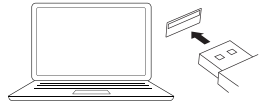


If you are a Windows user, please find the appropriate keycaps in the box, then follow the instructions below to find and replace the following keycaps.

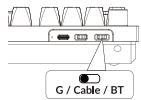
Quick Start Guide

1 Connect 2.4 GHz Receiver

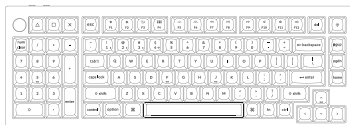
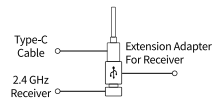
Connect the 2.4 GHz receiver to the device USB port.



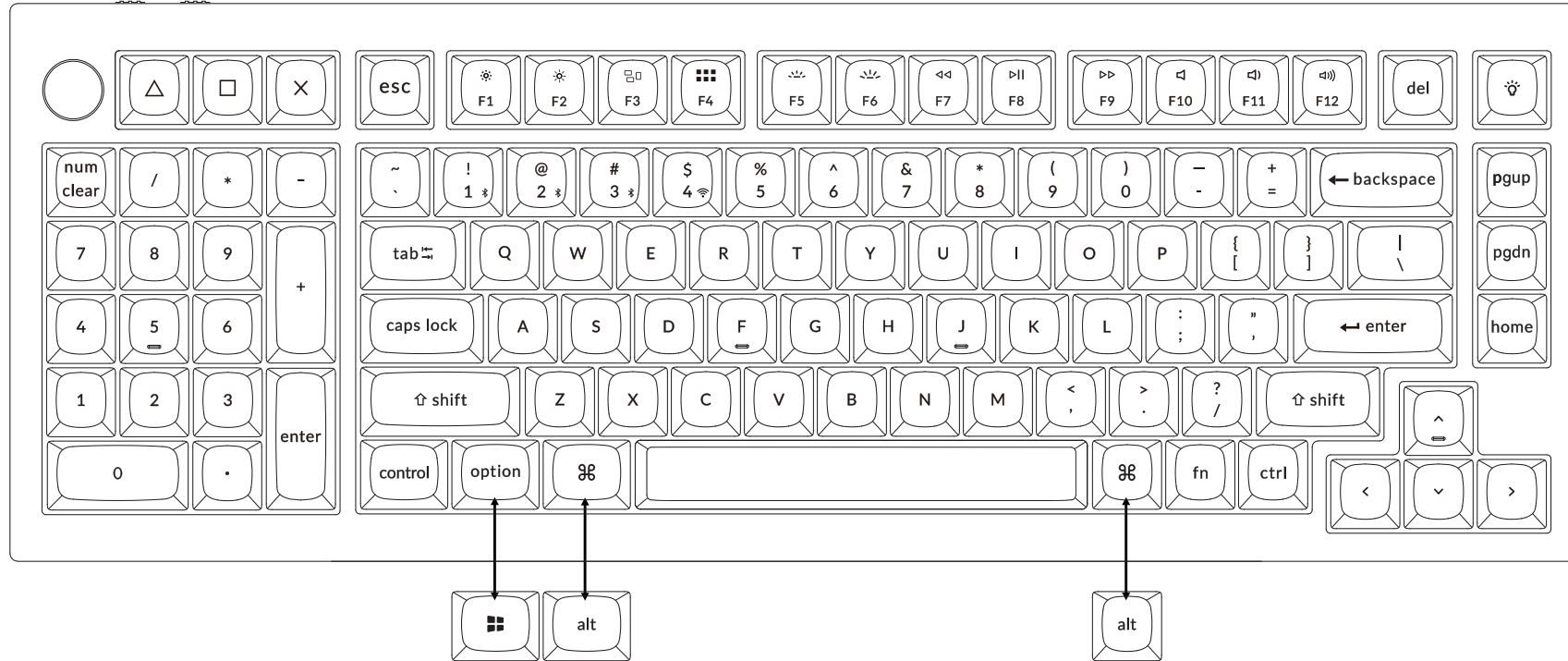
Switch toggle to 2.4 GHz mode



G = 2.4 GHz



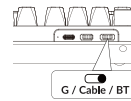
Note: For the best wireless experience, we recommend using the extension adapter for receiver and putting the 2.4 GHz receiver somewhere on your desk close to your keyboard for a low rate of latency and fewer signal interferences.



2 Connect Bluetooth



Switch toggle to Bluetooth

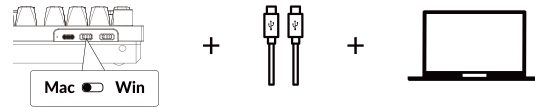


Press fn + 1 (for 4 seconds) and pair with device named Keychron Q12 Max



3 Switch To The Right System

Please make sure the system toggle on the top left corner has been switched to the same system as your computer's operating system.



4 Connect Cable



5 The VIA Key Remapping Software

Please visit usevia.app to use the online VIA software to remap the keys.
If the VIA cannot recognize your keyboard, please reach our support to get the instruction.



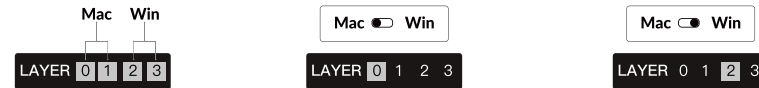
*The online VIA software can only run on the latest version of Chrome, Edge, and Opera browsers yet.
*VIA only works when the keyboard is connected by wire to the computer.

6 The Layers

There are four layers of key settings on the keyboard. The layer 0 and layer 1 are for the Mac system. The layer 2 and layer 3 are for the Windows system.

If your system toggle is switched to Mac, then the layer 0 will be activated.

If your system toggle is switched to Windows, then the layer 2 will be activated. Remember that if you are using it in Windows mode, please make changes to the layer 2 instead of the top layer (the layer 0). This is a common mistake people are making.



7 The Backlight

Press fn + Q to change the lighting effect

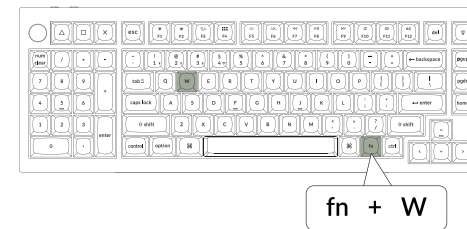


Press fn + tab to turn the backlight on/off



8 Adjust The Backlight Brightness

Press fn + W to increase the backlight brightness



Press fn + S to decrease the backlight brightness



9 Warranty

The keyboard is highly customizable and easy to be rebuilt. If anything goes wrong with any of the keyboard components of keyboard during the warranty period, we will only replace the defective parts of the keyboard, not the whole keyboard.



10 Factory Reset



Troubleshooting? Don't know what's going on with the keyboard?

1. Download the right firmware and QMK Toolbox from our website.
2. Unplug the power cable and switch the keyboard to Cable mode.
3. Remove the space bar keycap to find the reset button on the PCB.
4. Hold the reset key first, then plug the power cable into the keyboard. Release the reset key after 2 seconds, and the keyboard will now enter DFU mode.
5. Flash the firmware with the QMK Toolbox.
6. Factory reset the keyboard by pressing fn + J + Z (for 4 seconds).

*Step by step guide can be found on our website.

Not Happy

support@keychron.com