

Subject: Certain keys on keyboard not working [Ticket Id : 654109]
From: "Corsair Support" <corsairsupport@mailpc.custhelp.com>
Sent: 05/12/2017 22:36:19
To: zhangsiduo@gmail.com;



Recently you requested personal assistance from our on-line support center. Below is a summary of your request and our response.

We are continuing to work on your issue. To update your question with additional information, [click here](#)

Subject

Certain keys on keyboard not working

Response By Email (Nick TS2) (12/05/2017 02:36 PM)

Thank you for contacting Corsair regarding this issue. Before we proceed, please provide the following in the Attachment section below for reference:

- Photo/screenshot/PDF of your original purchase invoice
- clear picture of the serial number

- 1 - Please completely exit out of the Corsair Utility Engine Software
- 2 - Disconnect the keyboard entirely from your system
- 3 - Using a paperclip, thumb tack, or thin needle, please hold down on the reset button located next to the polling rate switch or underneath the tilt leg for some keyboard models.
- 4 - As it is pressed down, please connect the keyboard to a USB 3.0 port on your system (please ensure the connector labeled with the keyboard icon is connected only)
- 5 - A file explorer pop-up (check file explorer if it doesn't) will be displayed showing drive name as CRP_DISABLED
- 6 - Please ensure you first delete the firmware.bin file that is on the CRP_DISABLED drive. Transfer the file that is attached to this ticket over to the CRP_DISABLED drive.
- 7 - Insert the keyboard as you normally would to have the keyboard initialize.

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Date Created: 12/05/2017 09:42 AM
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