system76

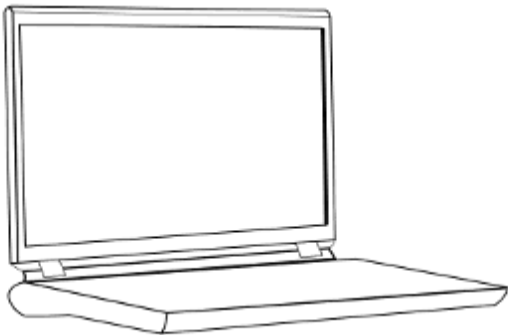## *Welcome back, Randal!*

orders/quotes   **support tickets**   sales questions   edit my account

Case #30654

System: Oryx Pro (oryp4)

Case Subject: Keyboard Completely Unusable

review configuration

Oryx Pro

Pop!_OS 18.04 LTS (64-bit) with full-disk encryption
6 GB GTX 1060 with 1280 CUDA Cores
15.6" Matte IPS 1080p IPS Display
4.1 GHz i7-8750H (9MB Cache – 6 Cores – 12 Threads)
8 GB DDR4 at 2400 MHz (1× 8 GB)
1 TB M.2 SSD
No Additional M.2 Drive
No Additional 2.5" Drive
United States Keyboard
WiFi up to 867 Mbps + Bluetooth
1 Year Limited Parts and Labor Warranty
Normal Assembly Service

Messages

your inquiry or response here

your inquiry or response here...

📎 **ATTACH**

SEND ✈

Randal,

Understood.

Aaron, 7/11/2018 9:20 am

like to test a different desktop before making a determination. I dont think a livecd with pop is definitive. Previous attempts at running xfce resulted in serious over heating. For this reason I am going to try a fresh install with a mimimalist bersion of Debian stable amd xfce.

Randal, 7/10/2018 10:43 pm

Randal,

Thanks for the call. Let's try a live disk since you don't have flash drive let's boot from the recovery partition and see if the keyboard behaves the same there as well.

Aaron, 7/9/2018 10:03 am

top has really bad keyboard and is completely unusable. Additionally charging doesn't correctly occur outside of Pop_OS.
What do you recommend?

Randal, 7/9/2018 12:27 am