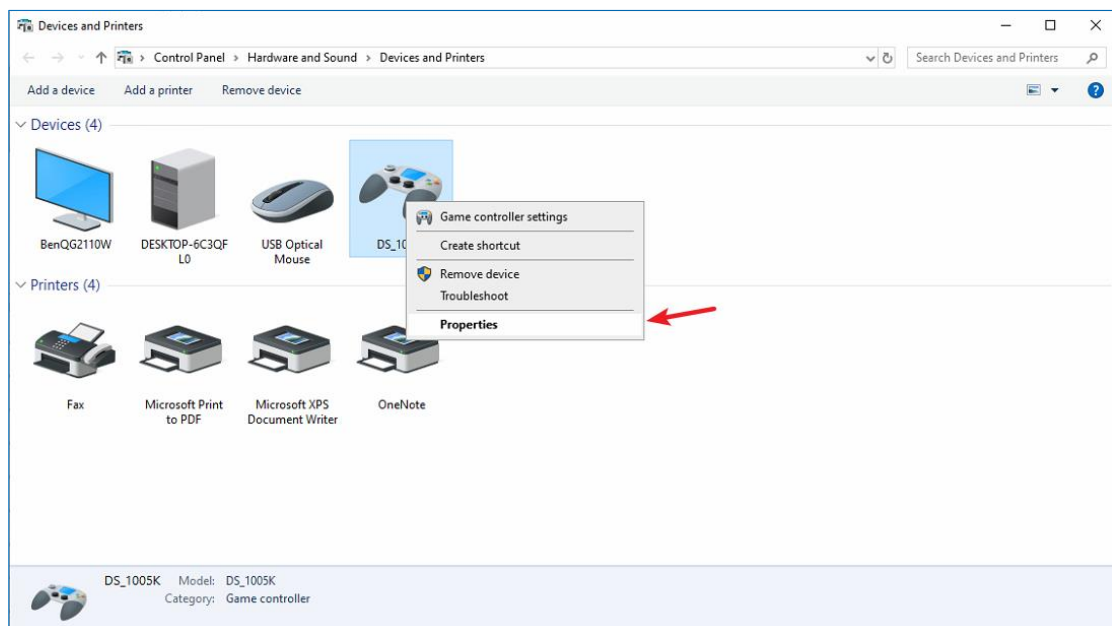
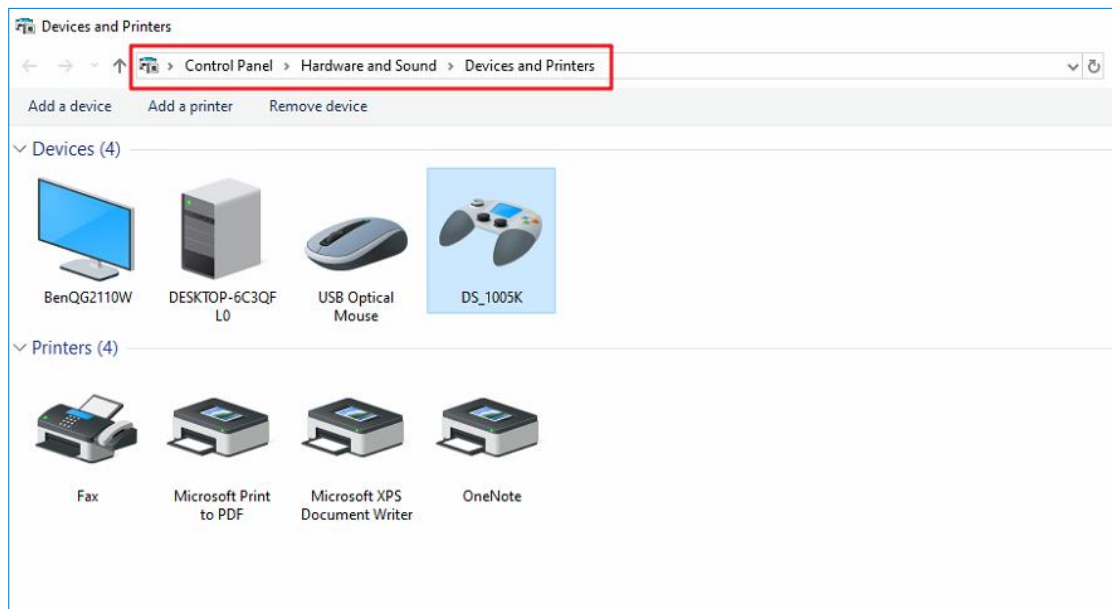
Issue description / phenomenon:

When inserting the USB keyboard into the windows 10 Pro OS PC, you may fail to listen the connecting sound “ding”, and you cannot use it to control PTZ via 4200/Hik-central. But the keyboard icon is there under the device management mage.

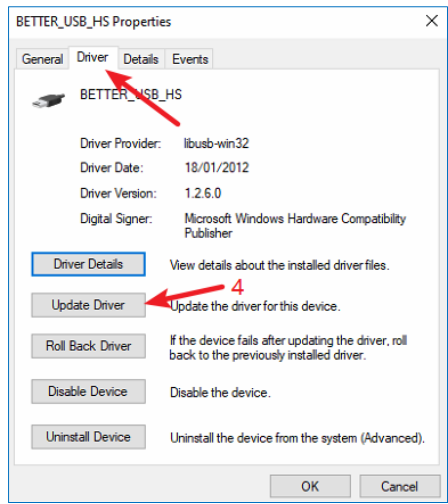
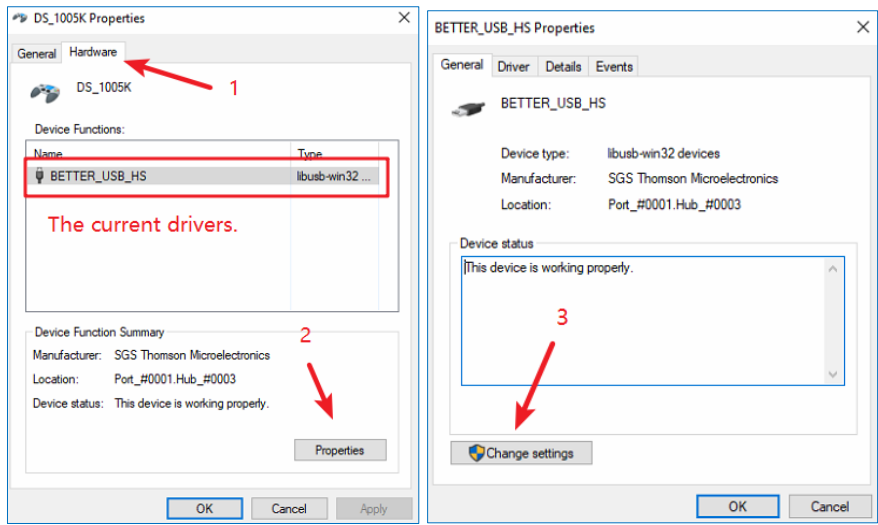
Root reason: After an win10 pro security update, the operation system recognized the device as a wrong type, thus it uses the wrong driver to boot it up, we need manually change the driver as a USB input device driver.

Steps show below:

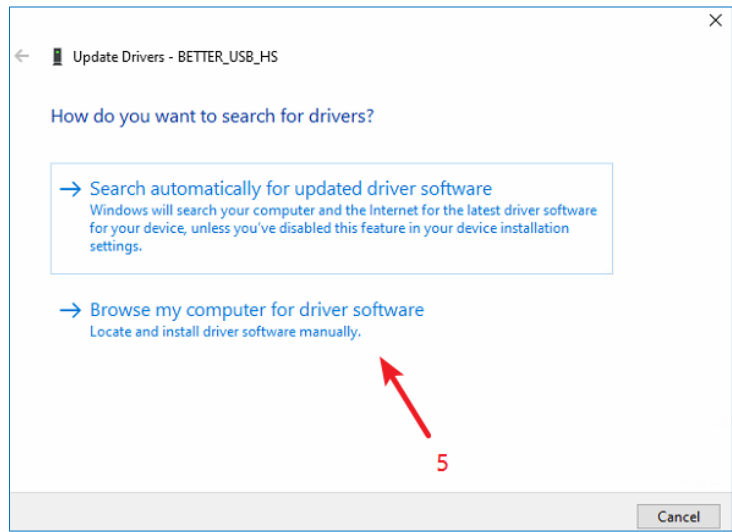
- ◆ Go to control panel, hardware and sound, device and printers.
Right click the joystick icon, go properties.



◆ Hardware-Properties-Change settings-Driver



◆ Browse my computer for driver software



◆ Pick up a driver manually, select USB input device. After the driver installed, you will be able to see a hint from hik-central (if connected)

