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Our friendly customer service team will work hard to put a smile back on your face. Here's how we can connect.
supportamz@chonchow.com

Guarantee of quality for 360 days, 100% replace in 15 days and 12 months of parts.

Question you met and the solution

Q1, The cursor is jumping on the screen.

A1, You can use the mousepad under the mouse. It can improve the effect.

Q2, The LED of mouse can't light up.

A2, You can press the DPI button 3 seconds to on/off the LED.

Q3, The keyboard and mouse have no response.

A3, Please check the USB jack, change the USB to connect it.

Q4, Some keys on keyboard doesn't effect.

A4, Improve the situation by tightening the screws in the area corresponding to the keys at the bottom of the keyboard.

Q5, The LED of keyboard can not light up.

A5, Please check whether the brightness is lowest level. You can adjust that via FN+ Pg up.

Q6, The media shortcut keys can't work on Mac OS.

A6, The media shortcut is suit to the Windows OS, they can't work correctly on others.

Q7, The water is drenched on the keyboard.

A7, Please pick up the keyboard and hang it to drain. Then dry the key gap with a hair dryer. It can then be used normally.

CHONCHOW

1910

Gaming Keyboard and Mouse User Manual

Sincerely thank you for your trust and support in CHONCHOW products, we will be happy to provide you with satisfactory service.

Product size specification:

Keyboard: (L)435 * (W)128 * (H)35mm / 17.1(L) * 5.0(W) * 1.3(H) inch
Mouse: (L)130 * (W)72 * (H)45mm / 5.1(L) * 2.8(W) * 1.8(H) inch


Mechanical character:



Press force to keys: 55±7g
Route of the switches: 4.0±0.3mm
Working method : Rubber dome
Tested click life: ≥10,000,000 times



Electronic character:



Keyboard/Mouse Working voltage: 4.5V~5.5V
Keyboard Working current: ≤100mA
Mouse Working current: ≤10mA
Operating temperature: -20~50°C/-4~122°F
Storage temperature: -15~50°C/5~122°F
Operating humidity: 10%~85%(25°C)
Storage humidity: 5%~85%(25°C)

Backlight description:

 change the color and turn on/off the backlight;

 +  turn on the breath backlight on/off;


 +  change the speed of the breathing light;

 +  change the 3 level of the brightness to backlight.

Mouse button description :

Forward

Backward



Short Press the “DPI” button to change the DPI of mouse.
4 Levels of DPI 800/1600/2400/4800

Long Press the “DPI” button to turn ON/OFF the light
















Compatibility character:

Supports WINDOWS 95、 98、 ME、 NT 、 XP、 Windows VISTA / 7/ 8/10 OS;
Works for IOS,mac OS,Android OS(FN multimedia won't support).



(FN media shortcut keys are designed to the Windows OS. Other operation systems will raise differences while use.)

FN Multimedia keys description:

			
Key Combination			
Function	Media	Volume-	Volume+
Key Combination			
Function	Mute	CD Stop	Pre Track
Key Combination			
Function	Play/Pause	Next Track	Mail
Key Combination			
Function	www Web	Key Lock	Caculator
Key Combination			
Function	Swap "WASD" and arrow keys		Win Key Lock