

FAQ

We've put everything you need to get started with your G933 Artemis Spectrum Wireless 7.1 Surround Gaming Headset right here. If you still have questions browse the topics on the left.

Solved - Issue with USB devices after Windows 10 update KB4074588

Logitech is aware of a Microsoft update (OS Build 16299.248) which is reported to affect USB support on Windows 10 computers.

Support statement from Microsoft

"After installing the February 13, 2018 security update, KB4074588 (OS Build 16299.248), some USB devices and onboard devices, such as a built-in laptop camera, keyboard or mouse, may stop working for some users."

If you are using Microsoft Windows 10, (OS Build 16299.248) and are having USB-related issues. Microsoft has released a new update KB4090913 (OS Build 16299.251) to resolve this issue.

We recommend you follow Microsoft Support recommendations and install the latest Microsoft Windows 10 update: <https://support.microsoft.com/en-gb/help/4090913/march5-2018kb4090913osbuild16299-251>.

This update was released by Microsoft on March 5th in order to address the USB connection issues and should be downloaded and installed automatically using Windows Update.

For instructions on installing the latest Microsoft update, please see below:

- [If you have a working keyboard/mouse](#)
- [If you have a non-working keyboard/mouse](#)

If you have a working keyboard/mouse:

1. [Download](#) the latest Windows update from Microsoft.
2. If your operating system is 86x-based, click on the second option. If your operating system is 64x-based, click on the third option.

Microsoft Update Catalog

KB4090913

Search results for "KB4090913"

Updates: 1 - 4 of 4 (page 1 of 1)

Title	Products	Classification	Last Updated	Version	Size	
2018-03 Cumulative Update for Windows Server 2016 (1709) for x64-based Systems (KB4090913)	Windows Server 2016	Updates	3/5/2018	x/x	688.8 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for x64-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	x/x	377.2 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for x86-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	x/x	688.8 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for ARM64-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	x/x	603.0 MB	Download

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- Once you have downloaded the update, double-click on the downloaded file and follow the on-screen instructions to complete the update installation.

NOTE: If you wish to install the update manually, you can download the 86x and 64x versions of the update from <http://www.catalog.update.microsoft.com/Search.aspx?q=KB4090913>

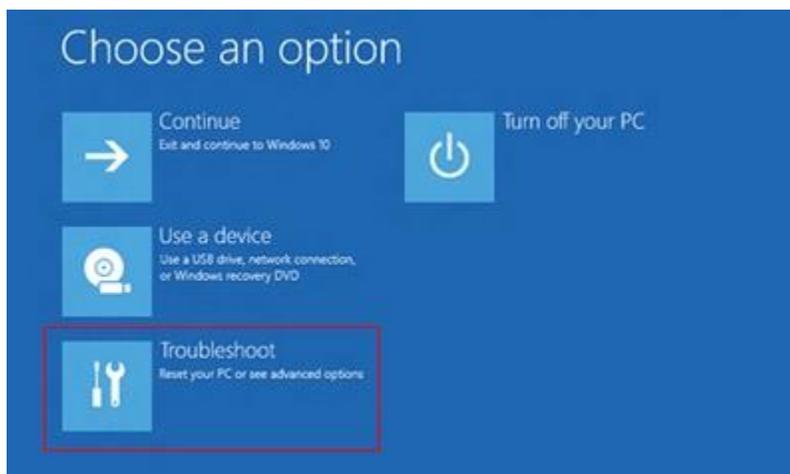
If you currently have no working keyboard/mouse:

For more information, see the Microsoft article on how to start and use the Windows 10 Recovery Environment (WinRE):

<https://support.microsoft.com/en-us/help/4091240/usb-devices-may-stop-working-after-installing-the-february-13-2018-upd>

Do the following:

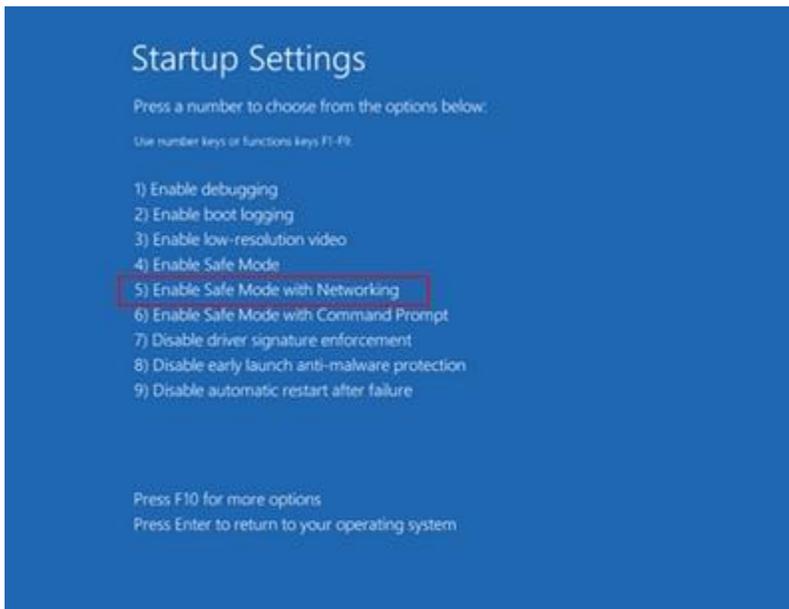
- Restart the system before Windows finishes loading the desktop three times in a row. Windows should automatically start the Windows 10 Recovery Environment (WinRE).



- Once in WinRE select **Troubleshoot > Advanced Options > Startup Settings**.
- In the bottom right corner of the window, click **Restart**.



4. Press **5** on your keyboard to select **Enable Safe Mode with Networking**.



5. In Windows Safe Mode, navigate to Windows Settings (**Win+I**) > **Update and Security** > **Windows Update** and install the latest updates.

Recover a non-responsive G933 gaming headset

If you have a G933 that is not functioning at all (ex. does not charge, does not turn on, does not connect etc.), try the following steps to recover the device:

1. [Perform a hardware reset.](#)
2. [Update the G933 firmware.](#)

How to perform a hardware reset

1. Plug in the G933 to USB power.
2. Remove the left sideplate (on the mic side).

3. Press and hold the hardware reset switch with a pin for two seconds, as shown below. Repeat the two second press twice.



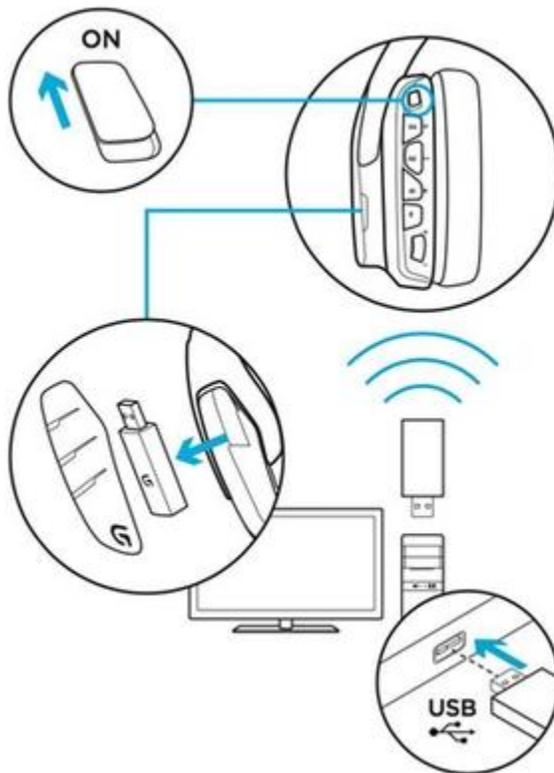
Update G933 firmware

If the firmware update does not begin when you use LGS, you can manually update the firmware on your gaming headset using the Windows Command Prompt.

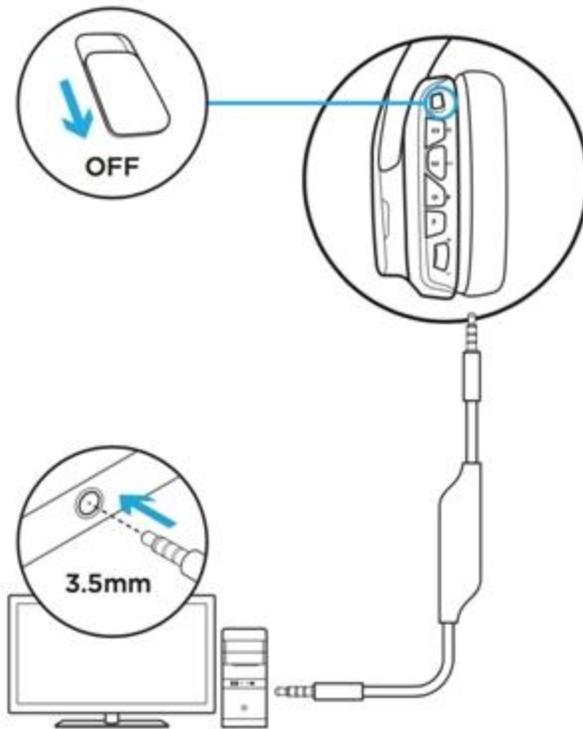
NOTE: Please make sure to disconnect all other headsets from your computer before beginning this firmware update.

1. Make sure that both the headset and the wireless adapter are connected to the computer via USB connection before you run the update.

Wireless adapter



Headset



2. Slide the power switch to **ON**
3. In the Command Prompt window, type the following to locate the G933 firmware update utility, and then press **Enter**:

```
cd C:\Program Files\Logitech Gaming Software\FWUpdate\G933
```

```
Microsoft Windows [Version 10.0.10240]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\Users\sqa>cd C:\Program Files\Logitech Gaming Software\FWUpdate\G933
```

4. To run the utility with the /FORCE command, type the following command, and then press **Enter**:

```
G933Update_v25.exe /FORCE
```

```
Microsoft Windows [Version 10.0.10240]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\Users\sqa>cd C:\Program Files\Logitech Gaming Software\FWUpdate\G933
C:\Program Files\Logitech Gaming Software\FWUpdate\G933>G933Update_v25.exe /FORCE
```

5. The utility will launch and begin the firmware update. Follow the on-screen instructions, and click **Close** once the update is complete.

Keyboard input lags when playing The Division and G933 headset is connected to PC

Issue:

You may experience system-wide keyboard input lag when you play Tom Clancy's The Division, and you use a G933 gaming headset with Logitech Gaming Software (LGS) installed on your PC. This issue was discovered in the LGS LED Software Development Kit (SDK). It occurs on PCs with the following installed builds of LGS:

- 8.76.155
- 8.78.129
- 8.79.73
- 8.79.77
- 8.81.15

Resolution:

This issue has been resolved with the release of LGS 8.82.149. You can download the latest version of LGS from your product's Download page.

New audio processor for Dolby Surround and DTS with Logitech gaming headsets

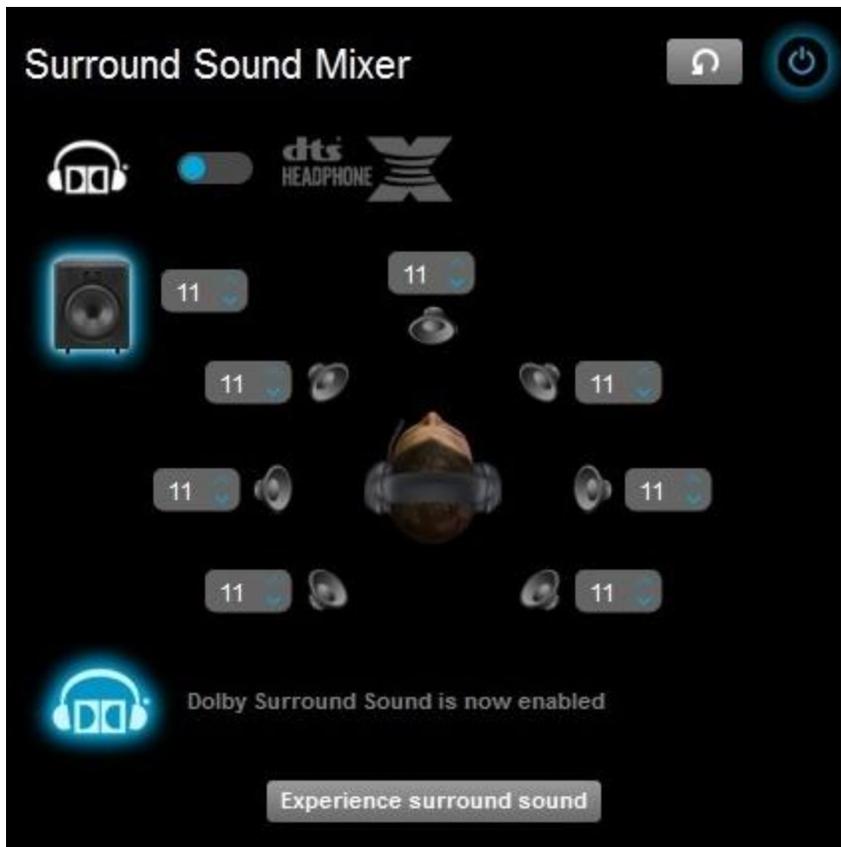
Logitech has recently made some changes to Dolby Surround and DTS support in Logitech Gaming Software (LGS) version 8.7x. The primary change was to move from kernel mode audio processing to user mode audio processing for audio effects. Please see the Microsoft Hardware Dev Center for more information on Windows Audio Processing Objects.

Microsoft has required vendors to adopt the new APO model for effect processing. They believe the new APO driver model provides a better overall audio effect experience. Specifically, system level crashes, or "blue screens", caused by older kernel mode drivers, are reduced when processing effects.

With this change, we understand there are questions that result from differences in how the **Speaker Properties** in Windows now appear. Previously, we've shown Surround Settings in our LGS Control Panel and have tried to duplicate these settings in the Windows **Speaker Properties** panel.

The images below show the Surround Sound settings in the LGS Control Panel and also show the Surround Sound settings that Logitech has added to the Windows **Speaker Properties** panel:

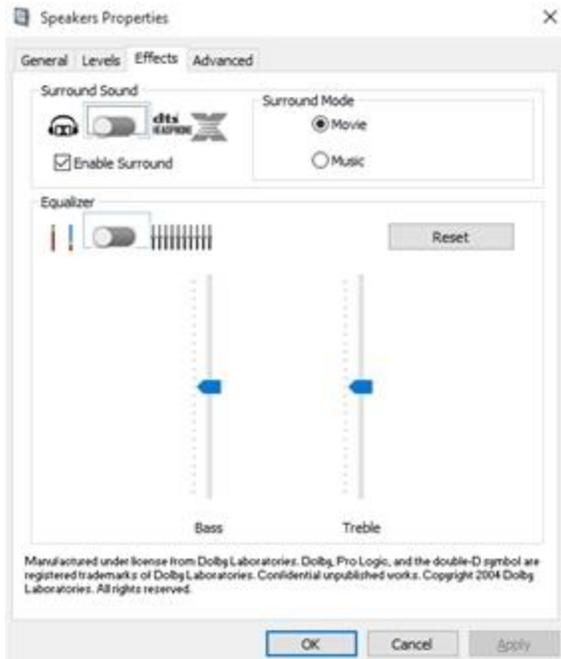
LGS Control Panel



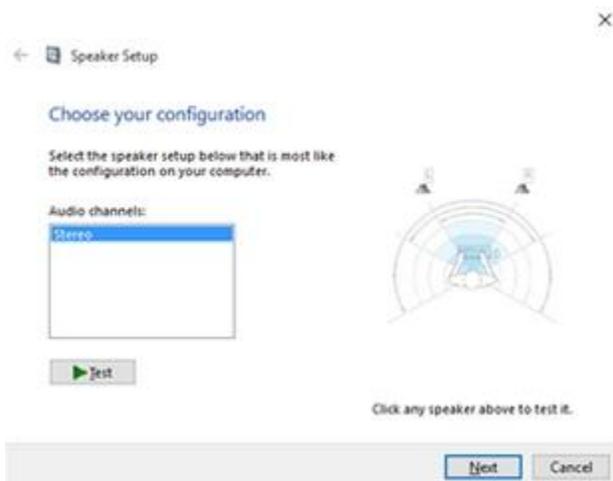
Windows Speaker Setup



Windows Speaker Properties Effects tab



After moving to the new APO model in LGS 8.7x, the Windows **Speaker Setup** now looks like this:



This is causing a lot of confusion with end users as it appears that only Stereo is supported on their headset. **This is not the case.**

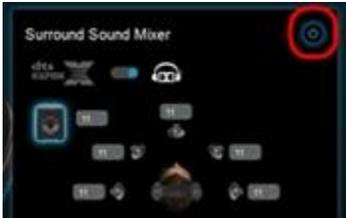
We are currently working on a future release of LGS that will no longer try to mirror the Surround settings in our LGS Control Panel in the Windows Speakers Properties panel. One main Control Panel for controlling surround is the cleanest and easiest way to provide the best support and eliminate confusion. This is not unique to Logitech as other headset manufacturers have also done this.

In the meantime, to test if Surround Sound is working properly on your headset with LGS 8.7x, do the following:

1. Launch LGS and click on the **Customize Surround Sound** icon.



2. In the **Surround Sound Mixer** window, click the **Power** icon to turn on Surround.



Surround Sound should now be enabled and working. You can toggle between Dolby and DTS on our new Logitech G633 and G933 Artemis Spectrum headsets.

We've created a multichannel audio test file that you can download and play to listen to the surround effects. Please follow the instructions below to experience surround sound on your Logitech headset with LGS 8.7x:

1. Make sure you're using the latest version of LGS (8.75). You can download the latest version from your Logitech gaming headset's Download page.
2. Open LGS and turn on **Surround**.
3. Download the surround effect sample file: www.logitech.com/pub/techsupport/gaming/7.1auditionOutLeaderv2.zip.
4. Unzip the file to your computer's hard drive.
IMPORTANT: The test file must reside on your local drive for the surround effect to work properly.
5. Use the latest version of Windows Media Player (version 12 or later) to open the file. Most other media players do not support surround capabilities.

Logitech device stops responding in Windows

If you notice that your Logitech device stops responding (ex: the mouse or headset disconnects) after fixed intervals of time, then the problem may be related to the power management settings. Perform all of the steps in the two sections below to resolve the issue:

- [Change Universal Serial Bus controllers settings](#)
- [Disable USB selective suspend](#)

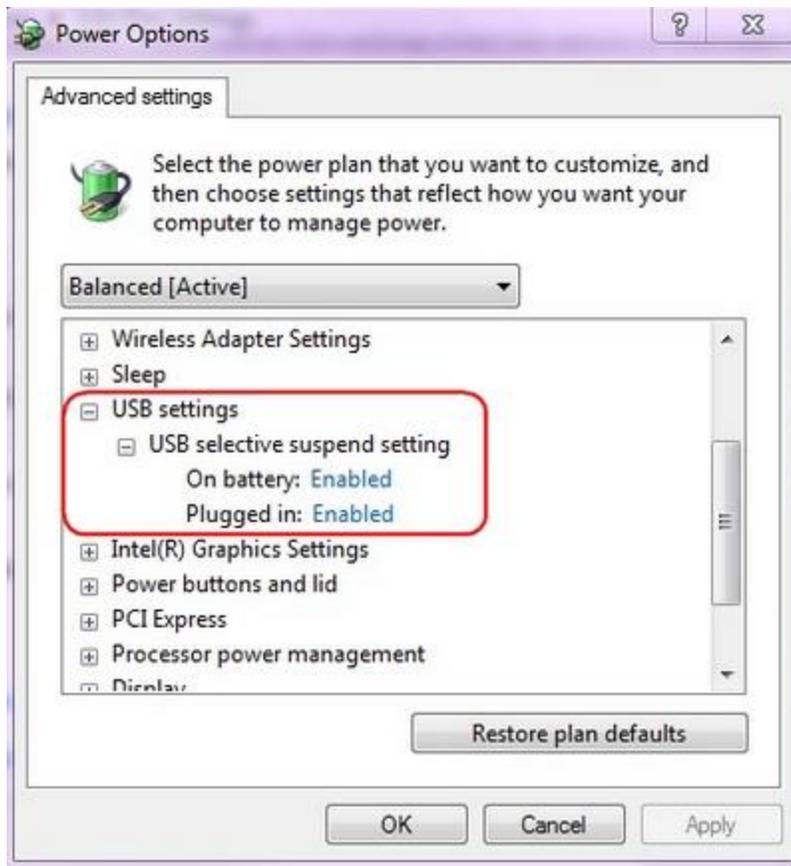
Change Universal Serial Bus controllers settings

1. Click the Windows Start flag and type `device manager` in the search box. In the **Programs** list, click **Device Manager**. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
2. Click the arrow next to **Universal Serial Bus** controllers to expand the list, then right-click **USB Root Hub**, and click **Properties**.
3. In the **USB Root Hub Properties** window, click the **Power Management** tab. Uncheck **Allow the computer to turn off this device to save power** to disable the setting.

NOTE: Windows will reverse this setting when the device is unplugged from the USB port or the PC is restarted. To keep this from happening, follow the steps below so Windows will remember the power management setting.

Disable USB Selective Suspend

1. Click **Start** and in the search box, type `power options`. In the **Programs** list, click **Power Options**.
2. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
3. Click **Change plan settings** for the power plan you use.
4. Click **Change advanced power settings**. The **Power Options** window appears.
5. In the **Power Options** window, expand **USB settings**, and then expand **USB selective suspend setting**.



6. (For laptop users only) To prevent Windows from turning off the USB root hub when the computer is running 'On battery' power, select **Disabled** in the **On battery** list.
7. To prevent Windows from turning off the USB root hub when the computer is 'Plugged in' to a power outlet, select **Disabled** in the **Plugged in** list and then click **OK**.

For more information, please refer to the Microsoft knowledge base: <http://support.microsoft.com/kb/930312>

Logitech Gaming Software for Windows Release Notes

- [Version 8.98.234](#)
- [Version 8.96.88](#)
- [Version 8.94.108](#)
- [Version 8.92.67](#)
- [Version 8.91.48](#)
- [Version 8.90.117](#)
- [Version 8.89.68](#)

Version 8.98.234

- **Post Date:** 18-APR-2018
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Added support for:
 - G560 LIGHTSYNC PC Gaming Speaker
 - G513 Silver RGB Mechanical Gaming Keyboard
 - G513 Carbon RGB Mechanical Gaming Keyboard
 - G512 Carbon RGB Mechanical Gaming Keyboard
 - Improved the UI for C920 & C922 cameras to be more consistent with other supported cameras
 - New game profiles:
 - Assassin's Creed Origins
 - Call of Duty: WWII
 - Destiny 2
 - Fortnite
 - Kingdom Come: Deliverance
 - Metal Gear Survive
 - Middle-earth: Shadow of War
 - Project Cars 2
 - South Park The Fractured But Whole
 - Star Wars: Battlefront II
 - The Evil Within 2
 - Wolfenstein II: The New Colossus
 - Minor bug fixes.

Version 8.96.88

- **Post Date:** 21-AUG-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Support added for:
 - G603 Wireless Gaming Mouse
 - G613 Wireless Mechanical Gaming Keyboard

- Brio 4K Streaming Edition Webcam
 - Added a firmware update for the G102 and G203 to increase the max sensor DPI to 8000
 - Added option to gather anonymous data to help us understand how LGS is used so we can improve it in future releases
 - New game profiles for:
 - Agents of Mayhem
 - Gigantic
 - LawBreakers
 - Minor bug fixes
-

Version 8.94.108

- **Post Date:** 19-JUN-2017
 - **OS:** Windows 8, Windows 7, Windows 10
 - **Why Update?**
 - Added support for
 - G433 Gaming Headset
 - POWERPLAY Wireless Charging System
 - G903 LIGHTSPEED Wireless Gaming Mouse
 - G703 LIGHTSPEED Wireless Gaming Mouse
 - New game profiles:
 - Prey (2017)
 - PLAYERUNKNOWN'S BATTLEGROUNDS
 - Added a firmware update for the G403 and G900 to optimize clock tuning parameter
 - Fixed an issue with localized layouts not being correctly displayed for the G413
 - Fixed an issue where a user's custom lighting would be reverted to the HW default when locking their system
 - Minor bug fixes
-

Version 8.92.67

- **Post Date:** 19-APR-2017
 - **OS:** Windows 8, Windows 7, Windows 10
 - **Why Update?**
 - Added support for the G413 Mechanical Gaming Keyboard
 - New game profiles:
 - For Honor
 - Ghost Recon Wildlands
 - Mass Effect: Andromeda
 - Resident Evil 7
 - Minor bug fixes
-

Version 8.91.48

- **Post Date:** 4-JAN-2017
 - **OS:** Windows 8, Windows 7, Windows 10
 - **Why Update?**
 - Added support for the G90 gaming mouse
 - Added a link to Overwolf in the LGS user interface
 - Minor bug fixes.
 - Added support for the Pro mechanical gaming keyboard
-

Version 8.90.117

- **Post Date:** 4-JAN-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Support added for G533 Gaming Headset
 - Minor bug fixes

Version 8.89.68

- **Post Date:** 15-DEC-2016
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Custom Lighting Effects Editor added to the Lighting View for per-key RGB keyboards.
 - Fix to address stuck mic mute issue on G933 headset.
 - New game profiles:
 - Battlefield 1
 - Call of Duty: Infinite Warfare
 - Mafia III
 - Watch Dogs 2
 - Elder Scrolls V: Skyrim Special Edition
 - Sid Meier's: Civilization VI
 - Titanfall 2
 - Dishonored 2
 - Tyranny
 - Optional G610 Orion keyboard firmware update to address a high-pitched whine on some keyboards.
 - Firmware updates for the following keyboards to enhance lighting performance with the new Lighting Effects Editor:
 - G410 Atlas Spectrum
 - G810 Orion Spectrum
 - G910 Orion Spectrum
 - G910 Orion Spark
 - Added an option to the G933 FW update tool allowing the user to choose between G933 and G933 Snow, so that the proper device image will show in LGS after a firmware update.
 - Minor bug fixes.

G933 gaming headset operation modes

The G933 gaming headset has two operation modes, Wireless On, and Wireless Off. These modes affect the operational capabilities of the G933 when connected to different compatible devices. For details, see [Connect the G933 gaming headset to compatible devices](#).

Wireless on

In Wireless On mode, most headset features on the G933 gaming headset are available, including custom sound profiles, RGB lighting, wireless operation, and audio mixing. When the battery charge is low, lighting will dim and a low battery notification tone will play. When the battery charge level on the headset is critical, lighting will turn off. The boom microphone is available for devices connected through the on-headset 3.5mm audio port in this mode. You can use the switch on the included 3.5mm-to-3.5mm audio cable to select between the boom microphone and inline microphone.

NOTE: Some features in Wireless On mode require Logitech Gaming Software.

Wireless Off (passive mode)

In Wireless Off (passive mode), the G933 gaming headset will operate in passive, unpowered mode. Your headset will play audio from any device connected through the 3.5mm input on the headset. Features that require power, including 7.1 surround sound, custom sound profiles, on-headset buttons, volume wheel operation, and button/lighting customization functions are not available in this mode. The boom microphone is not available for devices connected through the on-headset 3.5mm audio port in this mode. Select the inline microphone with the switch on the included 3.5mm audio cable.

NOTE: You can use Wireless Off mode to preserve battery life.

Supported PC operating systems for the G933 gaming headset

At the time of release, the G933 gaming headset supported on the following operating systems:

- Windows 10
- Windows 8.1
- Windows 8
- Windows 7

NOTE: Logitech Gaming Software (LGS) 8.74.80 or later must be installed on your PC for the G933 gaming headset to have full functionality. Please see your product's [Download](#) page to get the latest version of LGS.

Supported gaming consoles for the G933 gaming headset

The G933 gaming headset is supported on the following gaming consoles:

- Playstation® 4
- Playstation® 3
- Xbox One™
- Xbox 360™

NOTE: Some of the listed gaming consoles may require specific adapter and cable configurations for the G933 gaming headset to function properly. Please see [Connect the G933 gaming headset to compatible devices](#) for details.

Multiple source audio mixing with the G933 gaming headset

The G933 gaming headset will mix audio from up to three connected devices using the following available inputs:

- USB (using the USB Wireless Mix Adapter)
- 3.5mm (on headset; stereo & microphone)
- 3.5mm (on USB Wireless Mix Adapter; stereo only)

NOTE: Audio output from devices using the RCA-to-3.5mm cable to the USB Wireless Mix Adapter is line-level audio only. Volume output of that audio cannot be adjusted from the G933 headset and must be adjusted on the source device.

Multiple source audio mixing with the G933 presents numerous use cases, including the following two examples:

- Answer calls while playing games



- Watch TV and answer calls while playing games

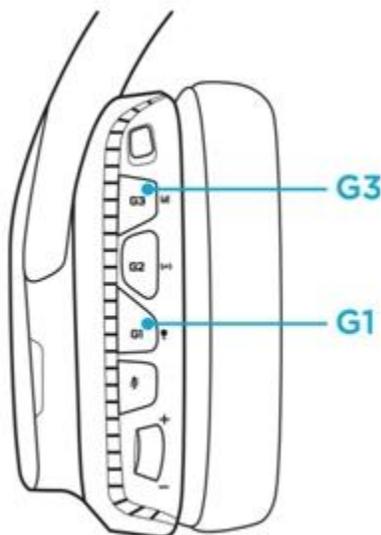


NOTE: See [Connect the G933 gaming headset to compatible devices](#) for more information on connecting the G933 gaming headset.

Cycle equalizer profiles and lighting effects on the G933 gaming headset using the G-keys

The G1 and G3 buttons (G-keys) on the G933 gaming headset are pre-programmed to cycle through equalizer profiles and lighting effects. You can use the G1 button to cycle through the lighting effects and G3 to cycle through equalizer profiles.

Cycling behavior is different depending on whether or not the headset is connected to a PC with Logitech Gaming Software (LGS).



Connection to a PC with LGS

When the G933 gaming headset is connected to a PC with Logitech Gaming Software

