

# Dell Pro Keyboard KB500

## User's Guide

Keyboard model: KB500  
Regulatory model: KB3121Wt/SD-8160  
KB3121Wp/DGRFEO



# Notes, Cautions, and Warnings

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**NOTE:** A NOTE indicates important information that helps you make better use of your computer.



**CAUTION:** A CAUTION indicates potential damage to hardware or loss of data if instructions are not followed.



**WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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2024-11

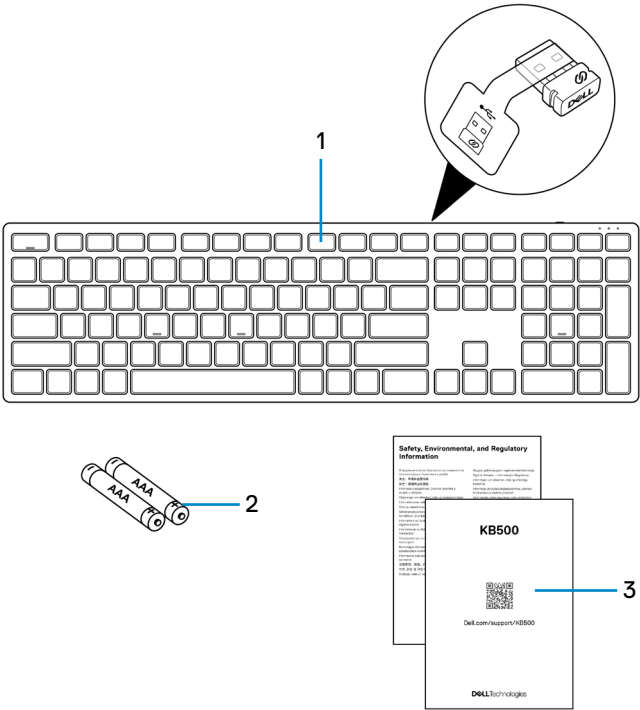
Rev. A02

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# What's in the box

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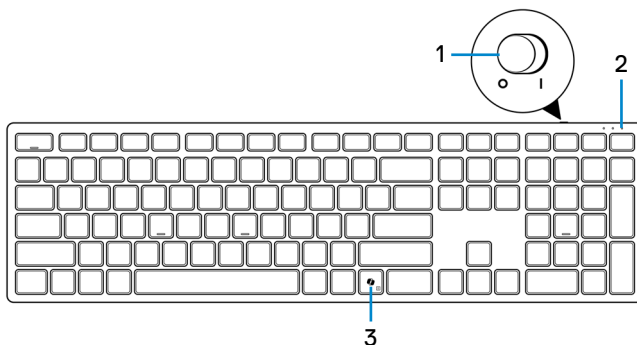
- 1. Keyboard with USB receiver
- 3. Documents

- 2. AAA-type Batteries

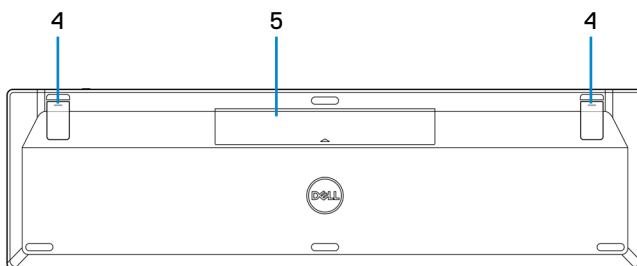
# Features

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Top view



Bottom view



- |                  |                         |
|------------------|-------------------------|
| 1. Power switch  | 2. Battery-status light |
| 3. Copilot key   | 4. Keyboard feet        |
| 5. Battery cover |                         |

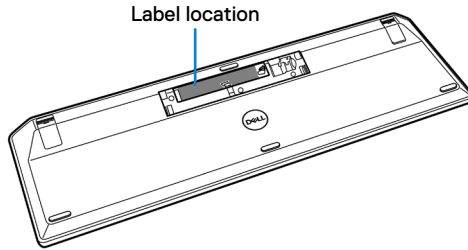
## Launch Copilot in Windows

 **NOTE:** Use  key with supported Windows 11 devices; feature availability varies by device and market, see [aka.ms/KeySupport](https://aka.ms/KeySupport).

 **NOTE:** Copilot in Windows is available only in approved markets.



**NOTE:** Open the battery cover to access the PPID/Regulatory label location.



# Dell Display and Peripheral Manager

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Dell Display and Peripheral Manager is an app that helps you set up and configure your Dell monitors and peripherals. With this app you can:

- Assign shortcuts to programmable keys of your keyboard through the **Key Customization** tab.
- View device information such as firmware version and battery status for wireless devices.
- Upgrade to the latest firmware for your device.
- Pair or unpair to the RF dongle.

## Installing Dell Display and Peripheral Manager

When you connect the device to your computer for the first time, you may be prompted to download and install the app.

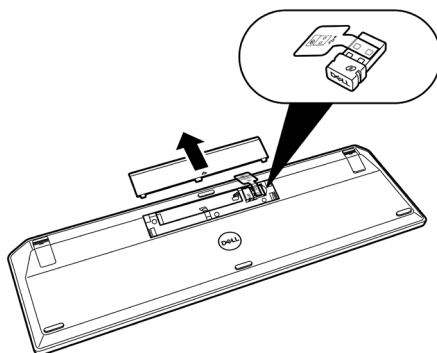
 **NOTE:** If the download prompt does not appear within a few minutes, you can manually install the software from the **Drivers & Downloads** tab at [www.dell.com/support/KB500](http://www.dell.com/support/KB500).

For more information, see *Dell Display and Peripheral Manager User's Guide* in the **Documentation** tab.

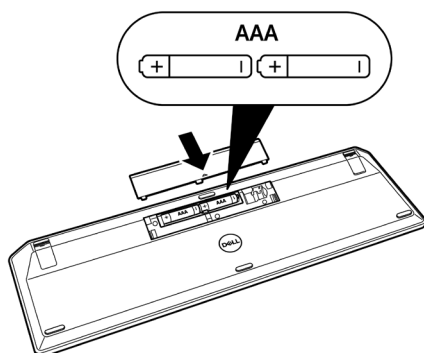
# Setting up your wireless keyboard

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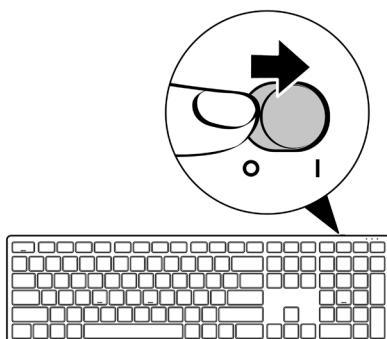
1. Using your fingertip, pry open the battery cover. Then remove the USB receiver from its compartment.



2. Install the AAA batteries into the battery compartment. Then replace the battery cover.



3. Slide the power switch to the right to turn on the keyboard.



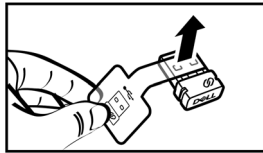
# Pairing your wireless keyboard

Your Dell wireless keyboard can be paired with devices using USB receiver. You can pair and switch between a laptop, desktop, and a compatible mobile device.

## Pairing with a USB receiver

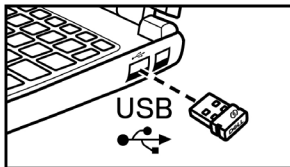
 **NOTE:** You can connect a device to your wireless keyboard using the Dell Universal pairing.

1. Detach the receiver tag from the USB receiver.

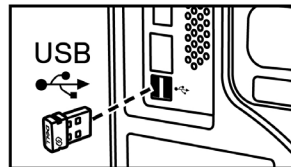


2. Install the Dell Universal USB receiver to the USB port on your computer.

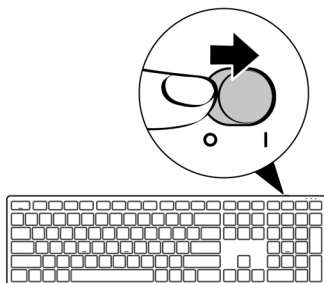
**Laptop**



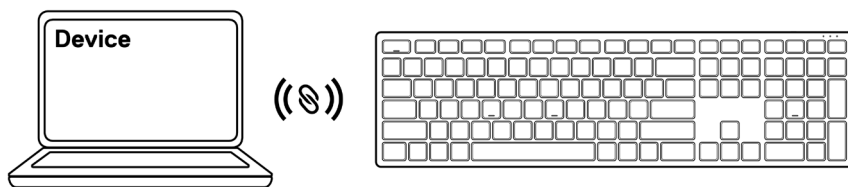
**Desktop**



3. Slide the power switch to the right to turn on the keyboard.



The keyboard is paired with your USB device.



# Specifications

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## General

|                    |                                                                                                                                                                                                                                                                                                                                               |
|--------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Model number       | KB500                                                                                                                                                                                                                                                                                                                                         |
| Connection type    | Wireless (2.4 GHz with nano receiver)                                                                                                                                                                                                                                                                                                         |
| System requirement | <ul style="list-style-type: none"><li>• Windows Server 2012; 2012 R2, 2016 (RF receiver only)</li><li>• Windows 8, 32/64-bit</li><li>• Windows 10, 32/64-bit</li><li>• Windows 11</li><li>• Android</li><li>• Chrome</li><li>• MAC OS</li><li>• Linux 6.x, Ubuntu 18 and Red Hat 8 Enterprise</li><li>• Free-DOS (RF receiver only)</li></ul> |

## Electrical

|                   |                   |
|-------------------|-------------------|
| Operating voltage | 2 V - 3.2 V       |
| Battery type      | Two AAA batteries |

## Physical characteristics

|                            |                       |
|----------------------------|-----------------------|
| Weight (without batteries) | 400 g (0.88 lb)       |
| Dimensions:                |                       |
| Length                     | 432.71 mm (17.04 in.) |
| Width                      | 122.11 mm (4.81 in.)  |
| Height                     | 26.11 mm (1.03 in.)   |

# Environmental

Temperature:

|                  |                                                  |
|------------------|--------------------------------------------------|
| Operating        | -10°C to 50°C (14°F to 122°F)                    |
| Storage          | -40°C to 65°C (-40°F to 149°F)                   |
| Storage humidity | 95% maximum relative humidity;<br>non-condensing |

# Wireless

|                    |                                            |
|--------------------|--------------------------------------------|
| RF resolution      | 2.4 GHz RF                                 |
| Operating channel  | 5 channels for GFSK modulation with 1 Mbps |
| Operation distance | > 10 m (outdoor without any interference)  |

# Troubleshooting

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| Problems                    | Possible solutions                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Keyboard is not functioning | <ol style="list-style-type: none"><li>1. Check if the batteries are inserted in the correct orientation. The batteries “+” and “-” ends should be placed as indicated on the battery compartment.</li><li>2. Check the battery level.<ul style="list-style-type: none"><li>• If the device uses the rechargeable batteries, ensure that the batteries are fully charged.</li><li>• If the batteries are exhausted, replace them with new ones.</li></ul></li><li>3. Turn off the device, and then turn it on. Check if the battery-status light is flashing amber 10 times, indicating that the battery power is low. If the batteries are fully depleted, the battery-status light will not turn on.</li><li>4. Restart your computer.</li><li>5. Ensure that the USB receiver is directly connected to your computer.<ul style="list-style-type: none"><li>• Avoid using the port replicators, USB hubs, and so on.</li><li>• Change the USB port.</li></ul></li></ol> |

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| <b>Problems</b>                                                               | <b>Possible solutions</b>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|-------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Unable to pair the keyboard with your computer                                | <ol style="list-style-type: none"> <li>1. Check the battery level. <ul style="list-style-type: none"> <li>• If the device uses the rechargeable batteries, ensure that the batteries are fully charged.</li> <li>• If the batteries are exhausted, replace them with new ones.</li> </ul> </li> <li>2. Turn off the device, and then turn it on. Check if the battery-status light is flashing amber 10 times, indicating that the battery power is low. If the batteries are fully depleted, the battery-status light will not turn on.</li> <li>3. Restart your computer.</li> <li>4. Ensure that the USB receiver is directly connected to your computer. Avoid using the port replicators, USB hubs, and so on.</li> <li>5. Change the USB port or insert the USB receiver into another USB port on your computer.</li> <li>6. Ensure that the distance between your computer and keyboard is within 10 meters.</li> </ol> |
| Keyboard buttons do not work                                                  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                |
| Wireless connection is lost                                                   | <ol style="list-style-type: none"> <li>1. Check the battery level. <ul style="list-style-type: none"> <li>• If the device uses the rechargeable batteries, ensure that the batteries are fully charged.</li> <li>• If the batteries are exhausted, replace them with new ones.</li> </ul> </li> <li>2. Turn off the device, and then turn it on. Check if the battery-status light is flashing amber 10 times, indicating that the battery power is low. If the batteries are fully depleted, the battery-status light will not turn on.</li> <li>3. Restart your computer.</li> <li>4. Ensure that the distance between your computer and keyboard is within 10 meters.</li> </ol>                                                                                                                                                                                                                                            |
| Features on Dell Display and Peripheral Manager software may not be supported | <p>The features supported by Dell Display and Peripheral Manager are dependent on the operating system and the processor of your computer.</p> <p>For more information, see the documentation for Dell Display and Peripheral Manager at <b>Dell Support Site</b>.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

# Oman Regulatory Information

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Regulatory Model: KB3121Wp, DGRFEO

|            |
|------------|
| OMAN-TRA   |
| D172338    |
| R/19143/24 |
| R/19142/24 |

Regulatory Model: KB3121Wt, SD-8160

R/10018/20



R/19190/2024



OMAN-TRA  
D172338



# Statutory Information

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## Warranty

### Limited warranty and return policies

Dell-branded products carry a three-year limited hardware warranty. If purchased together with Dell system, it will follow the system warranty.

#### For U.S. customers:

This purchase and your use of this product are subject to Dell's end user agreement, which you can find at **Dell.com/terms**. This document contains a binding arbitration clause.

#### For European, Middle Eastern and African customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's end user contract terms.

Dell may also provide an additional hardware warranty – full details of the Dell end user contract and warranty terms can be found by going to **Dell.com/terms**, selecting your country from the list at the bottom of the “home” page and then clicking the “terms and conditions” link for the end user terms or the “support” link for the warranty terms.

#### For non-U.S. customers:

Dell-branded products that are sold and used are subject to applicable national consumer legal rights, the terms of any retailer sale agreement that you have entered into (which will apply between you and the retailer) and Dell's warranty terms. Dell may also provide an additional hardware warranty – full details of Dell's warranty terms can be found by going to **Dell.com**, selecting your country from the list at the bottom of the “home” page and then clicking the “terms and conditions” link or the “support” link for the warranty terms.