

Command Series KB7



Command Series KB7 - First Use and Properly Connecting the Keyboard

You're now proud owner of your own Command Series KB7 keyboard? Great! Let's get started.

Connecting the Keyboard

- The Command Series KB7 is delivered with a USB-C to USB-C cable. However, if your PC does not have a USB-C port, you can use the provided USB-C to 2x USB-A adapter cable. Make sure you connect both USB-A plugs of the adapter to your PC. They can be connected to any USB 2.0 or 3.0 port. Do not connect the keyboard to a USB Hub or KVM Switch. This is especially important if you plan on connecting another device to the passthrough USB port of the keyboard or if you want to use the rail mounts to connect other devices, such as the KP7. Also, make sure the USB-C connector of the cable is properly connected to the keyboard itself.

Attaching the palm rest

- The Command Series KB7 comes with a translucent silicone palm rest that can be attached to the keyboard in a way that it becomes illuminated. The keyboard features a row of notches on its front that the palm rest can be pushed into. When connected properly, you will see the palm rest become illuminated as soon as the keyboard's LEDs turn on.

IMPORTANT: Please note that the palm rest being made of silicone makes it

sensitive to sunlight. We strongly advise against exposing the device to direct sunlight and/or heat in order to prevent changes in material that can affect its look and feel.

Adjusting the foldable feet

- Once the keyboard is connected, place it in a comfortable position on your desk. On its back you will find two foldable feet that have three different layers: Folded, half erected and fully erected. Find the position that feels the best for your wrists.

Installing and Setting Up Swarm II

- Now, go to our website and download the newest version of Swarm II. You can find the download [here](#).
Once the download has finished, extract the installer by right-clicking the downloaded file and choosing "Extract All". Then, run the extracted file and follow the on-screen instructions. After the installation has finished, open Swarm II.

Whether you had installed Swarm II prior to using the Command Series KB7 or not, you will likely be asked to perform an update and install the device's module upon first use. Do so by clicking the notification and downloading and installing all available updates. For this step it is important to have the keyboard connected to your PC directly and not through a USB hub or KVM switch to prevent communication issues. The process might take a while, afterwards you gain full control over the device's configuration.

You are now ready to enjoy your new keyboard and all of its features!

If you would like, you can also connect another USB device to the passthrough port of the keyboard. This frees up another USB port of your PC the keyboard might occupy via its 2x USB-A adapter cable.

In addition, you can also connect other devices to the rail mounts of the keyboard, such as the KP7 keypad. Note that the KB7 keyboard will still need to be connected to your PC directly. Other connected devices won't need to be connected to your PC separately.

Keyboard Maintenance, Cleaning and Safety Precautions

To keep your keyboard in good condition and avoid any unwanted damage, please make sure to carefully read through the below information.

General information

Keyboards should be treated with care like any other piece of electronic equipment.

For wired keyboards, make sure that the cable is untangled to avoid the twisting from breaking or shorting the internal wiring. Avoid resting your keyboard with its cables on top of units that generate heat, such as PCs or consoles. Wrapping the cable around the keyboard and/or resting it over a source of heat is a recipe for product malfunction due to cord failure. Do not fold the wire over multiple times and pinch it with wire ties. Cables have "memory" too. The simple solution is to loop the cable gently in circles, but not too tightly. Be careful not to fold or pinch the cable, as this can stress the cable and result in breakage of the internal wiring.

When transporting your keyboard, always disconnect the cables. Avoid lying, stepping or resting anything heavy on your keyboard. Also, be careful when storing a keyboard in a backpack with other articles.

To avoid risk of electric shock, do not open any components. There are no user-serviceable parts inside, and opening the product will void the product's warranty.

To help prevent damage to your Turtle Beach keyboard, store it in a dry location where there is no risk of heavy items falling on it. Do not leave your keyboard or any accessories in a location where people or pets might accidentally trip over them. Do not sit on or step on your keyboard, and take care not to accidentally drop it on the floor.

Wireless devices and charging

Our wireless devices usually have a built-in battery that is not designed to be removed. Doing so or disassembling your device in any other way will void your warranty and is strongly advised against.

To charge your battery, connect the device to a safe power source, such as a PC, laptop or console, using the provided cables. Connecting to a wall socket or using a third party cable can in theory cause damage to the device. Such damage is not covered by warranty.

Always charge your keyboard before storing it for any extended period of time (greater than 3 months). Never store the unit in temperatures above 113 °F (45 °C).

Warranty

Any damage caused by mis-use of the product voids your warranty. Types of mis-use can be as follows, but are not limited to:

- Applying force, such as putting weight on the device or stepping on it, dropping, bending, punching or smashing the device.
- Using third-party hardware on the device, such as connecting it using third-party cables or connecting it to a wall socket.
- Opening or disassembling the device.
- Bringing the device in contact with any kind of liquid.
- Using third-party software to manipulate the device's firmware or built-in memory.

Cleaning

Over time, the device may collect dust, grime, hair or other dirt, depending on its environment. Aside from obvious cosmetic reasons, you may also want to clean it from time to time to preserve functionality. Otherwise, both mechanical and optical parts may be blocked at some point and cease function.

To clean your keyboard, follow the below instructions.

Preparation

- 1. Disconnect your keyboard from any power source before you begin cleaning any part of your device.**
2. Take a picture of your keyboard to make re-attaching keycaps later on easier.

Cleaning keycaps

1. Take off the keyboard's keycaps, ideally using a keycap-puller. If you don't have a keycap puller at hand, you may also remove keycaps with your fingers. Begin with exterior keycaps. Take firm hold and gently pull the keycaps straight off the keyboard. Do not pull at an angle or try to wiggle.
2. Place the keycaps in a bowl with lukewarm water. You may add a very mild detergent. Choosing an aggressive detergent may damage the keycaps' coating, so be careful here.
3. After 10-15 minutes, use either your fingers or a very soft brush to rub off any grime on your keycaps.
4. Once all keycaps are clean, place them on a microfiber towel and let them dry. It may be sensible to flip them over after some time. We recommend letting your keycaps dry for at least 24 hours.

5. Before re-attaching your keycaps, ensure they have fully dried, especially the stem cavity. Re-attaching wet keycaps can get water into your keyboard and irreversibly damage it. Once all keycaps have dried, re-attach them to your keyboard by aligning and gently pushing each straight onto the cross-shaped switch stem.

Cleaning the keyboard

1. Before cleaning the keyboard itself, it is recommended you take off all keycaps. Follow step 1 from the above instructions.
2. Remove any loose dirt such as hair or dust from the keyboard. We recommend using canned air and/or a soft brush.
3. If any stubborn grime or grease is left on the keyboard, use a dry microfiber cloth to rub it off. You may slightly dampen it using a high percentage alcohol, such as isopropyl alcohol, but avoid using any water-based solutions.
4. For tight spaces, a combination of q-tips and isopropyl alcohol might do the trick. However, be very careful with q-tips and stay away from any electronic parts or switches themselves as the cotton may leave tiny hair which could cause malfunctions.
5. Once the keyboard is clean, re-attach the keycaps. If you cleaned them as well, make absolutely sure they have completely dried.

Warning

- Getting water or water-based solutions onto the keyboard can cause damage.
- Using q-tips/cotton swabs or other tools that may lose hair or fibers can cause malfunctions to electronic parts or switches.
- Do not open the keyboard to clean its internals as this will void your warranty.
- When using any kind of cleaning alcohol, make sure it is a high-percentage alcohol so it vaporizes quickly.
- Stay away from cleaning switches themselves, especially if they are detachable/hot-swappable, to avoid damaging electronic components.

Command Series KB7 - Parts

The Command Series KB7 package contains

- Command Series KB7 Wired TKL Gaming Keyboard
- USB-C to USB-C cable
- USB-C to 2x USB-A adapter
- Illuminated wrist rest
- Set of Extra Grippy WASD textured keycaps
- Keycap puller

If one of your keyboard's parts goes missing or produces a malfunction, feel free to reach out to our support. Depending on stock and location we might be able to provide you with replacement parts.

Other parts than the above listed can not be provided.

Command Series KB7 - Technical Specifications

- **Keyboard dimensions**
 - Inches (width, height, depth): 15.71 x 1.22 x 6.85
 - Centimeters (width, height, depth): 39.9 x 3.1 x 17.4
- **Wrist rest dimensions**
 - Inches (width, depth): 15.71 x 3.23
 - Centimeters (width, depth): 39.9 x 8.2
- **Keyboard weight**
 - 1.89 lbs without palm rest
 - 2.47 lbs with palm rest
- **Polling Rate**
 - Adjustable up to 8000 Hz
- **Anti-Ghosting**
 - Yes
- **Key rollover**
 - N-Key
- **Keyboard size**
 - Tenkeyless (TKL)
- **Switch type**
 - Hall effect, Magnetic mechanical switch
- **Switch lifecycle**
 - 100 Million presses
- **Available switches**
 - Linear
- **Key travel distance**
 - 3.2 mm
- **Actuation point**
 - Adjustable 0.1 - 3.2 mm
- **Software support**
 - Turtle Beach Swarm II (supported under Windows 10 upwards, 64bit)
- **Compatibility**

- Windows PC (full support for Windows 10 64bit or higher through Swarm II)
- Mac OS (no advanced features or software support)
- Linux (no advanced features or software support)
- **Illumination type/LEDs**
 - Per key
- **RGB range**
 - 16.8 million colors
- **Display type**
 - Touchscreen, colored
- **Display size**
 - 4.3"
- **Foldable feet**
 - Double height
- **Keycap material**
 - Double-shot PBT
- **Case material**
 - Plastic
- **Top plate material**
 - Aluminum anodized brushed
- **Palm rest material**
 - Silicone
- **Cable length**
 - 1.8m / 5.9ft
- **Cable type**
 - Braided & detachable, USB-C to USB-C, with USB-C to 2x USB-A adapter
- **Connection type**
 - USB 2.0

Command Series KB7 - Frequently Asked Questions

You can find quick and easy answers to commonly asked questions below. Many topics also have their own article with more detailed information. You can [return to the product page](#) for an overview of all available articles.

- **Are replacement parts available?**

Yes, we are generally able to replace some of the keyboard's packaging's contents should that be necessary. Availability depends on stock and warranty. If

you suspect one of the parts isn't working properly, feel free to reach out to support using our [contact form](#).

Features

- **What can I use the Control display for?**

The Command display can be used for different purposes. It has four pages you can cycle through. The first page is fixed and allows accessing your system's volume mixer so that you can control different applications' volume independently without minimizing the application or game that is currently running on your PC. The other three pages are customizable and allow monitoring your PC's performance, accessing different apps' functions, e.g. answering Discord calls, muting your microphone, etc., or even monitoring your performance and resources in a selection of games, such as CS2. The display allows access to many more functions, both useful for gaming and productivity and we encourage you to explore them through the display itself and Swarm II.

- **Can I customize the Control display?**

Yes, the Control display allows customizing some settings without accessing any software, but most options become available through Swarm II. You can change the layout of the pages 2-4, add or remove shortcuts, establish integrations with other apps or games, such as Discord or CS2, and you can save templates and access a selection of pre-built templates.

- **Does the control display work independently of Swarm II?**

While the display's basic functions work without Swarm II, any functions that require establishing an integration, such as functions related to specific games or apps, will need you to have Swarm II running in the background.

- **What is AIMO?**

AIMO is the intelligent lighting system from ROCCAT. All AIMO-compatible devices feature dynamic, living light which interacts with you and your PC. Whether you are typing or changing PC settings, AIMO reacts intuitively and across all compatible devices. There is no user-programming needed, no settings to be made and no need to download third-party plug-ins. Connect your devices, run Swarm II and you're good to go! Please note that Swarm II is only available for Windows PCs.

- **What is Easy-Shift?**

Easy-Shift[+] is a button duplicator technology. While the Easy-Shift[+] button is held, other buttons and keys have new functions when pressed. These can be

hotkeys, macros, multimedia controls and many, many more. You are even able to use Easy Shift across devices when setting the assigned button to "Easy Shift All Devices".

- **Why are the keyboard's LEDs displaying colors differently than my other Turtle Beach devices?**

Not all our devices use the same types of LEDs as we always try to use the latest standards at least. Due to the use of different LEDs and materials, it is not possible to guarantee that colors are always displayed the same across devices.

Usability & Compatibility

- **Can I use the keyboard without installing Swarm II?**

Our devices do work without software, but this way they are limited to their base functions. Although, even without Swarm II the Command Series KB7 has some additional functions available through FN-keys by default. Nevertheless, without Swarm II there are no options for modification, i.e. colors or key assignments cannot be adapted to individual needs or interests. However, our devices can easily be set up once in Swarm II, so the program's feature set is not lost. After that, it is not necessary for Swarm II to be active or installed for most functions.

- **Can the keyboard be used with KVM switches or USB hubs?**

Although experience shows that keyboards generally work with hubs and KVM switches, these can cause errors in the keyboard's behavior. This is due to the fact that there is no direct communication between keyboard and PC and signals are sometimes interrupted. We therefore recommend connecting our devices directly to the PC.

- **What is the actuation point of the keyboard's switches?**

The Command Series KB7 features "Hall Effect" switches. These switches have an actuation point with customizable values of 0.1 to 3.2 mm. Per default, the keyboard's actuation point is set to 1.2 mm. The actuation point of a switch is the point at which the signal is transmitted to the PC.

- **Can I change the keycaps of my keyboard?**

The Command Series KB7 is equipped with low-profile double shot PBT keycaps unique to this model. While the keyboard may be compatible with third party keycaps, we can not recommend any or guarantee they fit.

- **Can I change the switches of my keyboard?**

The keyboard's switches are not hot swappable and can therefore not easily be replaced or exchanged.

- **Can I modify or disassemble my product?**

Modifying or disassembling our products will void your warranty. In case of problems or questions, it is always better to contact our customer support first or exchange the device if necessary. Any attempt to modify or disassemble the keyboard by its owner is at their own risk.

Hall Effect Switches

- **What are hall effect switches?**

Hall-Effect refers to the way the Command Series KB7's switches work. Based on the famous physicist Edwin Hall's findings, the switches work similar to mechanical or optical switches, but utilize magnetism and the measurement of magnetic fields instead. This allows adjusting the actuation point, which refers to the distance a button must be pressed in order for the assigned function to activate, and removes any mechanical friction between components that could shorten a switch's lifespan.

- **What makes hall effect switches special?**

As stated above, hall effect switches allow a lot of customization. Since the actuation point is fully adjustable, each individual switch can be customized in a way that suits the user's needs and habits best. This type of switch even allows to make use of technologies such as Rapid Trigger or Multi-Input (different inputs at different travel distances of the switch). It also enables emulating controller input, which can be very beneficial in certain games where more nuanced input is required, such as racing games in which you can accelerate a lot more precisely compared to simple "on/off" input. Hall Effect switches also lack mechanical friction, increasing their life cycle.

- **Do hall effect switches feel different than mechanical or optical switches?**

Mechanical, Optical and Hall Effect switches generally feel very similar when compared to membrane keyboards and will broadly all be considered mechanical switches, however, an experienced user will feel slight differences when typing. When mechanical switches feel comparatively heavy and 'clicky' and optical switches feel light and 'hollow', hall effect switches are somewhere in between. Since they lack the mechanical friction of classic mechanical switches, they feel a little lighter, however, due to their design they feel like they have more

mass than optical switches. At the end of the day, the type of feel a user prefers comes down to personal preference.

- **Does changing the actuation point affect the feel of the switches?**

Changing the actuation point of hall effect switches alters at which point changes in their magnetic field are interpreted as input. However, there is nothing that physically changes and thus, the switches will feel the same regardless of whether the actuation point is set to 0.1 mm or 3.2 mm or a value in between.

Configuration

- **How can I configure the Command Series KB7's settings?**

The Command Series KB7's settings can be configured using Swarm II, which can be found and downloaded on our [Downloads page](#). Once the keyboard's drivers and Swarm II module are successfully installed on your Windows PC, you gain access to different customization options and illumination settings.

- **How do I use the FN-keys?**

FN-keys are those keys that have a second function which is activated by pressing the FN button, similar to a laptop keyboard. The exact combinations differ depending on the layout, but should be easily understandable as each FN function is printed on the respective key below its main function (i.e. "Game Mode" on the Windows-key).

- **Can I connect the Command Series KB7 to a Mac?**

The Command Series KB7 can be connected to a Mac device, but you will not be able to access the Swarm II software suite (Swarm II is available on PC only). Connecting to a Mac, you will still be able to use the keyboard as a generic device, but no advanced functions are available.

- **What is saved on the onboard memory?**

The Command Series KB7 features on-board memory, making it possible to store a good amount of settings on the keyboard. While this can allow the use of special functions such as macros and custom key binds without any additional software running, some functions still require Swarm to be active. Such functions are opening specific programs via keypress, specific types of illumination configurations and a few more.