LMP Bluetooth Keypad WKP-1314 (P/N 8337)

Troubleshooting Guide

The LMP Bluetooth Keypad will not pair to my computer.

Follow the pairing instruction given on the Quick Start Guide or look up the section "Pairing the LMP Keypad in Mac OS X" in the manual. Both are provided with the product.
Insert the 2 AA batteries. Turn on the Keypad (power switch to be found in the upper right hand corner).
Open the System Preferences --> Bluetooth. This opens the Bluetooth assistant on your Mac. Check if Bluetooth is activated. Search for new Bluetooth devices by clicking on "+" (OS X 10.5 to 10.9). With OS X 10.10 and higher, the Bluetooth assistant automatically searches for new Bluetooth devices.
Turn the LMP Bluetooth Keypad upside down and press the black pairing button briefly with a pen. The LED in front start to flash. The LMP Bluetooth Keypad now searches for a new host computer.
The Bluetooth assistant shows a newly found Bluetooth device called "Bluetooth Keypad". Click "continue". With OS X 10.5 to 10.9, an 8-digit code appears on the screen. With OS X 10.10 and higher, a 6-digit code appears. Enter the numbers on your LMP Bluetooth Keypad and press the "enter" key at the end. Note: The numbers will not be highlighted as with some other Bluetooth devices.
If you entered the numbers incorrectly or the entering process took too long, you need to enter the numbers again correctly.

The LMP Bluetooth Keypad does not work, no input

Check if the batteries are inserted correctly as shown on the battery compartment.
Check if the batteries are still good.
Check if the LMP Bluetooth Keypad is switched on and your Mac's Bluetooth is activated.
If you are using the LMP Bluetooth Keypad with Windows, the "clear" key acts as numlock. It blocks the numbers. Press "clear" again to unlock the numbers.
Make sure that there are no interferenes from strong wireless signal such as wireless phones that may cause a corruption of the Bluetooth signal.

The LMP Bluetooth Keypad won't connect to the Mac via Bluetooth anymore.

While the Bluetooth connection generally is stable even throughout occasional system updates, it can happen that the Bluetooth thread is damaged in the course of an update (i.e. OS X version update or within the same version to new release). The user may not even notice that the Mac actually has updated if it is set to automatic update function.

You should try to re-install the LMP Bluetooth Keypad from scratch:
Remove all entries of "Bluetooth Keypad" in your Bluetooth preferences by selecting them and press "-" or "x".
Switch off your Mac.
Switch off your LMP Bluetooth Keypad
Start up your Mac and shut it down again.
Turn on your LMP Bluetooth Keypad.
Start up your Mac and open Bluetooth in the system preferences.
Press the "+" to pair the LMP Bluetooth Keypad (Mac OS X 10.5 to 10.8). Press "Continue". If you use OS X 10.9 and higher, the Bluetooth assistant automatically searches for new Bluetooth devices. The Mac searches for a new Bluetooth device now.
Turn the LMP Bluetooth Keypad upside down and press the small black pairing button on the reverse side with a pen.
The Bluetooth assistant should see the LMP Bluetooth Keypad. It will display an 8-digit code (Mac OS X 10.5 to 10.8) or a 6-digit code (Mac OS X 10.9 or higher).
- Enter the 8 digits or 6 digits respectively on your Keypad and press the key "enter" on your Keypad.
Note: The numbers will not be high-lighted as it may be with other Bluetooth devices!
The LMP Bluetooth Keypad should be connected now. In the Bluetooth assistant, you see "Bluetooth Keypad - connected".

The LMP Bluetooth Keypad does not work with Bootcamp.

You may use the LMP Bluetooth Keypad with Bootcamp and Windows OS although the LMP Bluetooth Keypad was specifically made for Mac OS and it is stated on the package that Windows OS is not officially supported. However, you can pair the LMP Bluetooth Keypad under Mac OS X and then start up with Bootcamp and Windows or you follow the pairing instruction in Windows for pairing new Bluetooth devices.

If necessary, you may re-install the LMP Bluetooth Keypad from scratch (see above).

The LMP Bluetooth Keypad shows erratic behaviour such as sudden loss of connection or "connection lost".

Erratic behaviour and the loss of connection can be the result of low battery power. Turn off the LMP Bluetooth Keypad, change the batteries and turn on the LMP Bluetooth Keypad again.

Short cuts with the cmd-key (i.e. "cmd+" (to enlarge) or "cmd-" (to downsize) in Pages) do not work when using the Apple™ wireless keyboard together with the LMP Bluetooth Keypad.

Keyboard and LMP Bluetooth Keypad are recognized by the Mac OS as two separate input devices. This means that a combination of the two input devices to form a single command is not possible. Instead, you can use the programmable hot-keys F13 to F17:
Choose "System Preferences" --> "Keyboard" --> "Keyboard Shortcuts". Press "+" to assign a new keyboard shortcut. Enter the shortcut command and assign a hot key (i.e. "Show All Bookmarks" to F14). Make sure you are using the correct term and the exact same spelling as in the program so the system activates the command correctly (i.e. "Show All Bookmarks" vs. "Show all bookmarks" which will not work!).

The "clear" key under Windows™ has different and sometimes strange functions such as delete forward, delete backwards, no function at all, numlock function, clear all, etc.

The LMP Keypad is designed to work with Mac OS X. However, it can be used with certain Windows™ OS and programs as well but without support from the manufacturer. The "clear" key under Windows™ OS is basically equal to numlock. However, it can have different functions depending on the software being used. This shortcoming cannot be changed. Use "delete" and "delete forward" instead to clear any characters and try to avoid using the "clear" key while working with Windows™ OS.

The LMP Keypad does not work anymore with Windows™ OS

You may have accidentally pressed the "clear" key which locks the LMP Keypad (numlock function in some programs). Unlock the LMP Keypad by pressing "clear" again.

Can the LMP Keypad be connected with various Macintosh™ computers, i.e. an iMac and a MacBook, and switch back and forth?

No, the LMP Keypad can only be connected with one Macintosh™ computer at a time. When switching to another Macintosh™, the pairing needs to be redone. It is recommended to delete the "Bluetooth Keypad" first before re-pairing is performed.

Can the battery power status be read in the Apple™ System Preferences like with the Apple™ wireless keyboard?

No, there is no reading for the current battery power status. Once the battery power is low, the LMP Keypad will display an erratic behavior like loosing the connection all the time, having difficulty to do the pairing, etc.

When using the LMP Keypad with my iPad it does not work properly.

The LMP Bluetooth Keypad has been specifically designed to work with desktop or portable Macintosh™ computers. It does not support any iPad or other table which is clearly stated on the package.

For further information, contact us at info@cropmark.ch