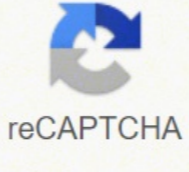




I'm not robot



**Next**

## What to do if laptop keyboard doesn't work

June 28th, 2021First, it's the F key, then the R. Before you know it, your entire laptop keyboard has stopped working—and so have you. Not only can this be frustrating, it can be difficult to fix, unless you know what's causing the issue. Here at Asurion, our experts help millions of customers get the most out of their favorite tech every day, whether it's a phone that won't turn on or a TV that keeps turning off by itself. If your laptop keyboard is broken, check out our tips for getting it to work like it should, so you can get back to typing—without interruption. Why is my laptop keyboard not working? There are several reasons you may be having trouble with your keyboard, from hardware failure to software issues. But most of the time, you can narrow it down to a few common laptop repair problems, including: The driver Your keyboard may be unresponsive because of a driver issue. If you've previously attached a different keyboard, that driver could be interfering with and disabling your current keyboard. The motherboard The ribbon or connector between your keyboard and your laptop's motherboard may have become loose, damaged, or broken, causing your keyboard to be unresponsive. Hidden dirt and spills Can't remember the last time you cleaned your keyboard? There could be dirt in or around specific keys causing them to stick, jam, or stop working. Sensitivity settings When you press a key once and it appears on your screen several times, your settings could have updated incorrectly or been changed, resulting in multiple entries per keypress. How to fix your laptop keyboard Once you've determined that the keyboard on your laptop is not working, there are a few ways to get it back up and running. The first thing you'll want to do is figure out whether it's a hardware or software problem getting in the way of your keystrokes. Most hardware issues can be identified by look and feel. Is your keyboard dirty? Do certain keys feel sticky or difficult to press? Is the T loose or barely hanging on? If so, here are the best ways to fix your laptop's hardware: Check for dirt Remove any buildup or dirt on your keyboard with a can of compressed air and a soft cloth. You can also gently shake your laptop upside down to get rid of dust. But make sure to unplug and turn off your laptop before doing so. Remove the battery Take out your laptop battery (if it's detachable) and plug your computer in with the charging cord instead. Sometimes your keyboard issues can be caused by the battery because it's positioned directly underneath the keys—this is especially true when your laptop battery is overheating. Reconnect the motherboard If your keyboard has lost connection with your laptop's motherboard or has been damaged, this is a complicated problem. We recommend you take your laptop to an expert for a quick repair rather than fixing it yourself, like the ones at the nearest uBreakiFix® by Asurion or Asurion Tech Repair & Solutions™ store. If you don't see any physical dirt or damage, your keyboard may have a software glitch. Here are some expert tips that should help: Update the keyboard drivers or change settings Having trouble with your HP® or Dell® laptop keyboard not working? Your device drivers could be malfunctioning for several reasons, including third-party software or a power issue. Uninstall and reinstall the drivers to see if it fixes your keyboard. It's simple: How to update keyboard drivers on a Windows™ 10 PC: If you're using a Mac®, your Accessibility settings could be causing problems as you type. How to fix the keyboard keys on your MacBook: While this feature can stop you from accidentally entering keys you don't want to, it can also cause general typing issues. Change the keyboard layout It's possible that the language on your laptop or keyboard layout was accidentally changed. If you notice your keys are producing different letters than they should be, follow these steps: How to change the keyboard layout on a Mac: How to change the keyboard layout on a PC: If you're still having trouble, the reason your keyboard is not working on your laptop may be more severe. It could be defective, infected with malware, or be physically damaged. Can you replace a laptop keyboard? Sure. But before you go to extremes, check in with an expert for a free device diagnostic at your nearest uBreakiFix® by Asurion or Asurion Tech Repair & Solutions™ store. Protect your laptop and all of your other favorite home tech with Asurion Home+. For less than \$1/day, you'll get fast repairs for your laptop from trusted experts whenever you need them—no matter where you bought it or the brand. To learn more about laptop protection plans, visit [asurion.com/homeplus](https://asurion.com/homeplus). \*The Asurion® trademarks and logos are the property of Asurion, LLC. All rights reserved. All other trademarks are the property of their respective owners. Asurion is not affiliated with, sponsored by, or endorsed by any of the respective owners of the other trademarks appearing herein. \*SHARE THIS ARTICLE Windows 11/Windows 10 keyboard not working is a common problem. If your laptop encounters such an issue, this is really annoying. What causes this issue? How to help you out of the situation? Now, you should take it easy since we will show you some solutions on the MiniTool website that are useful if your keyboard stopped working. Windows 10/11 is a great operating system since it brings many highlighted features. However, it is not perfect since many problems appear to exist. Many users have reported that their keyboard is not working in Windows 10/11. This is a major problem, especially your keyboard stopped working on your laptop since you can't simply replace the keyboard like you could in a desktop. Without a working keyboard, the PC may be useless. "Why is my keyboard not working" may be frequently asked by you. Simply put, keyboard not working on laptop may be caused by bad hardware driver, wrong regional settings, bad connection, dirt, and dust, etc. In the following part, let's go to see how to fix this issue. Fixes for Laptop Keyboard Not Working Windows 10/11 The following methods are applied to most of the vendors including HP, Acer, Dell, Lenovo, Asus, etc. When your laptop keyboard doesn't work, try these solutions. Solution 1: Clean the Keyboard It is not easy to clean your laptop keyboard since you cannot easily shake and tap the laptop back without damaging to the entire unit. Follow the guide to dislodge dust and debris: Step 1: Shut down the device. Step 2: Turn it upside down and tap on the base. When the laptop is upside down, run your fingers through all the keys to remove the residuary dirt. Solution 2: Update or Reinstall Keyboard Driver To fix laptop keyboard not working in Windows 10/11, try to update or reinstall your keyboard driver by following these steps: Step 1: Right-click on the Start button to choose Device Manager. Step 2: Scroll down to choose Keyboards. Right-click on Standard PS/2 Keyboard, choose Update driver and automatically search for updated driver software to install. Alternatively, you can click Uninstall device to remove the driver. After rebooting, the driver will be reinstalled instantly. Solution 3: Disable Filter Keys In Windows 10, there is a feature called Filter keys that is designed to ignore repeated keystrokes to let typing easier. But sometimes it can cause some keyboard issues when it is enabled on your laptop. If your keyboard doesn't work, you can turn it off. Step 1: In the Control Panel interface (displayed by Category), click Ease of Access and Ease of Access Center. Step 2: Click the Make the keyboard easier to use link. Step 3: Scroll down to ensure the checkbox of Turn on Filter Keys isn't ticked. Then, click Apply and OK. Solution 4: Run the Troubleshooter When Windows 11/Windows 10 keyboard not working happens on your laptop, you can try to troubleshoot it. In Windows 10/11, the built-in feature - Troubleshoot will be helpful. Step 1: Go to Start > Settings > Update & Security. Step 2: In the Troubleshoot page, scroll down to find the Keyboard section, and choose Run the Troubleshooter. Besides, you can run the troubleshooter for Hardware and Devices. Other Solutions to Fix Laptop Keyboard Not Working Reconfigure your regional settings to match your keyboard Perform a Clean Boot and check Uninstall a secondary keyboard Use a USB keyboard ... The End Now, some useful methods to fix Windows 11/Windows 10 keyboard not working have been introduced here. Just try them one by one to solve your issue. Hope this post could help you out. Vera Follow us Position: Columnist Vera is an editor of the MiniTool Team since 2016 who has more than 5 years' writing experiences in the field of technical articles. Her articles mainly focus on disk & partition management, PC data recovery, video conversion, as well as PC backup & restore, helping users to solve some errors and issues when using their computers. In her spare times, she likes shopping, playing games and reading some articles.





