Lightkey CORE [Pro/Business] – Known Issues

Background

Lightkey is a Windows software that communicates with Microsoft Office and Google Chrome, as well as with other input texts in order to provide cutting edge text prediction capabilities. This document is a repository of all known issues with regard to connectivity to Windows operating system and the communication with its applications.

Issue #1 – Scaling Issues in Multi-Display Environments

Issue description:

In multi-display environments with different scaling factors, Lightkey's predictions may not appear correctly (i.e. not in line with your text).

Root cause:

Microsoft Windows has known and published issues supporting multiple displays with different scaling factors, resulting in blurry text, compatibility issues and more. Lightkey is affected by these issues.

Mitigation:

Solution #1 (recommended) – setting all monitors to the same scaling factor

Microsoft's recommendation is to adjust your display settings so all connected displays are configured with the same scaling factor. In order to do that, please follow the next simple steps: Right-click any empty space on your desktop and select *Display settings* towards the bottom of the context menu. Alternatively, you can go to *Start* > *Settings* > *System* > *Display*. Look for "**Change the size of text, apps, and other items**" and adjust it for each monitor so that all monitors use the same setting.

Once all monitors are set to the same scaling factor, restart your computer and you'll notice that Lightkey's text predictions are displayed as expected - in line with your text.

Solution #2 – update your version of Windows 10 and set Office settings to adjust for 'best appearance'

Lightkey has an internal dynamic engine to handle multiple displays with different scaling factors but it is only supported in most recent versions of Windows 10 as well as Office 2016 or above, subject to setting the 'user interface options' to "optimize for best appearance" as shown below:

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Please note that Microsoft's ongoing changes to its multi-display OS modules may affect Lightkey's support and therefore the best and simplest solution which will always work is solution #1. Having said that, we follow the latest updates from Microsoft and make sure to update Lightkey to support such changes to Microsoft's multi-display OS modules.

For more information: https://www.lightkey.io/post/resolve-scaling-issues-in-multi-display-environment

Issue #2 – Native support for "special" text fields in Microsoft Office

Issue description:

Due to connectivity issues with Office API, Lightkey cannot support some types of text fields in Microsoft Office. Here is the full list of unsupported text fields:

Application	Type of text field	Notes
Microsoft Word	Comments	Unsupported due to limited access using Office API.
Microsoft Outlook	Responding to meetings, plain text emails	Unsupported due to limited access using Office API.
Microsoft PowerPoint	Tables, Comments, Slide notes	Unsupported due to limited access using Office API.

Mitigation:

Lightkey's development team is always up to date with Office API changes, and will support these text fields once they are available using Office API.

Issue #3 – Potential Collision with Gmail Smart Compose

Issue description:

Lightkey's Chrome extension supports popular web applications (Gmail, LinkedIn, WhatsApp Web, Twitter, Outlook Mail, Slack, Asana, Monday, Zendesk and more). As Gmail's Smart Compose feature already supports text predictions, Lightkey may be in conflict with the application and therefore may work incorrectly.

Root cause:

In case both Gmail and Lightkey are "competing" to suggest a prediction in the same input text, they may try to override each other's predictions, causing an inconsistent behavior for the user.

Mitigation:

We recommend disabling either Gmail's Smart Compose feature (by going to settings and turning off writing suggestions) or Lightkey's text predictions (by opening the preferences -> applications tab in Lightkey's control center, and de-selecting Gmail from the list of active applications).

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More information:

https://www.lightkey.io/post/solving-potential-prediction-conflicts-in-gmail

Issue #4 – Lightkey Anywhere Auto-on feature

Issue description:

Lightkey Anywhere remembers your favorite applications and will auto-activate itself when used in same text fields. In other words, when using a chat window for example, you only need to trigger it once, and thereafter it will be there automatically, relieving you from the need to trigger it with the Alt + mouse click combination.

In some cases, Lightkey Anywhere Auto-on feature may not "remember" recent triggering locations.

Root cause:

Lightkey Anywhere has an internal module that keeps track of the last-used coordinates of text fields in different applications. This data is sometimes inconsistent across the same input text, therefore prohibiting the auto-on feature to work within it.

Mitigation:

This issue will be improved in newer generations of Lightkey.

More information:

https://www.lightkey.io/post/introducing-lightkey-anywhere-lightkey-in-any-desktop-application-1
https://www.lightkey.io/predictive-text-in-any-application

Any questions?

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