Lightkey's Technical Support Guide

Support Request: I can't see predictions when I type

Resolution Procedure

1. *Did you restart your device after the installation?*

Why is this important? As part of its installation Lightkey registers several services on the device. These services are best detected following a full restart, especially services connected to Microsoft Office.

→ **Recommended Action**: Restart your computer following Lightkey's installation.

2. *Is your license valid?*

Why is this important? *Lightkey Professional* is a subscription-based software and as such it requires a valid license.

→ **Recommended Action**:

Open Lightkey's Control Center / License tab, and make sure your license is valid (see below image).

For Lightkey Pro/Pro AT Editions:

For Lightkey Business/Business AT Editions:

3. Did you make sure the required application is activated?

Lightkey's predictions are natively integrated into the following applications: MS Office Word, Outlook, PowerPoint and Google Chrome Gmail, WhatsApp Web, LinkedIn Messenger, Yahoo! Mail and Outlook Mail. By default, upon installation all these applications are enabled for predictions and users are not required to enable them individually. In some cases, users may accidently disable one or more of the applications thinking they enabled them.

→ **Recommended Action**: Make sure all required applications are enabled – open Lightkey's Control Center, under Preferences / Applications – make sure all required applications are highlighted.

4. Did you select your Lightkey prediction languages?

Why is this important? Lightkey automatically detects the end-user's installed Windows input languages and selects them by default when creating the personal prediction profile. Sometimes, users may use a US keyboard layout to type content in other languages (e.g. German or Norwegian), or otherwise use a German keyboard layout to type English content. In these cases, the end-user won't see predictions in the non-installed/non-selected language.

→ **Recommended Action – step 1**: Make sure that all languages used by the end-user are properly installed as Windows Input languages (through Windows language settings).

→ **Recommended Action – step 2**: Make sure that the user's languages are properly selected – open Lightkey's Control Center and click on the 'Prediction Profile' tab.

5. Is your Windows keyboard layout matching the language you are using?

Lightkey supports 85 languages and it uses the active Windows keyboard layout to infer the currently selected language for predictions and spelling corrections. If you are using an unsupported Windows keyboard layout (for example Japanese or Chinese) to type English content with it, Lightkey won't be able to work.

In other words, it's highly recommended to use Windows English keyboard to write English content, Windows French keyboard to write French content, etc.

6. Do you know how to select predictions suggested by Lightkey?

Why is this important? Selecting Lightkey's predictions and/or spelling corrections requires a simple hit on the Tab key. This is relevant when typing in all natively supported applications (Microsoft Office Word, Outlook, PowerPoint, and Google Chrome Gmail, WhatsApp Web, LinkedIn Messenger, Yahoo! Mail and Outlook Mail). In any other application, the end-user can invoke Lightkey using the 'Lightkey Anywhere' feature which is triggered by holding the ALT key and clicking on the desired input field.

→ **Recommended Action**: Start typing in any of the natively supported applications (see list above) and hit the Tab key when the suggested prediction fits. In any other application, simply hold the ALT key before clicking on the desired input field to trigger Lightkey Anywhere.

7. Do you have a multiple-displays setup?

Why is this important? Lightkey's predictions may not appear correctly (i.e. not in line with your text) in cases where a single device is connected to an outside display/multiple displays, each configured with a different scaling factor. In order to resolve this issue, we follow Microsoft's recommendation 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 steps:

→ **Recommended Action – step 1**: right-click anywhere on your desktop background and select Display settings. Alternatively, you can go to Windows Start > Settings > System > Display.

→ **Recommended Action – step 2**: Look for "**Change the size of text, apps, and other items**" and adjust it for each monitor so that all monitors use the same scaling factor (see below image).

8. Is Lightkey's Office Add-in enabled?

Why is this important? As part of its installation Lightkey registers an Office Add-in in Word, PowerPoint and Outlook. This Add-in is set to be enabled by default. In some rare cases, the Add-in might be turned off.

→ **Recommended Action – step 1:** First, make sure that predictions are working in Lightkeypad (Lightkey's built-in predictive typing editor) – Open Lightkeypad from Windows Start menu and make sure that you see predictions as you type. If not, skip to the next section of this guide.

→ **Recommended Action – step 2:** Make sure that Lightkey's Add-in is enabled in Office applications. Open Microsoft Word, go to File -> Options and Add-ins and make sure Lightkey is in the Active Add-ins list. If it's not in the list or in case it's listed under the non-active Add-ins, please move to the next step:

→ **Recommended Action – step 3:** go to the 'Manage: COM Add-ins', click the 'Go…' button and make sure Lightkey's box is checked.

9. Are your Office Add-ins disabled by the Office Trust Center?

Why is this important? As part of its installation Lightkey registers an Office Add-in in Word, PowerPoint and Outlook. This Add-in is set to be enabled by default. In some rare cases, users (or Admins) may choose to disable the functionality of ALL Office Add-ins.

→ **Recommended Action – step 1:** Follow all steps recommended in section 8 here-above to make sure Lightkey's Add-in is enables properly.

→ **Recommended Action – step 2:** Open Microsoft Word, go to File -> Options -> Trust Center and click on the 'Trust Center Settings' button. Go to 'Add-ins' and make sure that the 'Disable all applications Add-ins' box is **not** checked.

10. (I can't see predictions in Google Chrome / Microsoft Edge) Did you enable Lightkey's Browser Extension?

Why is this important? As part of its installation Lightkey installs a Browser Extension in the end-user's device and requires the user to approve it. Predictions may not appear in Google Chrome until the extension is approved.

→ **Recommended Action – step 1**: Make sure that predictions are working in Lightkeypad (Lightkey's built-in predictive typing editor) – Open Lightkeypad from Windows Start menu and make sure that your see predictions. If not, skip to the section of this guide.

→ **Recommended Action – step 2:** Make sure that Lightkey's Chrome Extension is enabled - open Google Chrome, open chrome://extensions/ and make sure that Lightkey's Chrome Extension is enabled.

11. Is Lightkey's background service running?

Why is this important? Lightkey's service may be stopped due to an unexpected fatal error (e.g. hardware issues).

→ **Recommended Action**: in order to verify that the service is running, go to Windows Services and make sure Lightkey's service is in 'Running' state. Otherwise, try to start it manually (see image below).

Services
File
Action
View
Help
Services (Local)
Services (Local)
Lightkey Service
Start the service
Description:
Lightkey Service
Name
Description
Status
Startup Type
Log On As
Lightkey Neural
Lightkey Ne...
Running
Automatic
Local Syste...
Lightkey Service
Start
Stop
Pause
Resume
Restart
All Tasks
Refresh
Properties
Help
Extended
Standard
Start service Lightkey Service on Local Computer

Support Request: My VSTO refuses to start while Lightkeypad is working

Resolution Procedure

Make sure add-ins are general enabled in Microsoft Office

In Microsoft Word, go to File → Options → Trust Center and click on Trust Center Settings

In the Add-ins tab, make sure that all boxes are **NOT** checked:

Make sure to re-enabled Lightkey's add-in in case it is listed under the disabled items list

In Microsoft Word, go to File → Options → Add-ins. In the Manage box, change COM Add-ins to Disabled Add-ins, and then click Go.

Select the add-in and click Enable. Click Close.

Make sure that the local Antivirus software is temporarily disabled

For example, if you have Avast Antivirus on your machine, by right clicking on its tray icon you can temporarily disable it for 10 minutes.

Make sure that the load behavior of the VSTO is set to 3 while Office apps are opened

After MS Word, Outlook and PowerPoint are opened, set the following registry values to 3:

1. SOFTWARE\Microsoft\Office\Outlook\Addins → LoadBehavior=3

2. SOFTWARE\Microsoft\Office\Word\Addins → LoadBehavior=3
3. SOFTWARE\Microsoft\Office\PowerPoint\Addins → LoadBehavior=3

Remote session diagnosis

Collecting information about the add-in loading failure

1. Go to Options → Advanced → General and check the "Show add-in user interface errors"

2. Set the following environment variables under PATH:
   a. VSTO_SUPPRESSDISPLAYALERTS → set to **0**
   b. VSTO_LOGALERTS → set to **1**

3. Under **Computer\HKEY_CURRENT_USER\SOFTWARE\Lightkey,** set **VSTO_Debugging** to **1**

Still Have Problems? Contact Us

If you encountered a problem that wasn't covered in the tutorial, please contact us here.