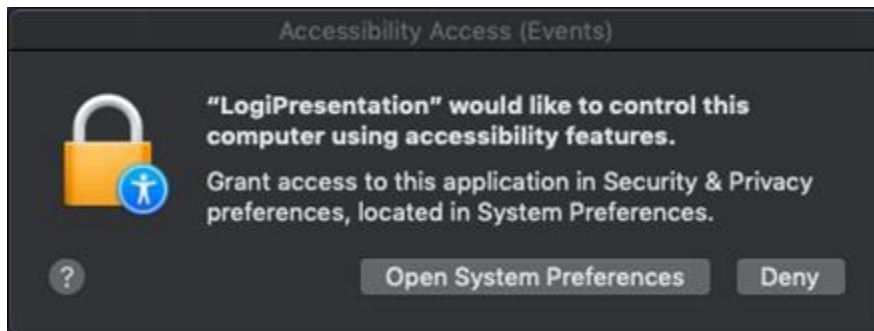


FAQ

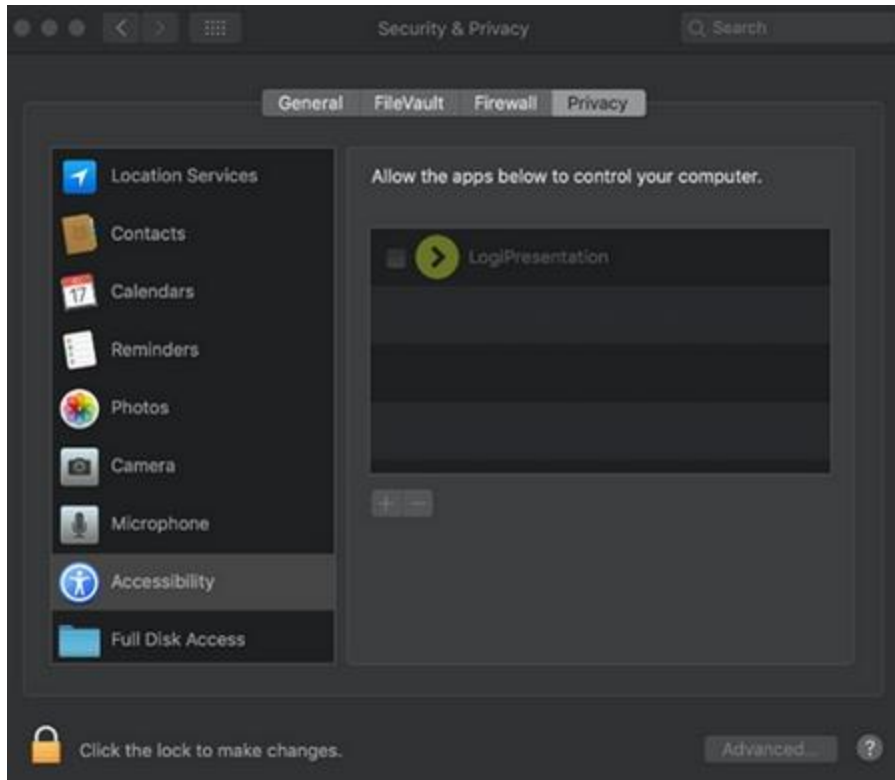
Logitech Presentation permission prompts on macOS Mojave

Starting with macOS Mojave (10.14), Apple has a new policy that requires user permission for Logitech Presentation software to use the device and a separate access for some software features.

Accessibility Access (Events) is needed for the basic Back, Next and Long Press of the middle and the last button on the Logitech Presentation Devices (Spotlight and R500) to work. You will see a prompt as shown in the image below when you try to use any of these buttons for the very first time.



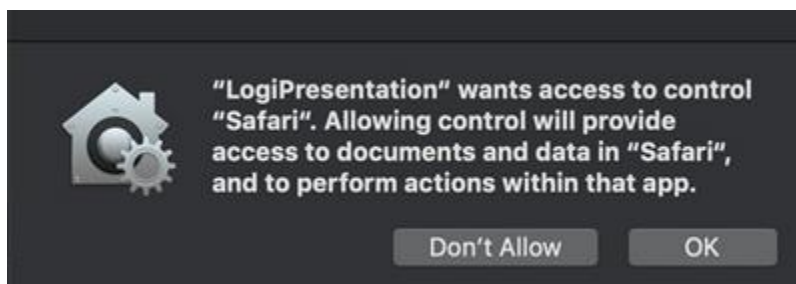
1. Click **Open System Preferences**.
2. Click on **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click **Accessibility**. In the right panel, check the box for **LogiPresentation** to provide the access, as shown below.

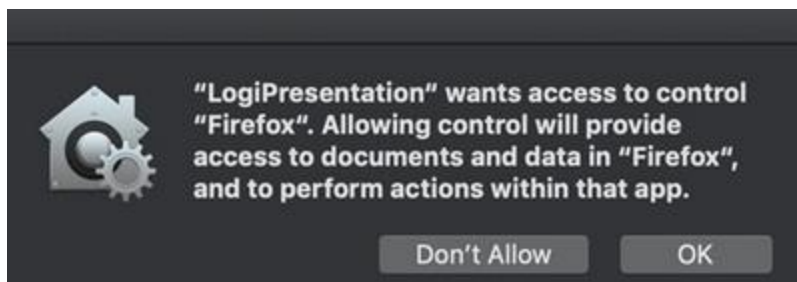
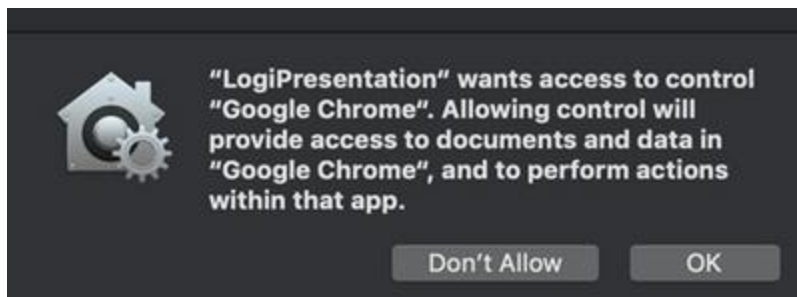
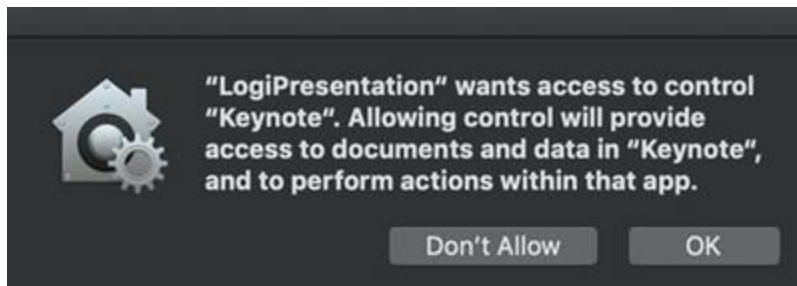


NOTE: If you are unable to interact with the checkboxes, click the lock icon in the bottom left corner and then check the boxes.

Please note that the prompt appears only once. If you click **Deny** on the first prompt, you can go to System Preferences and follow the steps above to enable access to the buttons.

Besides granting permissions for Accessibility Access (Events) to use the device, separate access is needed for the Presentation Software features to work on supported apps such as Keynote, Google Slides, and so on. When you open a Browser/Presentation app (regardless of the device connected), there will be a prompt (see images below) which appears once, requesting access. If you deny access, the features related to Presentation that need access to the same item will fail to work and another prompt will not be shown.





Click **OK** to allow access for Logitech Presentation so that you can continue to use these features. If you already clicked on **Don't Allow**, use the following steps to manually allow access:

1. Launch **System Preferences**.
2. Click on **Security & Privacy**.
3. Click on the **Privacy** tab.
4. In the left panel, click on **Automation**. In the right panel, check the boxes under **LogiPresentation** to provide access, as shown below.



NOTE: If you are unable to interact with the checkboxes, click the lock icon in the bottom left corner and then check the boxes.

If features still don't work, even after you granted access, please reboot the system.

Logitech Spotlight presentation remote will not connect

If you're having a problem your Spotlight remote not connecting to your device, try the following:

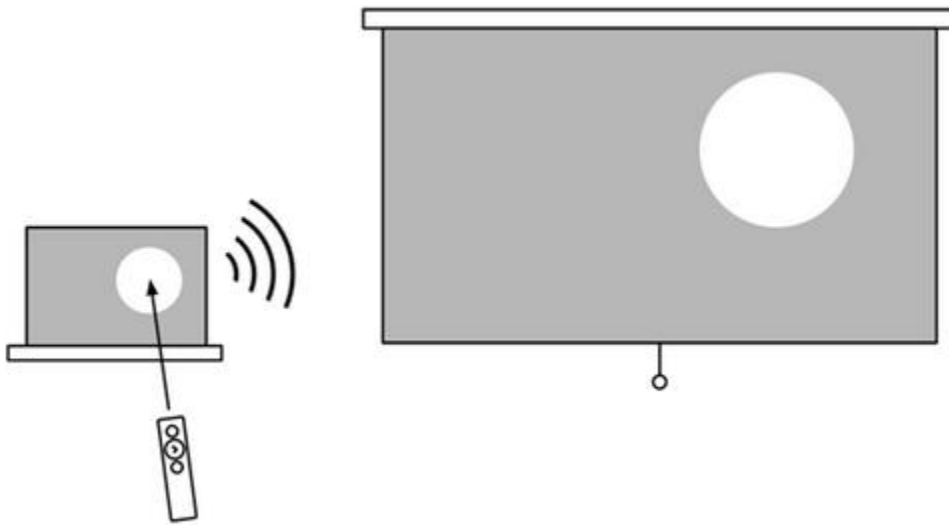
- Make sure the Spotlight presentation remote is fully charged and turned on.
- Check that the Spotlight's USB receiver is plugged securely into your device — unplug the receiver and then plug it back in, and try a different USB port. If that doesn't work, try installing the Spotlight on another similar device.
- Verify that your device is Bluetooth-capable and that your device's Bluetooth is turned on.
- Make sure that the Bluetooth connection is enabled on your Spotlight remote by following the instructions in [Connect the Spotlight presentation remote to a device using the USB receiver or Bluetooth](#).
- Verify that Logitech Spotlight Presentation software is properly installed and running.

Delays when Spotlight presentation remote is used with wireless screen sharing application

You might experience a slight delay when you perform actions using the Spotlight presentation remote when the screen is shared wirelessly. For example, you can have a wireless HDMI system (or Barco system) that sends what is on your laptop wirelessly to the large screen in the room. This problem is due to latency by the network being used and can result in a slight delay when you move the pointer or highlight with the remote. It can also happen with some screen sharing apps such as Skype.

NOTE: The delay would also be evident when you use your mouse or trackpad, as it is the network that causes the delay and not the device.

TIP: In order to have a better control of the Spotlight, we recommend to point and look at your laptop screen (where there is no lag) while other people look at the large screen in the room.



Control Spotlight by looking and pointing at your laptop screen, where there is no lag.

The audience sees the same Spotlight effect on the large screen, and the lag isn't seen by the audience.

Problems with Logitech Spotlight Presentation software installation on Mac running McAfee Antivirus

If you run into a problem while installing Logitech Presentation software on a Mac, and you're running McAfee Antivirus, follow the steps below:

1. If McAfee Antivirus is turned on, disable or turn it off temporarily.
2. Install the Logitech Presentation software. See [Install and tour Logitech Spotlight Presentation software](#) for more information.
3. When prompted, connect your Spotlight presentation remote. For help, see: [Connect the Spotlight presentation remote to a device using the USB receiver or Bluetooth](#).
4. Once your remote is connected and you've made sure that it's working, you can turn McAfee Antivirus back on.

Logitech Spotlight presentation remote operating distance

In ideal situations, the Spotlight presentation remote can operate up to 100 feet (30 meters) with the receiver in clear sight of the presenter.

If you're not getting this distance:

- Recharge your batteries fully.
- Make sure the Spotlight USB receiver is plugged in properly.
- Move the USB receiver to a line of sight or change its position.
- Move devices such as cell phones, radios, wireless routers, microwaves, and other devices that emit radio waves or could cause radio interference (RF) away from your work area.
- To determine if your environment is causing shorter than expected ranges, try using your Spotlight presenter in a different environment to see if the distance improves.

Cannot see Spotlight effect when screen is shared in video conference

If you're using a video conference tool to share your presentation and the remote participants don't see the highlight effect when you use Spotlight, make sure you're sharing the whole desktop and not just a specific application window.

This will ensure that the advanced features of the Spotlight presentation remote can be viewed by everyone in the video call.

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Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes

Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes

Try these steps to fix issues with your Logitech Bluetooth device:

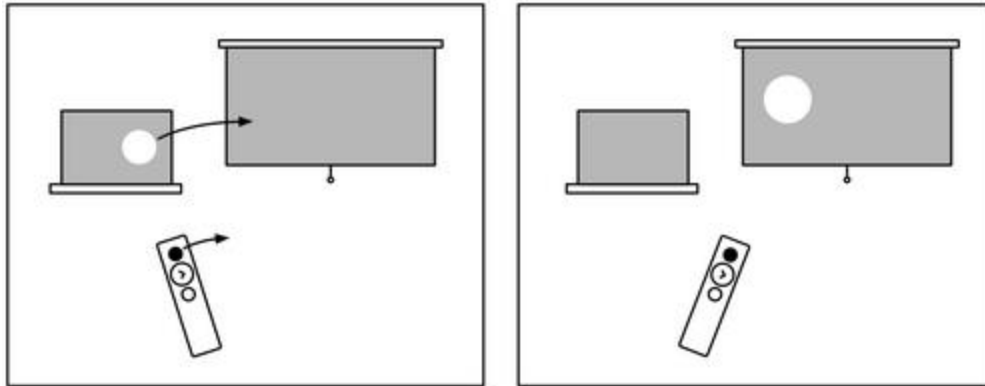
- [My Logitech device doesn't connect with my computer, tablet or phone](#)
- [My Logitech device has already been connected, but frequently gets disconnected or laggy](#)

Other useful FAQs that may help to fix the issue:

- [Check for Bluetooth Low Energy Support](#)
- [Lag and disconnections on Bluetooth devices can be due to WiFi interference](#)
- [Resolve Bluetooth Wireless issues on Mac OS X](#)
- [Resolve Bluetooth Wireless issues on Windows 10](#)

Not able to see the highlight on the projector screen

Just as you would do with a mouse pointer, you'll need to move the highlight from one screen to the next. Start pressing to highlight on one screen and then move your hand until the highlight reaches the other screen. It should then stay and start from there for the rest of the presentation. You can also change your display settings to "mirror display".



If you have this issue during a video call, make sure to select to share your entire desktop in the video call and not only a specific window. This will ensure remote participants can also see the highlight effect.

Bluetooth Low Energy (BLE) not supported on Windows 7

The Logitech Spotlight presentation remote uses Bluetooth Low Energy (BLE) for its Bluetooth connection. BLE is not supported by Windows 7, and while you may be able to pair the presenter to your Windows 7 computer using Bluetooth, you will not be able to use all of the features in the Logitech Presentation software.

For Windows 7 computers, we recommend using the supplied Logitech USB receiver for full functionality.

For more information on how to connect your presenter, see [Connecting your Spotlight presentation remote using the USB receiver or Bluetooth](#).

Close

Supported operating systems for the Logitech Spotlight presentation remote

The Spotlight presentation remote is supported on:

- Windows® 10 or later,
- Windows® 8
- Windows® 7 and later (**NOTE:** Bluetooth Low Energy (BLE) is not supported on Windows 7)
- Mac OS X 10.10 or later

Limited functionality (not recommended if you want to use all available Spotlight features):

- Chrome OS™
- Android 5.0 or later
- Linux®

The Logitech USB receiver is supported on:

- Windows 10 or later
- Windows 8
- Windows® 7
- Mac OS X 10.05 or later
- Chrome OS
- Linux®

The Spotlight presentation remote is not supported on Windows 98, Windows 2000, Windows ME, and Windows XP operating systems.

Silent install of Logitech Presentation software for IT managers

If you are an IT manager, you can install the Logitech Presentation software remotely and silently for multiple users so that employees in your company can use the Spotlight presentation remote.

For Windows, you can download the software in .exe format and use deployment tools such as SCCM to install it remotely. Command line options allow you to run the installation silently and to disable automatic updates. See [Logitech Presentation Software Silent Installation Guide for Windows](#).

For Mac, see [Logitech Presentation Software Silent Installation Guide for Mac](#).

Charge the Logitech Spotlight presentation remote **Battery information**

The Logitech Spotlight presentation remote comes with a rechargeable, non-replaceable Lithium-ion >=85 mAh battery that can last up to 40 days on a single full charge. It takes about two hours and 45 minutes to fully charge your Spotlight device.

Charge the Spotlight presentation remote:

To charge your Spotlight presentation remote you'll need the following:

- Spotlight device with the USB receiver plugged in
 - USB-A to USB Type C (USB-C) cable (supplied)
- NOTE:** Your device uses a USB Type A to USB Type C (USB-C) cable to charge. It does not use a standard Micro USB receiver.

1. Remove the USB receiver from the bottom of your Spotlight device.



The USB-C port is located inside the USB receiver slot on your presentation remote.

TIP: Check inside the slot and make sure there isn't any debris inside the USB receiver slot on your Spotlight device.

2. Plug your cable into a USB-A port on your computer, adapter, or laptop. Plug the USB-C end of your cable into the USB-C slot located in the USB receiver slot of your Spotlight device.



3. Once your Spotlight device is plugged in, a white LED will pulse and it will start charging. For more information on the Spotlight status LED, see [Logitech Spotlight presentation remote LED status indicator](#)

Use Logitech Presentation Software with the Spotlight Presentation Remote

OVERVIEW

The Logitech Presentation Software allows you to use the Spotlight pointer effects, to set timers and vibration alerts, to start and go back to your presentation, to customize button functions, and to monitor battery life.

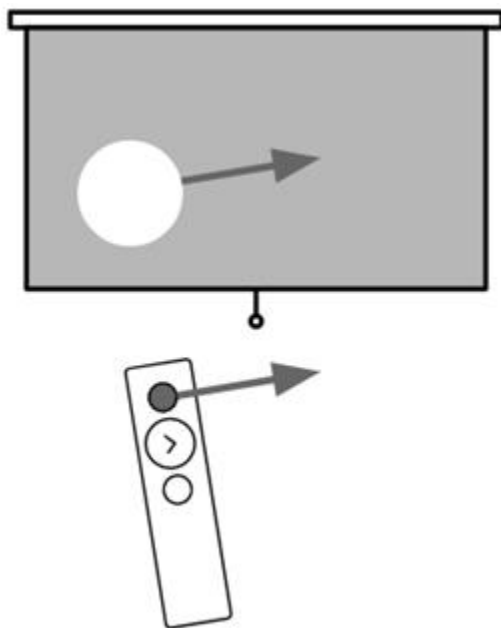
When the software is not installed you will only have the following plug & play functionality:

- Next/Back to navigate your slides
- Mouse cursor control to click on links and videos.

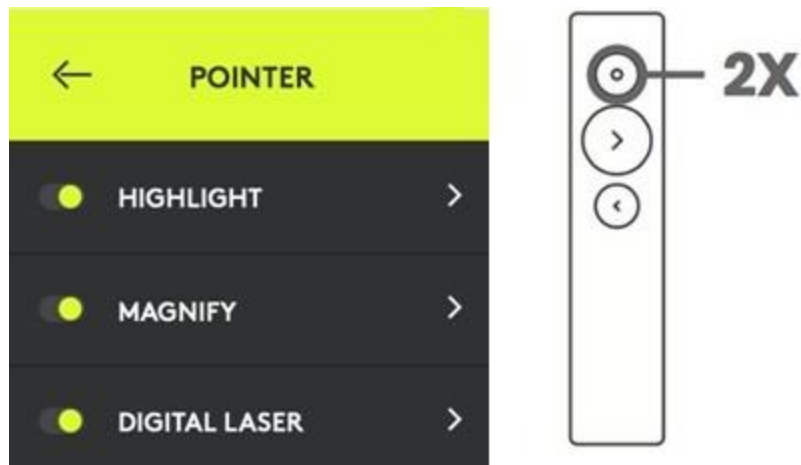
The software works on Windows and Mac and can be downloaded [here](#).

POINTER EFFECTS

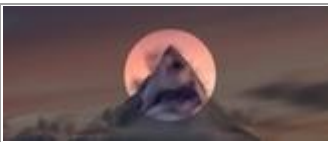

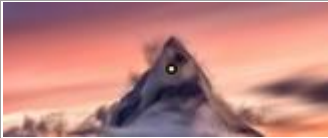
Hold the top button and move your hand to move the on-screen highlight as shown:



Activate the Spotlight on-screen pointer effects and customize their size, contrast, and color.

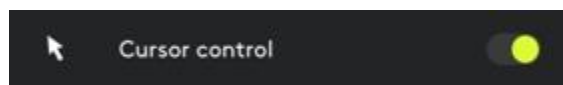


If you enable more than one effect you can double press the highlight button on your Spotlight to toggle between pointer effects during your presentation.

POINTER EFFECT	DESCRIPTION	ILLUSTRATION
HIGHLIGHT	The area that you want to show is in the spotlight. The rest of the slide is in the dark.	
MAGNIFY	Zooming on the area you want to show.	
DIGITAL LASER	A colored dot or circle, looking like a digital laser	

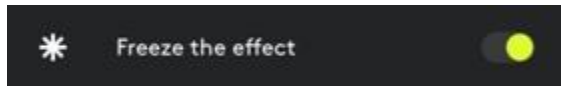
CURSOR CONTROL

If you need to click on links or videos in you will need to enable cursor control. This will give you the air-mouse functionality. The cursor will be visible at the center of the pointer effect and will allow you to click.



FREEZE THE EFFECT

This feature allows you to focus your audience on a specific part of your slide without having to keep pointing at it with your Spotlight.



Simply move the highlight in the desired position and release the button: The highlight will remain there until you press the button again.

TIMERS

Track presentation time and set vibration alerts

To make sure your audience does not see the timer window, it will only be visible on your laptop presenter screen when connected to an external screen (or projector) with extended display. The timer window appears when you start the presentation. Note: The timer window will not appear if you are duplicating or mirroring displays.



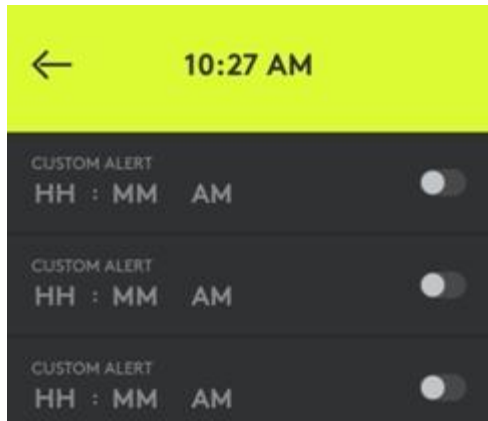
CURRENT TIME

When Clock is selected, the timer window will show the current time on your presenter screen.



You can customize vibration alerts to happen at a given time. For instance, if you know that your presentation will finish at 3:00 PM, you can set a vibration at 2:50 PM.

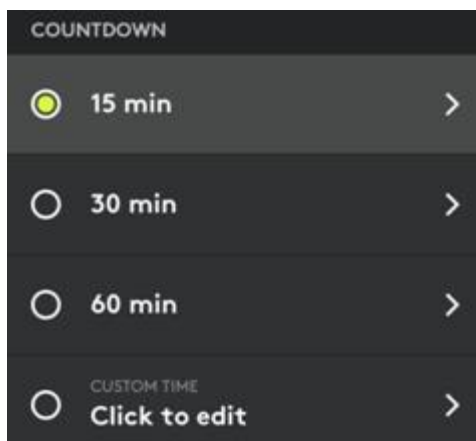
The vibration will only happen if Spotlight is active and connected to the computer.



COUNTDOWN

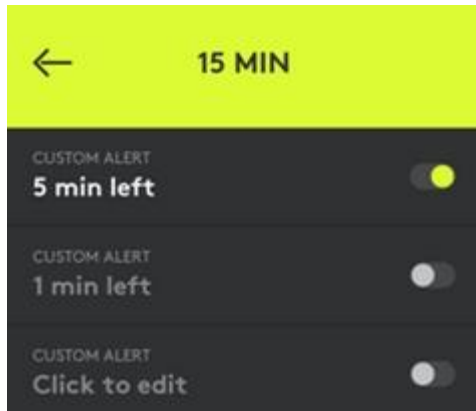
The timer window will be visible on your presenter screen and the countdown will start when you press the Next button on your Spotlight.

You can select 15 min, 30min, 60min or enter a custom duration for your presentation.



You can define when you want to receive vibration alerts.

By default, you will get a vibration 5 min before the end.



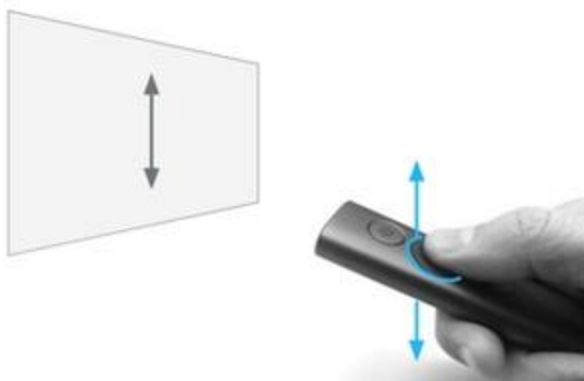
NOTE: You will always get a vibration at the end of your presentation.

HOLD NEXT BUTTON

Press and hold the next button to start your presentation. You can also customize the long-press to do the following:

Start presentation	Start your presentation in full-screen mode at the current slide. NOTE: This feature is compatible with PowerPoint, Keynote, Preview, Acrobat Reader DC, and Google Slides. It will not work with PowerPoint online, and Prezi.
Fast forward	Quickly move forward in your slides.
Blank screen	Show a black screen. Use this feature when you want the audience to focus on you instead of your slides. Press any button to remove the blank screen.
Scroll	Gesture-based Scrolling*. Hold and move your hand (up and down) to scroll through web pages and documents.
Volume control	Gesture-based Volume control*. Hold and move your hand (up and down) to adjust volume.
Custom keystroke	Type any custom key combination.

*** TIP:** The scroll and volume functions are gesture-based — hold the button and move your hand up and down to control volume or scroll.



HOLD BACK BUTTON

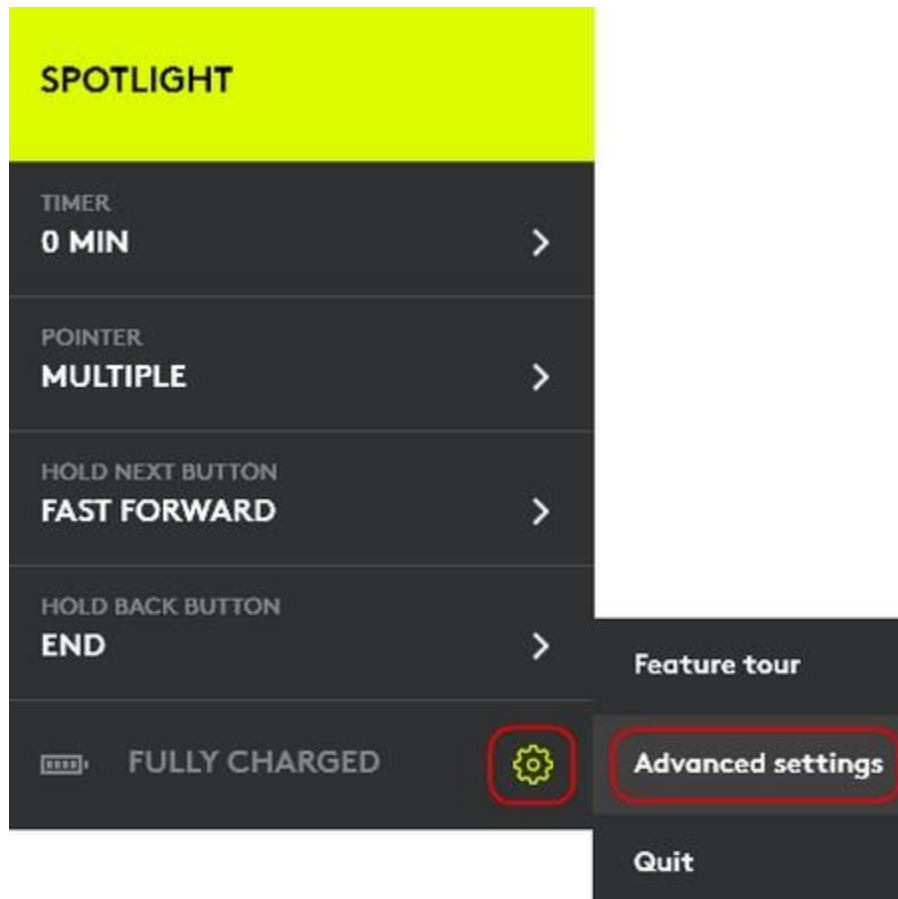
You can customize the long-press on the back button with similar functions as the long-press on the Next button. See the description above.

Use Logitech Spotlight Presentation software advanced settings

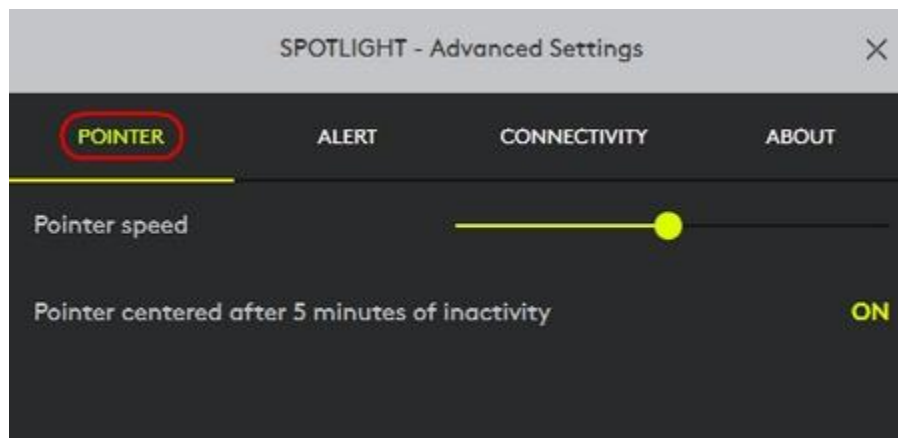
You can use the following options in **Advanced settings** to customize the features for your Spotlight presentation remote and to get more information:

- Pointer
- Alert
- Connectivity
- About

To open Advanced settings, click on the cog icon and select **Advanced settings**.



Pointer — Lets you adjust the pointer speed as well as turn off the automatic pointer centering feature.

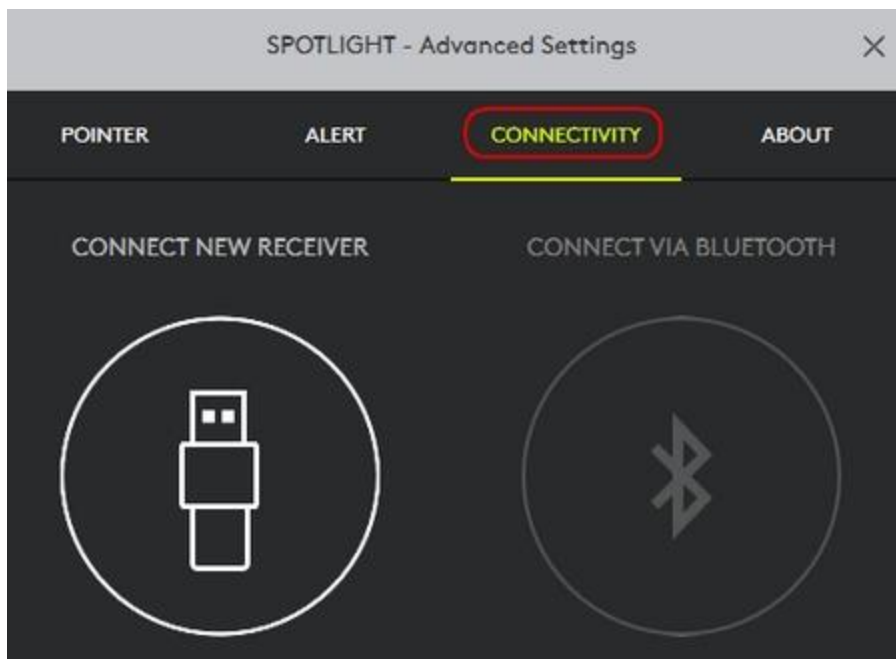


Alert — You can adjust the presenter's vibration intensity, and turn off the vibration for the time alert, and the battery alert.



Connectivity — Select the method used to connect your Spotlight presenter, either with the USB receiver or Bluetooth.

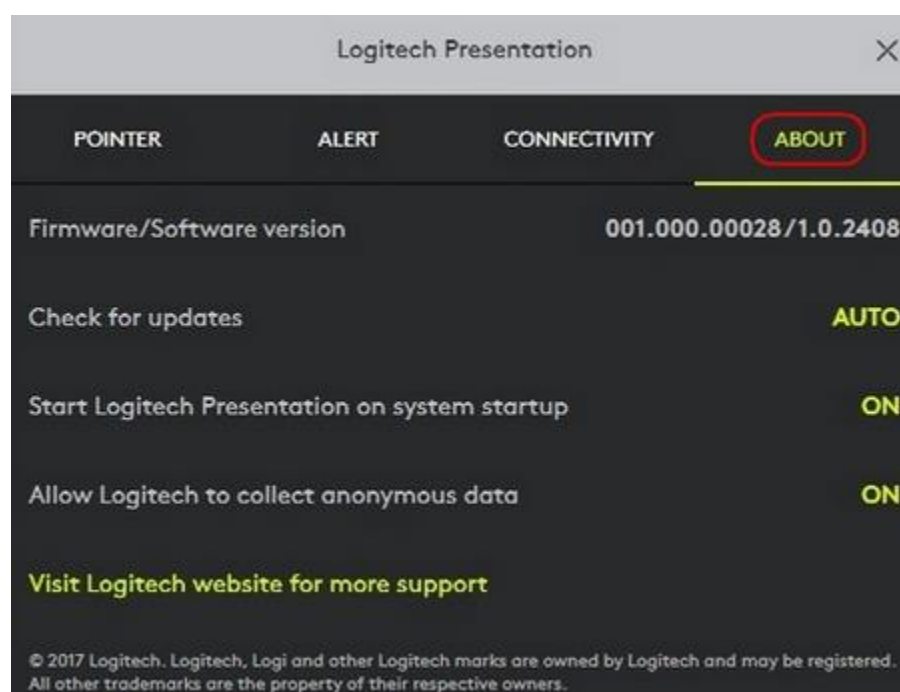
NOTE: Windows 7 does not support Bluetooth low energy (BLE). If you're running Windows 7, you'll need to use the USB receiver to connect the presenter.



About — Displays the following information for your device:

Option	Description
Firmware/Software version	Provides you with an overview of the firmware or software version your Spotlight device is using.

Option	Description
Check for updates	This feature can be set to Auto or turned off. We recommend you leave the feature set to Auto.
Start Logitech presentation on system startup	When this feature is turned on, your Logitech presentation software will start up automatically when you start your computer.
Allow Logitech to collect anonymous data	This feature allows Logitech to gather anonymous user data in order to help fix issues and improve the software. You can turn this feature off.
Visit Logitech website for more support	This link takes you to the Spotlight Support page where you can find guides and additional information.



Using the Logitech Spotlight presentation remote for the first time
Before you use your Spotlight remote for the first time:

- Charge the presentation remote for one to five minutes using the supplied USB-C charging cable. One minute of charge will provide you with three hours of usage. For more information, see [Charge the Logitech Spotlight presentation remote](#).

NOTE: Even when fully charged, if your Spotlight remote is not used for approximately 12 months, the battery will completely drain, and you will need to recharge it.

- Make sure the remote is connected to your device. See [Connect the Spotlight presentation remote to a device using the USB receiver or Bluetooth](#) for help.
- Your Spotlight remote is always turned on and goes into a deep sleep mode to conserve energy. To wake it up, press any of the three buttons on the presenter.

Logitech Spotlight presentation remote LED status indicator

An LED on the top of your Spotlight device indicates battery and pairing status.



LED Status	Description
Flashing white	Device is attempting to pair using Bluetooth
Pulsing white	Battery is charging
Solid red	Battery is low and should be recharged. NOTE: The LED turns from white to red when there is approximately 5% battery life remaining.



NOTE: The provided USB 2.0 to USB-C cable is used for charging only. For more information on charging your Spotlight, see [Charge the Logitech Spotlight presentation remote](#).

Use the Spotlight Presenter without Presentation software

In order to use the advanced Spotlight highlights you need to install the Logitech App, but even without installing the app your Spotlight will be able to move the cursor. This basic functionality is plug & play: You can move the cursor and click on links or videos. If you want the cursor to be more visible, you can go in your system preferences and change the pointer size.

To change the pointer size:

- Mac: **System Preferences > Accessibility > Display > Adjust cursor size**
- Windows 10 : **Start > Settings > Ease of Access > Mouse > Pointer size**

If your company IT would like to install the Logitech presentation software remotely, please refer to [Silent install of Logitech Presentation software for IT managers](#).

Close

Connect the Spotlight presentation remote to a device using the USB receiver or Bluetooth

Connect using the USB receiver

To connect your Spotlight device using the USB receiver:

1. Remove the receiver from within the Spotlight remote by gently pulling on the receiver tag.



2. Plug the receiver into a USB port on your device. Your device should automatically detect the Spotlight presentation remote and start working.

Connect using Bluetooth

To connect your Spotlight remote using a Bluetooth connection:

1. Hold and press the **Cursor** button (top) and the **Back** button (bottom) on your Spotlight remote, as shown:



2. The remote should vibrate and then be available for pairing to Bluetooth for three minutes. Pressing any other button within 20 seconds of initiating Bluetooth pairing will turn pairing mode off.

For more information on pairing your Bluetooth device, see [Connect your Logitech Bluetooth device](#).

TIP: To get the most out of your device, download and install the Logitech Spotlight Presentation software. You can get the software from the product's Download page.

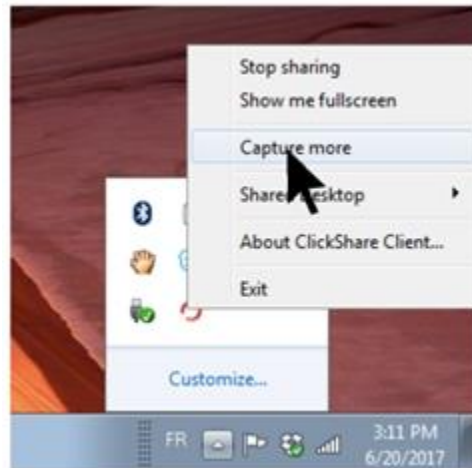
Use Spotlight with Barco ClickShare

Spotlight works with ClickShare, but you need to make sure you do a few things:

- Make sure you install the [Spotlight software](#) on the laptop you use for the presentation
- Make sure the Spotlight USB dongle is connected to this laptop. (It will not work if you connect the dongle directly into the ClickShare base receiver because you need to install the Spotlight software to make it work and this isn't possible on the ClickShare base.)
- When sharing with ClickShare, make sure you share the whole desktop from your laptop and not only a window.
- If you are using Windows 7, you'll also need to enable the 'Capture more' option in the ClickShare settings:
 1. Click on the ClickShare icon.



2. Click on **Capture more**.



- **NOTE:** This step is NOT required when using a Mac or Windows 10.

Install and tour Logitech Spotlight Presentation software

To download and install the Logitech Presentation software:

1. Go to the Spotlight [Download](#) page.
2. Select your operating system from the drop-down menu on the left. To determine your operating system, do one of the following:
 - Click **Start > Run...**, type **winver.exe**, and click **OK**.
 - Or
 - Click **Start**. In the Search box, type **winver.exe**, and press Enter.
3. Click **Download**.
4. After the file has downloaded, right-click on the Spotlight .exe file and in the menu, select **Run as administrator**.

5. In the Welcome window, click **Install**. A progress indicator displays how far along the installation is.



After the installation is complete, you'll be prompted to connect your presenter. Follow the on-screen instructions to connect and wake up the presenter. The presenter will vibrate to let you know it's awake.

Once the Spotlight presenter is connected, you can take a tour of the features. Press the power button on top to start.



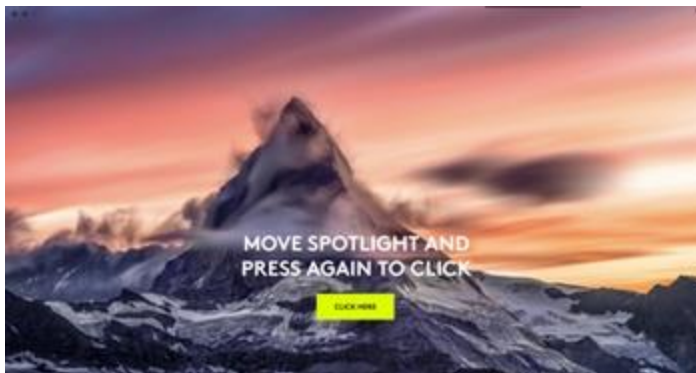
Press the **Next** (>) button to move on to the next part of the tour, and press the **Back** (<) button to go back.





To activate and use the highlight feature:

1. Press and hold down the Cursor button (power button) until the spotlight appears on the device screen. Take a few seconds to move the spotlight around and check to see if the device is experiencing any lag or stuttering. Press the power button to use the Highlight feature to move the mouse pointer on the connected device banner prompt on the screen. The Spotlight presentation software will recognize that the feature was used correctly and the following screen will appear:



2. Press and hold the Cursor button to move the mouse cursor to the **Click here** button on the device screen.
3. The software will run a short animation to demonstrate how the Spotlight presentation remote vibrates when the presentation reaches its last 5 minutes.
4. Once the animation is complete, you are prompted if you wish to take the tour again or learn more about Spotlight features.

NOTE: You can take the tour again at any time. Just open the Logitech Presentation software, click the gear icon in the bottom right of the window, and then click **Feature tour**.

