Frequently Asked Questions

- +**Set MX Master mouse sensitivity and pointer speed with Logitech Options**

You can use Logitech Options to set the sensitivity and pointer speed of your MX Master mouse.

- [Set mouse sensitivity](#)
- [Set pointer speed](#)

NOTE: If you don't have Logitech Options, you can get the latest version of the software from the MX Master [Download](#) page.

To set mouse sensitivity:

1. Open the Logitech Options software:
   Start > All Programs > Logitech > Logitech Options
2. If you have more than one product displayed in the Logitech Options window, select **Wireless Mouse MX Master**.
3. Select one of the buttons by clicking on the blue circle next to the button. The options list for the button appears.
4. Scroll down to **Mouse sensitivity** and select it.
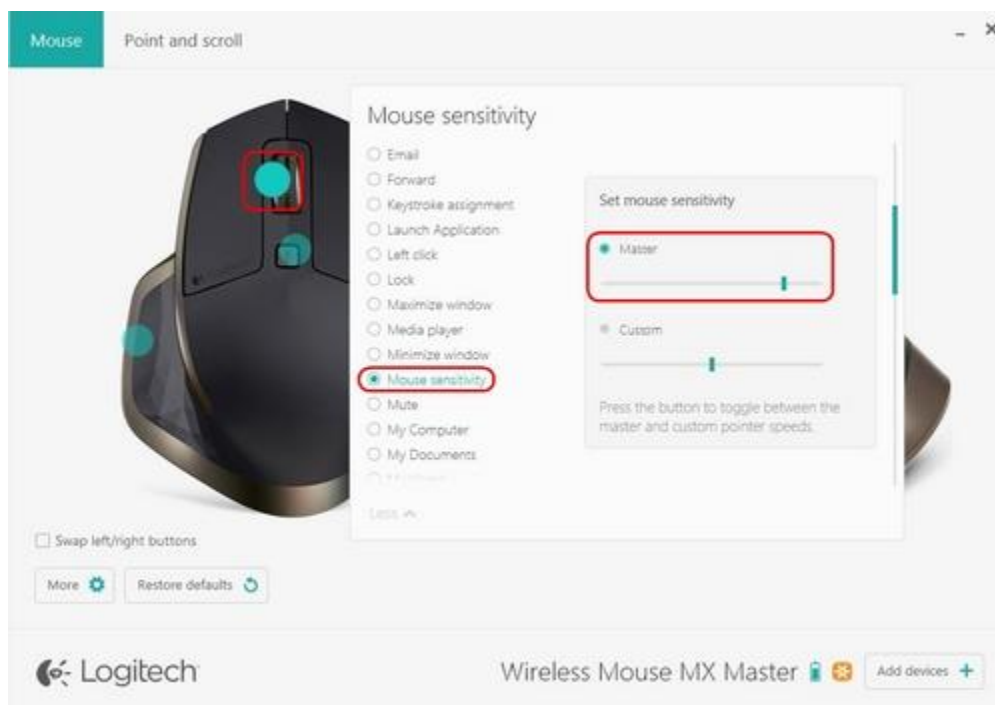
5. Under **Set mouse sensitivity**, adjust the slider under **Master**.

To switch between Master and Custom settings, simply press the button that you assigned to Mouse sensitivity. If you don't want to switch between Master and Custom settings, after you've adjusted the sensitivity, select either a different action for the button, or select **None** in the options list.

To set the pointer speed:

1. Open the Logitech Options Software:
   Start > All Programs > Logitech > Logitech Options
2. If you have more than one product displayed in the Logitech Options window, select Wireless Mouse MX Master.
3. Click the 'Point and scroll' tab in the left hand corner of the software window.
4. Under **Pointer speed**, adjust the slider to your preferred DPI value. The minimum value is 400 DPI. The speed can be increased in increments of 200, up to a maximum of 1600 DPI.
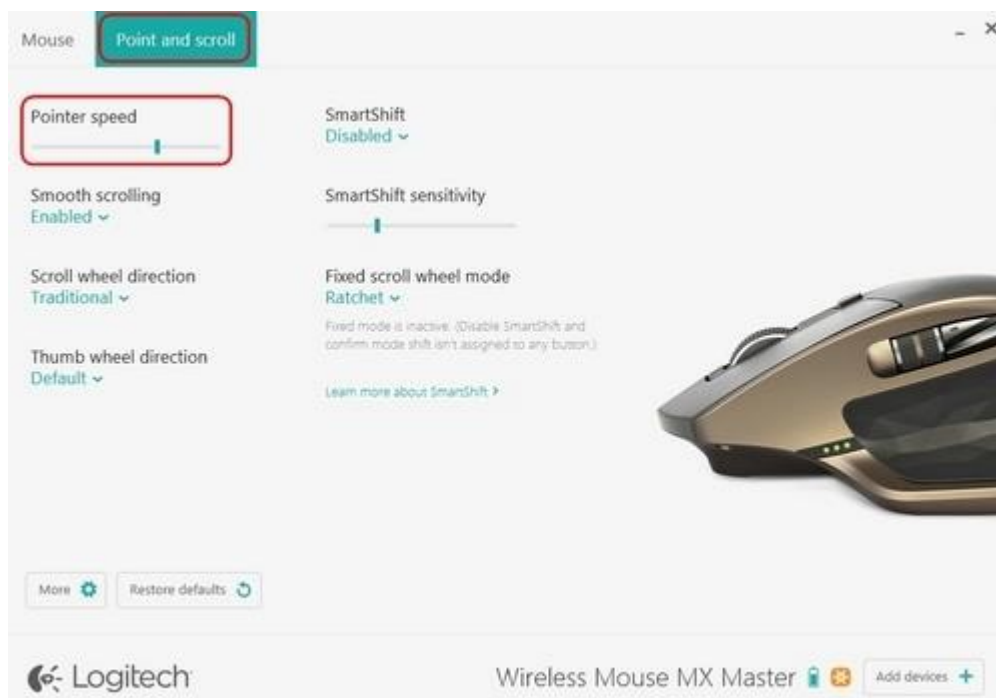
- +**Cleaning Logitech keyboards and mice**

Before you clean your device:

- Unplug it from your computer and make sure it's turned off.
- Remove the batteries.
- Keep liquids away from your device, and don't use solvents or abrasives.

To clean your Touchpad, and other touch-sensitive and gesture-capable devices:

- Use lens cleaner to lightly moisten a soft, lint-free cloth and gently wipe down your device.

To clean your keyboard:

- Use compressed air to remove any loose debris and dust between the keys. To clean the keys, use water to lightly moisten a soft, lint-free cloth and gently wipe down the keys.

To clean your mouse:

- Use water to lightly moisten a soft, lint-free cloth and gently wipe down the mouse.

NOTE: In most cases, you can use isopropyl alcohol (rubbing alcohol) and anti-bacterial wipes. Before using rubbing alcohol or wipes, we suggest you test it first in an inconspicuous area to make sure it doesn't cause discoloration or remove the lettering from the keys.

- +**Backup device settings to the cloud in Logitech Options**

[INTRODUCTION](#)

[HOW IT WORKS](#)

[WHAT SETTINGS GET BACKED UP](#)

[CURRENT LIMITATIONS](#)

INTRODUCTION

This feature on Logi Options allows you to backup the settings of your Options supported device automatically to the cloud after creating an account. If you are planning to use your device on a new computer or wish to go back to your old settings on the same computer, log into your Options account on that computer and fetch the settings you want from a backup to setup your device and get going.

HOW IT WORKS

When you are logged into Logitech Options with a verified account, your device settings are automatically backed up to our cloud by default. You can manage the settings and the backups from the **Backups** tab under **More** settings of your device (as shown in the screenshots below):
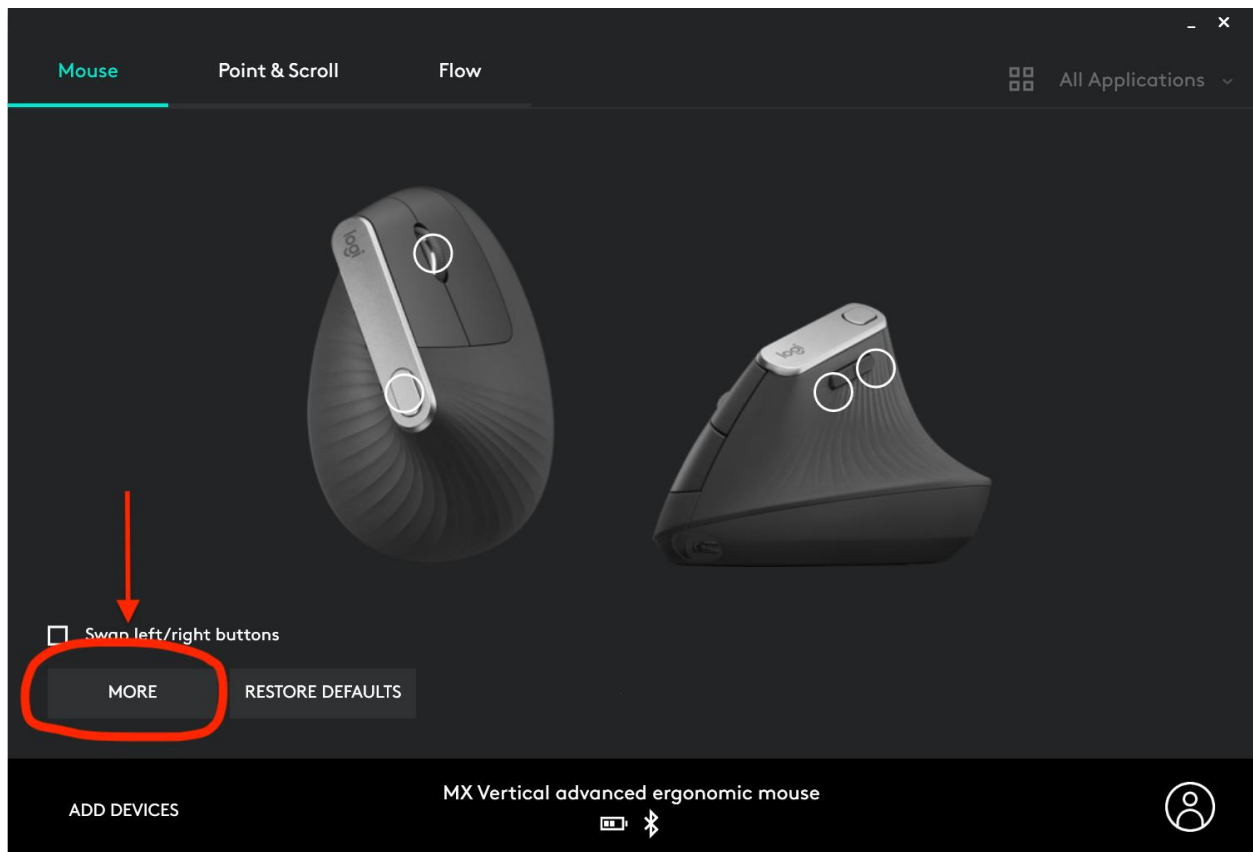
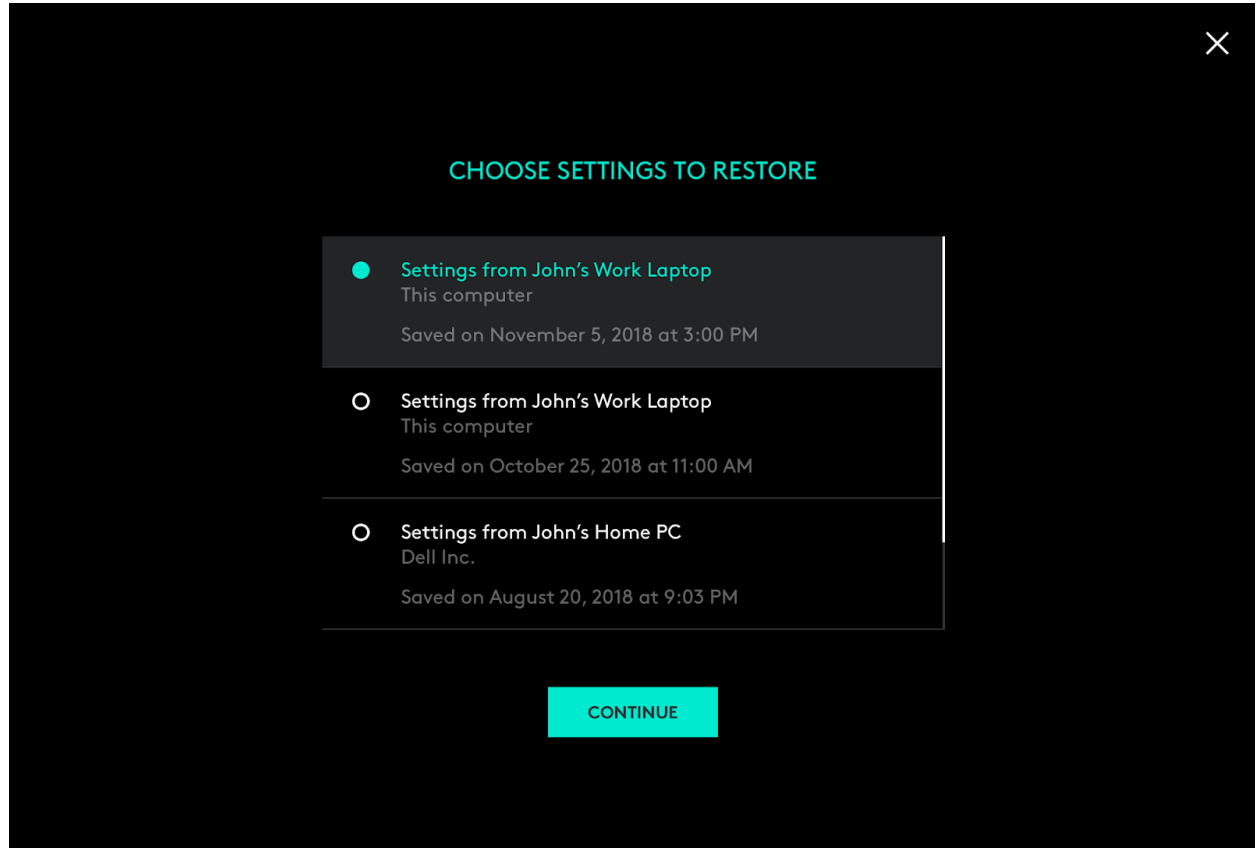Manage settings and backups by clicking on More>Backups.
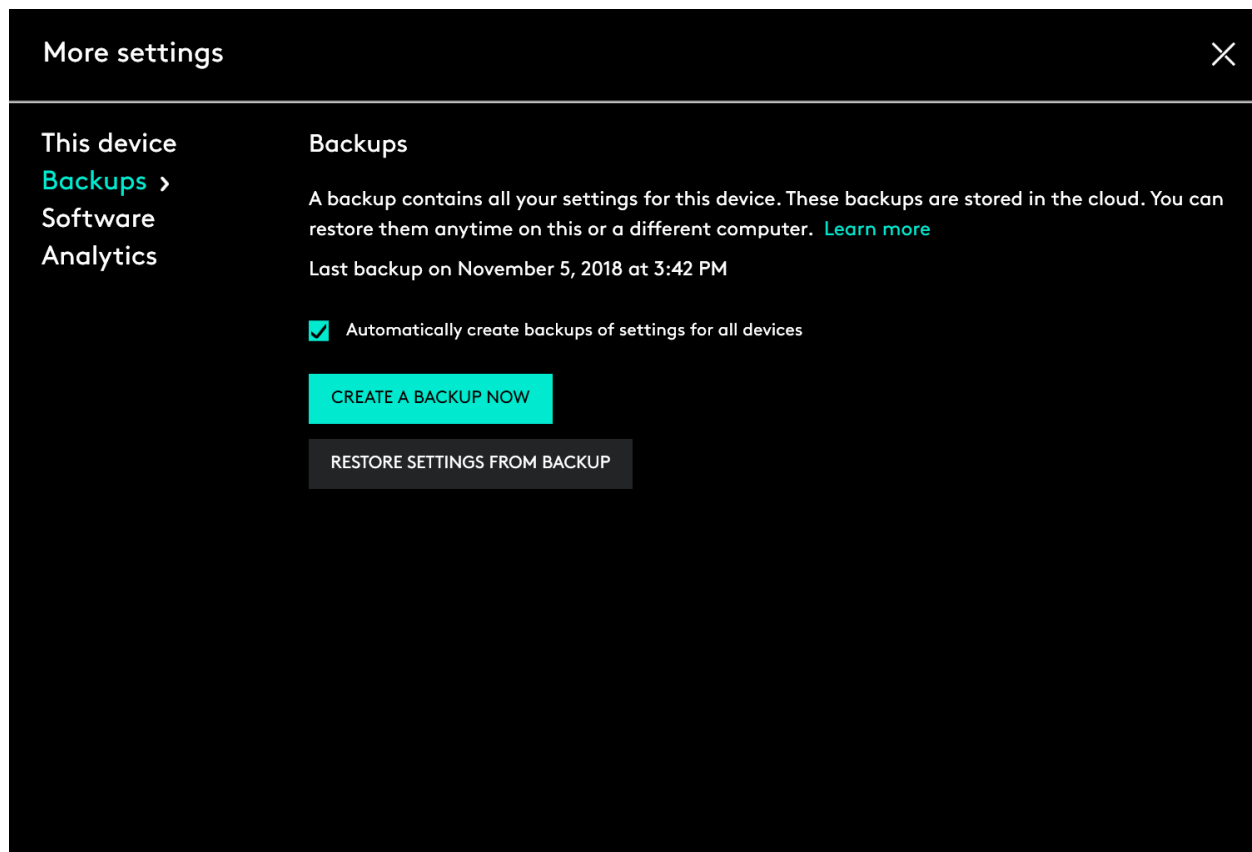
- **AUTOMATIC BACKUP OF SETTINGS -** If the **'Automatically create backups of settings for all devices'** checkbox is enabled, any settings you have or modify for all of your devices on that computer are backed up to the cloud automatically. The checkbox is enabled by default. You can disable it if you don't want the settings for your devices to be backed up automatically.
- **'CREATE A BACKUP NOW' button -** This button allows you to backup your current device settings yourself, if you need to fetch them later.
- **'RESTORE SETTINGS FROM BACKUP' button -** This button lets you view and restore all the available backups you have for that device that are compatible with that computer, as shown above.

The settings for a device are backed up for every computer that you have your device connected to and have Logitech Options that you are logged into. Every time you make some modifications to your device settings, they get backed up with that computer name. The backups can be differentiated based on the following:

1. Name of the computer. (Eg. John's Work Laptop)
2. Make and/or model of the computer. (Eg. Dell Inc., Macbook Pro (13-inch) etc.)
3. The time when the backup was made.

The desired settings can then be selected and restored accordingly.

CHOOSE SETTINGS TO RESTORE

● Settings from John's Work Laptop
This computer

Saved on November 5, 2018 at 3:00 PM

○ Settings from John's Work Laptop
This computer

Saved on October 25, 2018 at 11:00 AM

○ Settings from John's Home PC
Dell Inc.

Saved on August 20, 2018 at 9:03 PM

CONTINUE

WHAT SETTINGS GET BACKED UP

- Configuration of all the buttons of your mouse
- Configuration of all the keys of your keyboard
- Point & Scroll settings of your mouse
- Any application-specific settings of your device

WHAT SETTINGS ARE NOT BACKED UP

- Flow settings
- Options app settings

CURRENT LIMITATIONS

1. The device settings aren't compatible between Windows and Mac operating systems. So, the settings from Windows operating system cannot be applied to a computer with the Mac operating system and vice versa.
2. There are some features that are available only on certain versions of Windows operating system. For example, triggering Cortana through a mouse button press is a feature available only on Windows 10 and not on Windows 7 and 8 as Cortana is not available on those operating systems. In such cases, those features cannot be applied on the unsupported operating systems.

- +**Logitech Options permission prompts on macOS Mojave**

For official macOS Mojave support, please upgrade to latest version of Logitech Options (6.94 or later).

Starting with macOS Mojave (10.14), Apple has a new policy that requires user permission for our Options software for the following features:

- Accessibility access is needed for scrolling, gesture button, back/forward, zoom and several other features
- Notifications feature and keystroke assignments under different applications need access to System Events
- Search feature needs access to Finder
- Launching Logitech Control Center (LCC) from Options requires access to System Preferences

The following are the user permissions the software needs for you to get complete functionality for your Options-supported mouse and/or keyboard.

Accessibility Access
Accessibility access is needed for most of our basic features like scrolling, gesture button functionality, volume, zoom, and so on. The first time you use any feature that requires accessibility permission, you'll see a prompt as shown below.
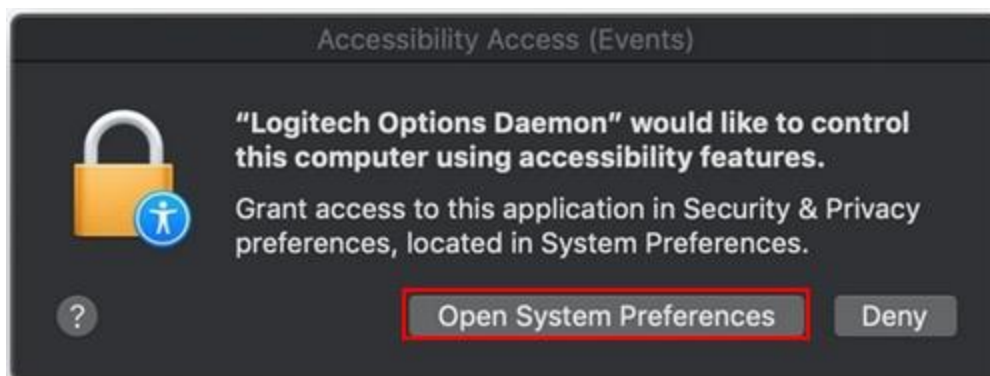
Click **Open System Preferences** and then turn on the checkbox for Logitech Options Daemon.

In case you clicked **Deny**, use the following steps to allow access manually:
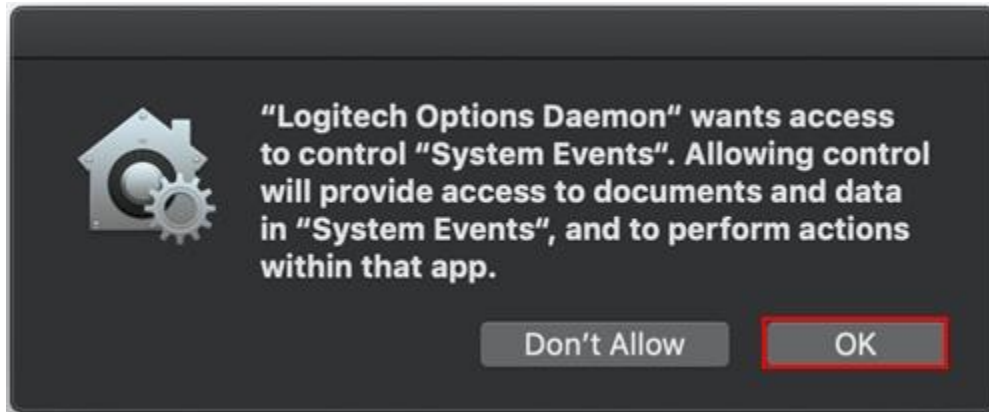
1. Launch System Preferences.
2. Click on **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click on **Accessibility** and check the boxes under Logitech Options Daemon to provide access (as shown below). If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.
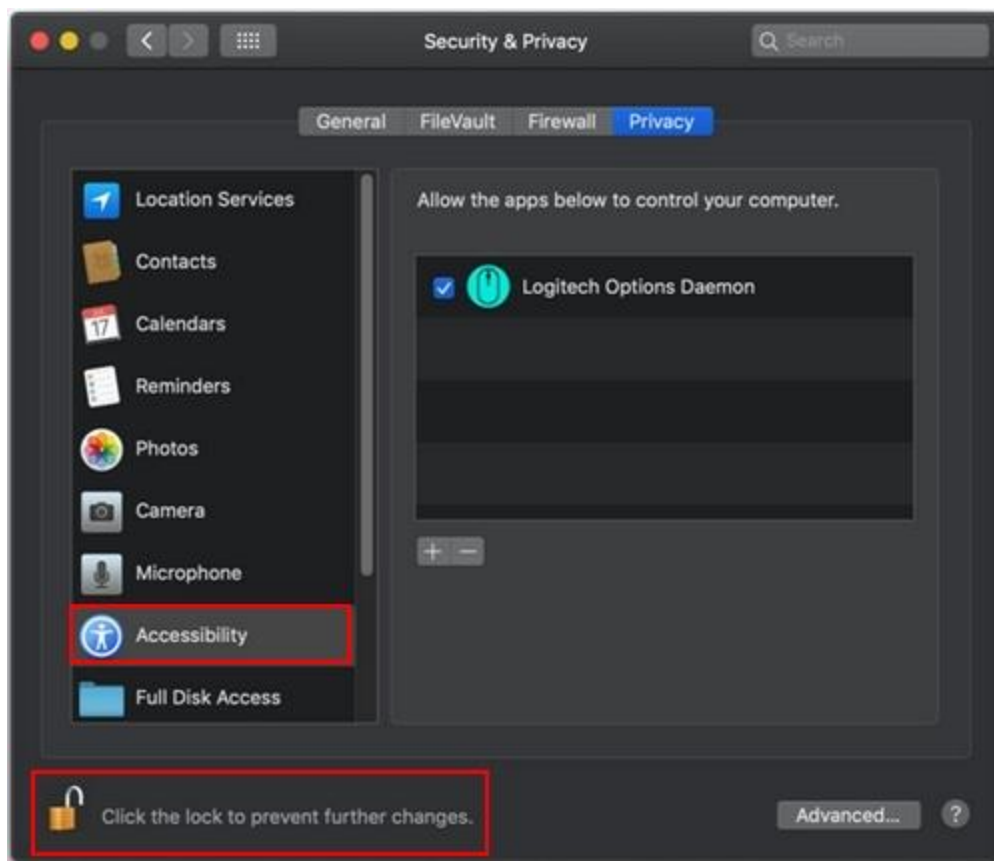
System Events prompts
If a feature requires access to any specific item such as System Events or Finder, you will see a prompt (similar to the screenshot below) the first time you use this feature. Please note that this prompt appears only once, requesting access for a specific item. If you deny access, all the other features that need access to the same item will not work and another prompt will not be shown.

Click **OK** to allow access for Logitech Options Daemon so that you can continue to use these features.

In case you clicked **Don't Allow**, use the following steps to allow access manually:

1. Launch System Preferences.
2. Click **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click **Automation** and then check the boxes under Logitech Options Daemon to provide access (as shown below). If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.
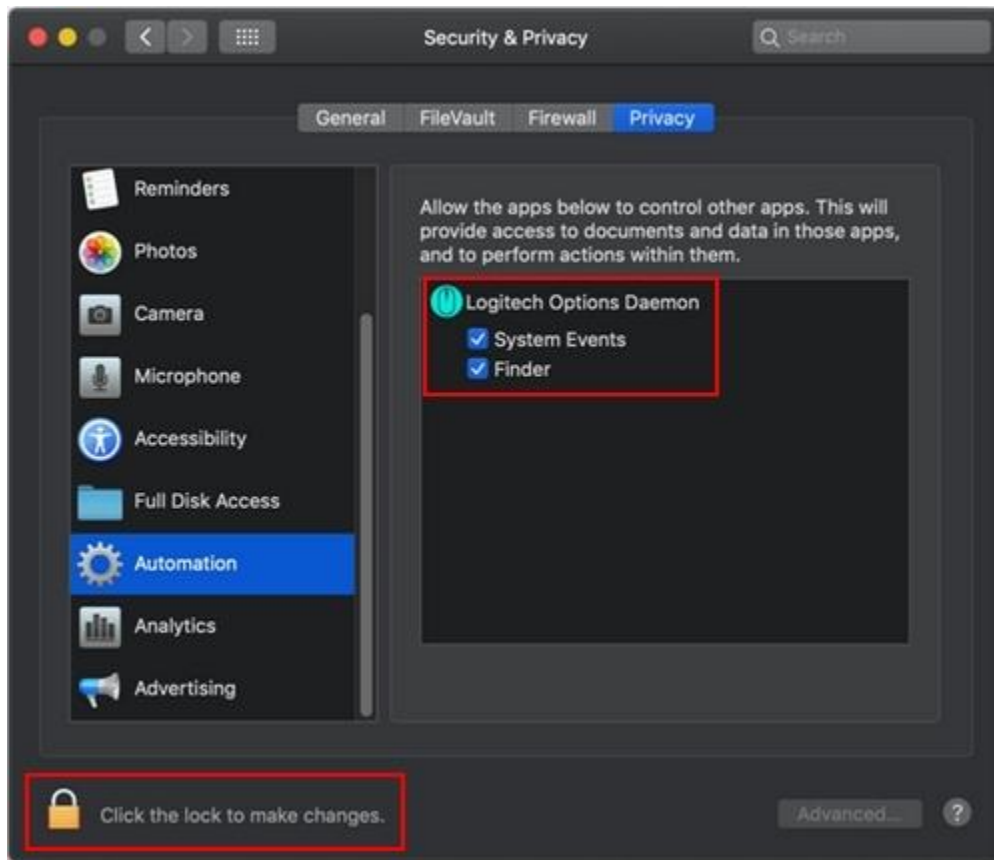
NOTE: If a feature still doesn't work after you grant access, please reboot the system.

- +**Flow network setup check for Mac**

If you are having difficulty establishing a connection between two computers for Flow, follow these steps:

1. Check both systems are connected to the internet:
    - On each computer, open a web browser and check the internet connection by navigating to a webpage.
2. Check that both computers are connected to the same network:
    - Open the Terminal: For Mac, open your **Applications** folder, then open the **Utilities** folder. Open the Terminal application.
    - In the Terminal, type: **Ifconfig**
    - Check and note the *IP address* and *Subnet mask*. Make sure that both systems are in the same Subnet.
3. Ping the systems by IP address and make sure that ping works:
    - Open the Terminal and type **ping <IP address>** [Where the <IP address is the IP address of the other computer noted in Step 2 above]
4. Check that the Firewall and Ports are correct:

Ports used for Flow:

TCP	59866
UDP	59867,59868

1. Open the Terminal and type the following cmd to show the ports in use: **> sudo lsof +c15 | grep IPv4**
2. This is the expected result when Flow is using the default ports:

```
sharingd         754 Guest   10u    IPv4 0xd84e79629d9b63fd    0t0    UDP *:*
sharingd         754 Guest   13u    IPv4 0xd84e79629d9b86ed    0t0    UDP *:*
LogiMgrDaemon    766 Guest    8u    IPv4 0xd84e79629c7738d5    0t0    TCP *:59866 (LISTEN)
LogiMgrDaemon    766 Guest   12u    IPv4 0xd84e79629d9b7edd    0t0    UDP *:59867
LogiMgrDaemon    766 Guest   17u    IPv4 0xd84e79629d9b818d    0t0    UDP *:59868
davids-imac:~ Guest$ ▏
```

NOTE: Normally Flow uses the default ports but if those ports are already in use by another application Flow might use other ports.

3. Check that the Logitech Options Daemon is added automatically when Flow is enabled:
   - Go to **System Preferences** > **Security & Privacy**
   - In **Security & Privacy** go to the **Firewall** tab. Make sure the Firewall is on, then click on **Firewall Options**. (NOTE: You may have to click the lock in the bottom left corner to make changes which will prompt you to enter the account password.)

   NOTE: On macOS, the firewall default settings automatically allow ports opened by signed apps through the firewall. As Logi Options is signed it should be added automatically without prompting the user.

4. This is the expected result: The two "Automatically allow" options are checked by default. The "Logitech Options Daemon" in the list box is added automatically when Flow is enabled.

5. If Logitech Options Daemon is not there, try the following:
   - Uninstall Logitech Options
   - Reboot your Mac
   - Install Logitech Options again
6. Disable Antivirus and reinstall:
   - Try disabling your Antivirus program first, then reinstall Logitech Options.
   - Once Flow is working, re-enable your Antivirus program.

Compatible Antivirus Programs

Antivirus Program	Flow discovery & Flow
Norton	OK
McAfee	OK
AVG	OK
Kaspersky	OK

Antivirus Program	Flow discovery & Flow
Eset	OK
Avast	OK
ZoneAlarm	Not Compatible