

# FAQ

- **G633 - Troubleshooting - Power/Charging Issue: Headset keeps switching on and off by itself or rebooting**

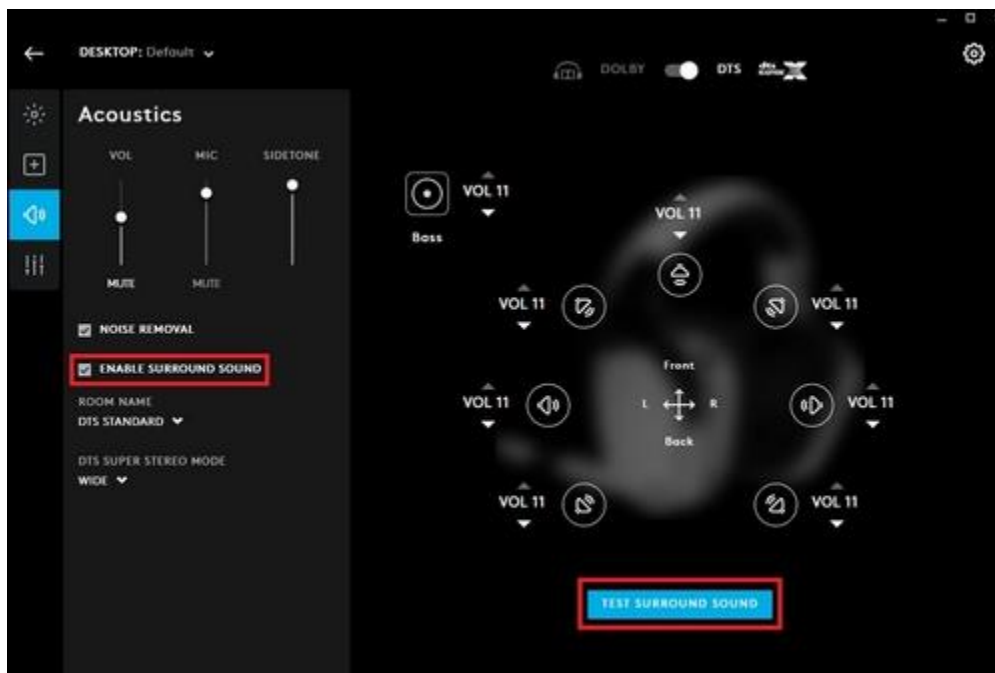
1. Plug the USB cable directly into the motherboard. Avoid plugging it into a hub of any type. Computer case USB ports will be considered hubs for troubleshooting purposes.
2. Check for firmware updates.
3. If possible, try a different USB cable and repeat Step 1.
4. If the headset does not disconnect with using a different cable, USB cord needs to be replaced.

- **+G633 - Troubleshooting - Connection Issue: Loose cable connection, broken port**

1. Plug the USB cable directly into the motherboard. Avoid plugging it into a hub of any type. Computer case USB ports will be considered hubs for troubleshooting purposes.
2. Check for firmware updates.
3. If possible, try a different USB cable and repeat Step 1.
4. If headset works with using a different cable, the USB cord needs to be replaced.

- **+G633 - Troubleshooting - Audio Issue: No audio**

1. Open Logitech G HUB and select the G633 headset.
2. Select the Acoustics tab on the left and then check **Enable Surround Sound**.
3. Select **Test Surround Sound**.



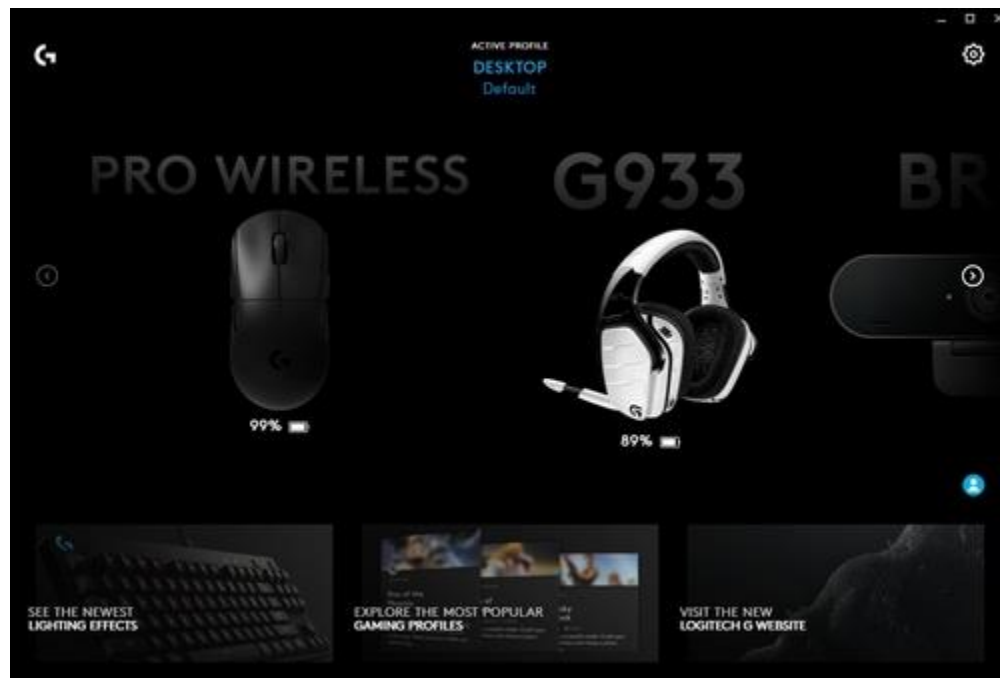
The test will begin and simulate each channel. You should hear the test from the left and right channels of the G633 headset.

4. If the speaker test fails try moving the affected ear cup to see if the sound becomes intermittent.
5. If the sound doesn't come back, try using the included 3.5 mm cable and test the headset in 3.5mm mode with a known working device such as a cellphone, console controller, or PC sound card.

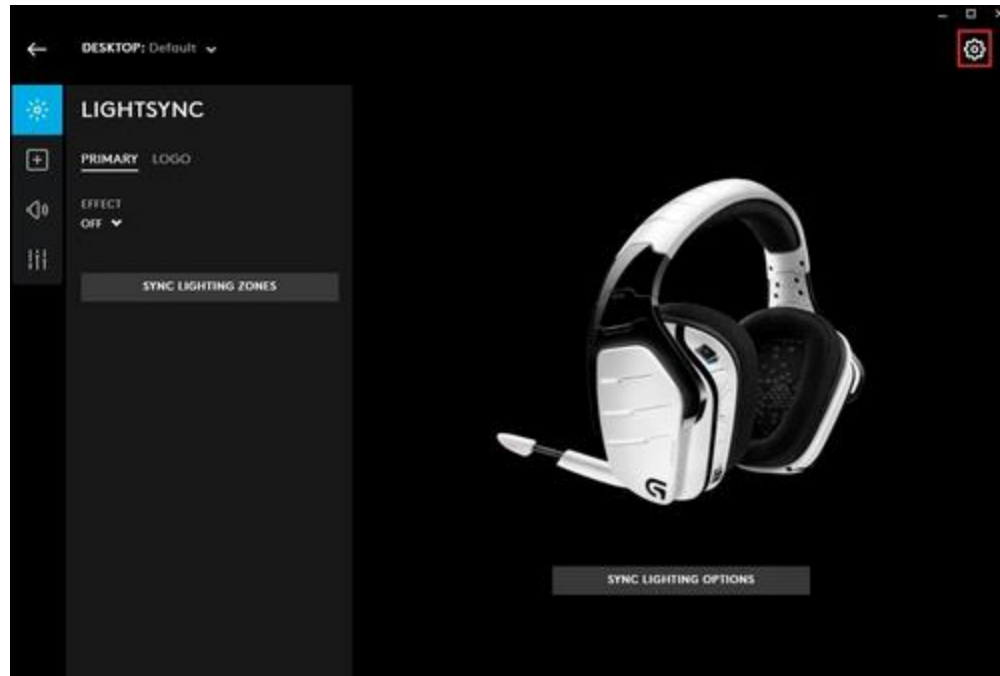
- **+G633 - Troubleshooting Best Practices**

The following best practices should be followed before troubleshooting G633 7.1 RGB Gaming Headset issues:

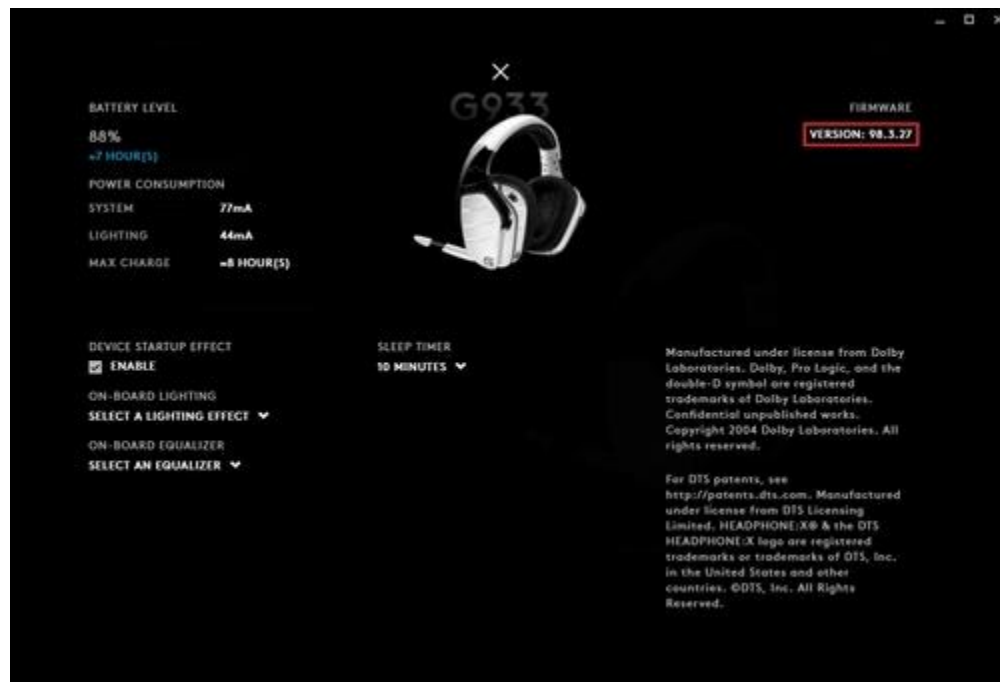
- Confirm the battery is sufficiently charged, if possible.
- Confirm the USB Wireless Mix Adapter is plugged directly into the motherboard or a PC case USB port. We advise that you set up your environment to maintain a strong line of sight between the USB Wireless Mix Adapter and the G633 headset while troubleshooting. Avoid plugging it into a hub of any type, powered or not, during troubleshooting.
- Please have the included 3.5mm cable (1.5m) 4-pin cable readily available.
- Confirm the latest firmware is installed, if possible. To check the firmware version:
  1. Open Logitech G HUB and click the G633 7.1 RGB Gaming Headset.



2. Click on the G933 Settings gear icon in the upper right corner.



3. Confirm the firmware version is current. Version 98.3.27 is current as of January 2019.



If the headset does not have the latest firmware, make sure the headset and the USB Wireless Mix Adapter are plugged directly into the motherboard before you start the firmware update process.

**IMPORTANT:** Interrupting the firmware update can lead to a bricked (non-responsive)

device. For information and steps on how to recover a non-responsive headset, please see [G933 Power/Charging Issue](#).

- **+G633 - Troubleshooting - Connection Issue: Randomly or frequently disconnects**

1. Plug the USB cable directly into the motherboard. Avoid plugging it into a hub of any type. Computer case USB ports will be considered hubs for troubleshooting purposes.
2. Check for firmware updates.
3. If possible, try a different USB cable and repeat Step 1.
4. If the headset does not disconnect with using a different cable, the USB cord needs to be replaced.

- **+G633 - Troubleshooting - Power or charging Issue: Won't turn on with either USB cable or 3.5 mm**

1. Plug the USB cable directly into the motherboard. Avoid plugging it into a hub of any type. Computer case USB ports will be considered hubs for troubleshooting purposes.
2. Check for firmware updates.
3. If possible, try a different USB cable and repeat Step 1.
4. If headset powers on using a different cable, the USB cord needs to be replaced.
5. If headset still doesn't power on using a different cable, test with 3.5mm.
6. Confirm the mic boom is in the MUTE position and the power switch is in the OFF position.
7. Connect the headset, using the included 3.5mm cable, to a known working device such as a cellphone, console controller, or PC sound card. Call a friend, join a voice party using the software or platform of your choice, or record a voice clip to test mic functionality.
8. If the test fails, RMA if under warranty. Wiring on the G633 or 3.5mm jack may be faulty.

- **+G633 - Troubleshooting - Power/Charging Issue: USB cable not working - loose or faulty**

1. Plug the USB cable directly into the motherboard. Avoid plugging it into a hub of any type. Computer case USB ports will be considered hubs for troubleshooting purposes.
2. Check for firmware updates.
3. If possible, try a different USB cable and repeat Step 1.
4. If the headset does not disconnect with using a different cable, the USB cord needs to be replaced.

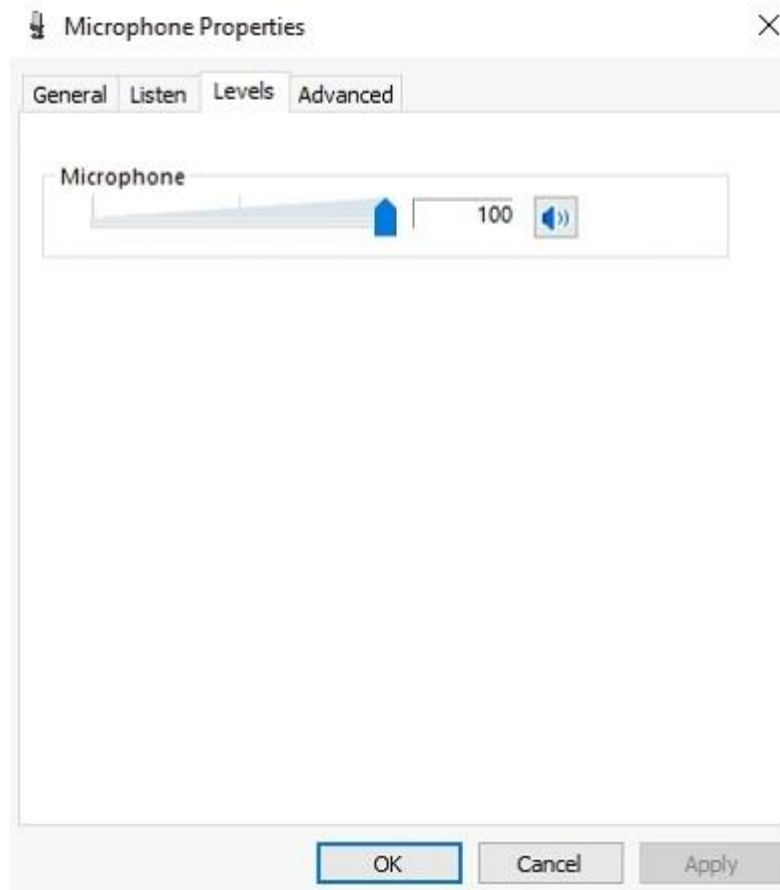
- **+G633 - Troubleshooting - Audio Issue: Mic has stopped working**

- Confirm the boom mic is in the down position and the red light at the tip of the microphone is off.
- Confirm the voice communication application in use is not muted.
- Confirm the G633 mic is selected as the default device in the **Sound** settings:

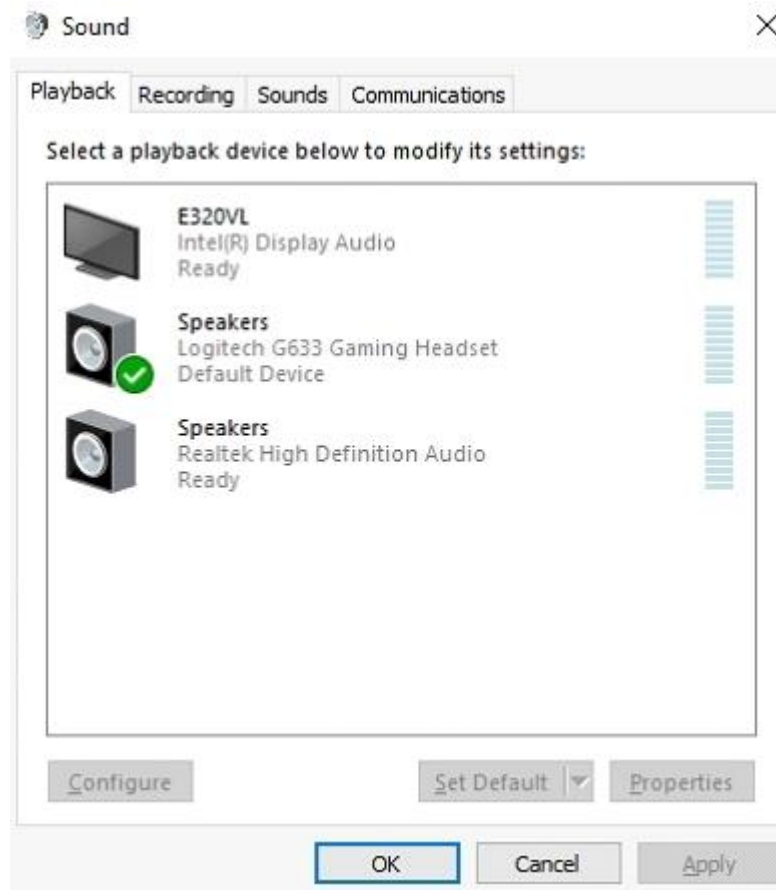
1. Click **Start > Control Panel > Hardware and Sound > Sound**. Select the **Recording** tab. Make sure the G633 microphone is selected as the Default Device and the Default Communication Device.



2. Right-click on the microphone, then left-click on **Properties**. Select the **Levels** tab and make sure the microphone gain is at least 50% (recommended 100%).



3. Select the **Listen** tab, check **Listen to this device** and then click **OK**. At this point, the mic should be picking up sound and outputting it to the left and right channels.

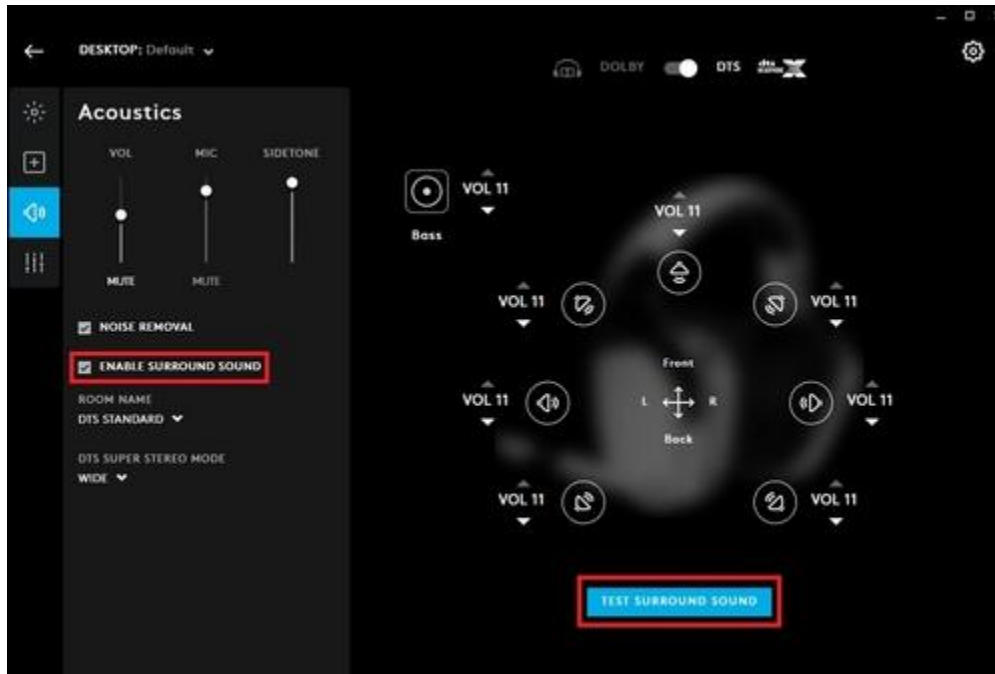


- **+G633 - Troubleshooting - Audio Issue: Static noise, feedback, or crackling when moving or using the Mic**

- If you're using the USB Adapter, make sure that the separate headphone and microphone ports are plugged into the correct input/output ports and are connected securely.
- Please make sure that the firmware on the headset and the G Hub Software installed on your computer is up-to-date.
- Check on several USB ports, preferably bypassing any USB hubs and plugging directly into the computer.
  - Check that your headset's microphone mute switch isn't activated. The mute switch is located on the inline control pod.
  - Confirm the voice communication application in use is not muted.
  - Confirm the G633 mic is selected as the default device in the **Sound** settings:
    - Click **Start > Control Panel > Hardware and Sound > Sound**, and then click the **Recording** tab. Make sure the G633 microphone is selected as the Default Device and the Default Communication Device.
    - Right-click on the microphone (G633), left-click **Properties**, then left-click the **Levels** tab. Make sure the microphone gain is at least 50% (recommended 100%).

- Click the **Listen** tab, check **Listen to this device** and then click **OK**. At this point, the mic should be picking up sound and outputting it to the left and right channels.
- If available, test on another computer using the USB Adapter.
- If the issue persists with USB Adapter, please test using the 3.5mm cable by connecting the G633 headset to a known working device such as a cellphone, console controller, or PC sound card. You will need to communicate with someone using the boom mic using the 3.5mm connection or create a recording you can playback in order to test if a microphone is being picked up.
- If the microphone works correctly through the 3.5mm plug directly, the issue is likely the USB Adapter.
- If the microphone continues to function incorrectly through the 3.5mm plug directly, the issue is likely a break in the wire.
- **+G633 - Troubleshooting - Connection Issue: Not detected on computer**
  1. Confirm that the headset power switch is ON and set to PC.
  2. Confirm the USB cable is plugged securely.
  3. Try a different USB port.
  4. Connect the headset, using the included 3.5mm cable, to a known working device such as a cellphone, console controller, or PC sound card, ensure to switch the headset to 3.5mm mode.
  5. Call a friend, join a voice party using the software or platform of your choice, or record a voice clip to test mic functionality.
  6. If the headset works, the USB cable needs to be replaced.
- **+G633 - Troubleshooting - Audio Issue: No Audio - getting static sound on left right side**
  1. Open Logitech G HUB and select the G633 headset.
  2. Select the **Acoustics** tab on the left and then check **Enable Surround Sound**. Select **Test Surround Sound**.





The test will begin and simulate each channel. You should hear the test from the left and right channels of the G633 headset.

3. If the speaker test fails try moving the affected ear cup to see if the sound becomes intermittent.
4. If the sound doesn't come back, try using the included 3.5 mm cable and test the headset in 3.5mm mode with a known working device such as a cellphone, console controller, or PC sound card.