# Device does not appear in G HUB

- If some features of G HUB do not appear to work correctly and restarting doesn't help, try this:

    1. Go to Device Manager (WIN+PAUSE|BREAK).
    2. Click on **View** at the top and view **Devices by container**.
    3. Look for your device and expand it. You are looking for the name of the device, for example, Logitech Pro X Gaming Headset, or Logitech G560 Gaming Speaker.
    4. Right-click and select **Uninstall Device**.
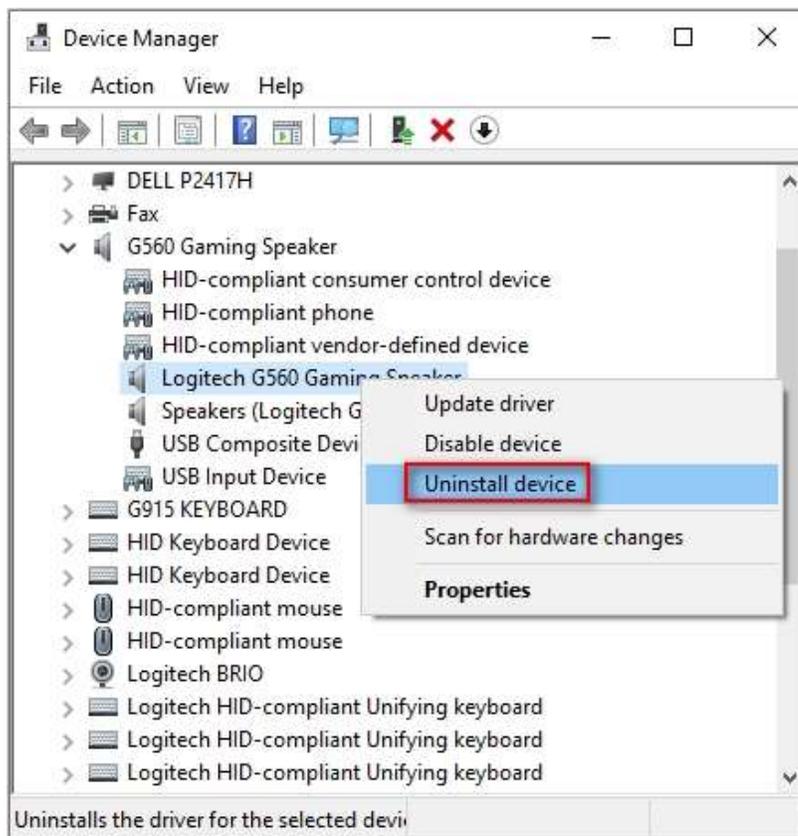
    5. Check **Delete the driver software for this device** and then click **Uninstall**.

6. Unplug the device and plug it back into a different USB port.
   It should re-enumerate and be detected in G HUB.
7. G HUB should then download the driver for your device.

If issues persist:

Run G HUB with the default settings:

1. Exit G HUB by right-clicking the applet in the task tray and selecting **Quit**.
2. Navigate to C:\Users\[USERNAME]\AppData\Local\LGHUB, where [USERNAME] will specific to your account.
3. Find settings.json and make a copy and back this up somewhere on your computer. The Desktop is a good place so you can find it easily.
4. Navigate to C:\Users\[USERNAME]\AppData\Local\LGHUB, where [USERNAME] will be specific to your account.
5. Delete the settings.json file in the LGHUB folder.
6. Run G HUB. You will notice that all the settings have been set back to default and the settings.json file has been rebuilt.

Restoring your old settings
If you want to restore your old settings:

1. Quit G HUB.
2. Copy and paste the backup of settings.json that you saved earlier into the C:\Users\[USERNAME]\AppData\Local\LGHUB folder.
3. Run G HUB — your old settings should be restored.

• +G HUB freezes while loading and logo animation loops

• If G HUB seems to be stuck while trying to load and the logo animation loops, try the following:

1. Exit G HUB by right-clicking the applet in the task tray and selecting **Quit**.

2. Navigate to Task Manager (CTRL+ALT+DEL).
   NOTE: You may also need to click **More Details** at the bottom of the window
   Look for LGHUB, LGHUB Agent and LGHUB Updater, right-click and choose **End task** on each.
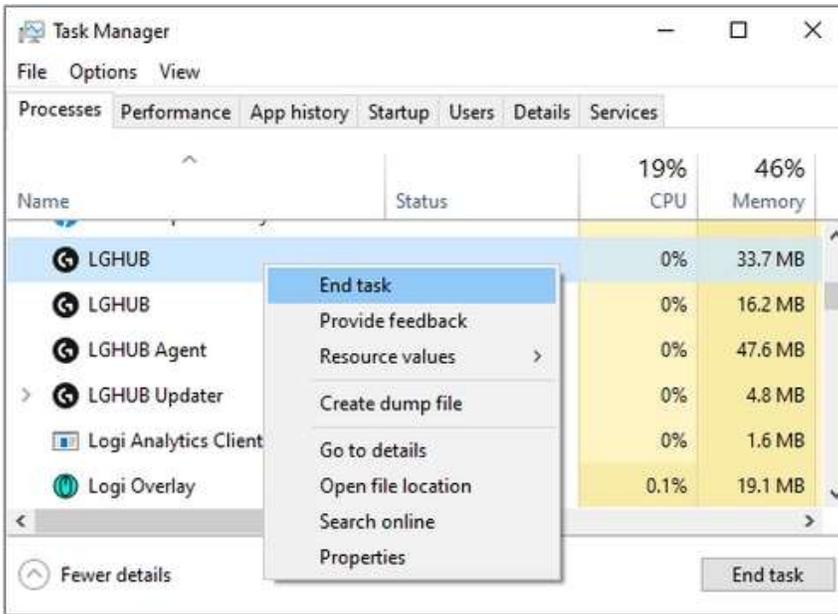
3. Once those processes are ended, navigate to C:\Program Files\LGHUB and run these in order:
   o Lghub_updater.exe
   o Lghub_agent.exe
   o Lghub.exe

This should resolve the logo spinning issue. If it doesn't, then make sure you're running with admin privileges. G HUB might need to update and needs admin privileges to do this.

If you're using an administrator account and the issue persists, please follow the steps in G HUB Install/Uninstall/Update Troubleshooting.