

FAQ

We've put everything you need to get started with your G305 LIGHTSPEED Wireless Gaming Mouse right here. If you still have questions browse the topics on the left.

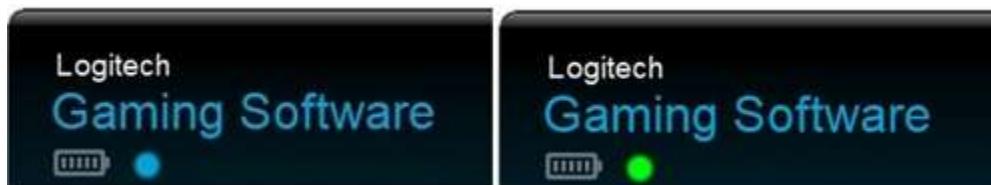
Frequently Asked Questions

- **+Performance and endurance power modes on the G304 and G305 gaming mice**

You can use Logitech Gaming Software (LGS) to switch between power modes on your gaming mouse to optimize battery performance:

- **Endurance mode (LO):** The report rate of the mouse is fixed at 8 ms (125 Hz) to maximize battery life. The report rate in endurance mode cannot be adjusted.
- **Performance mode (HI):** By default, the mouse report rate is set to 1 ms (1000 Hz). But you can increase the report rate in performance mode to 2 ms (500 Hz), 4 ms (250 Hz) or 8 ms (125 Hz).

LGS has a blue (performance) or green (endurance) colored circle at the top-left next to the battery level to help you distinguish the active power mode:



- [Select a power mode in Automatic Game Detection mode](#)
- [Select a power mode in On-Board Memory mode](#)

NOTE: To learn more about On-Board Memory and Automatic Game Detection Modes, see [Choose between gaming mouse On-Board Memory and Automatic Game Detection modes.](#)

Select a power mode in Automatic Game Detection mode

LGS can be used to select a power mode for all profiles or on a per-profile basis.

1. Launch LGS.
2. Select the G304/G305 from the product picker.
3. Click the **Customize Buttons** icon at bottom of the screen.



4. Make sure to select the profile you want to customize in the **Profiles** pane. Click on the drop-down list next to **Power Mode** and select **HI** for performance mode, and **LO** for endurance mode.



NOTE: You can also use a single profile on your mouse in Automatic Game Detection mode. Just clear the **Enable per profile settings** checkbox. Remember that you cannot have per profile DPI sensitivity levels while the setting is disabled (not checked). If you use multiple profiles, we recommend performance mode for gaming and endurance mode for all other profiles/applications.

Select a power mode in On-Board Memory

1. Launch LGS.
2. Select the mouse from the product picker.
3. Click the **Customize on-board profile** icon at bottom of the screen.



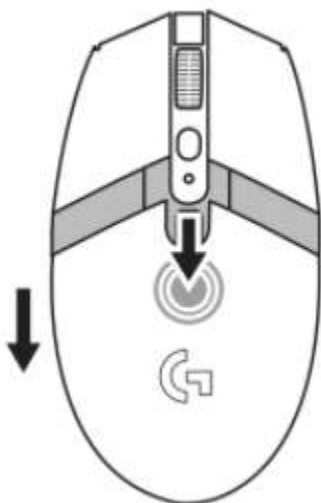
4. Click on the drop-down list next to **Power Mode** in the **Advanced** section, and select **HI** for performance mode, and **LO** for endurance mode.



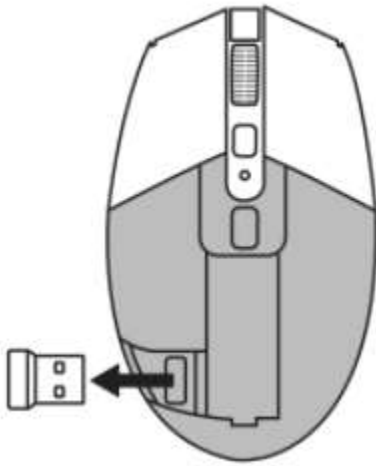
- +Connect the G304 or G305 gaming mouse to a computer

You can connect the G304 or G305 gaming mouse to your computer with the included LIGHTSPEED USB receiver. Before you connect your mouse to the computer, make sure you've installed one AA battery.

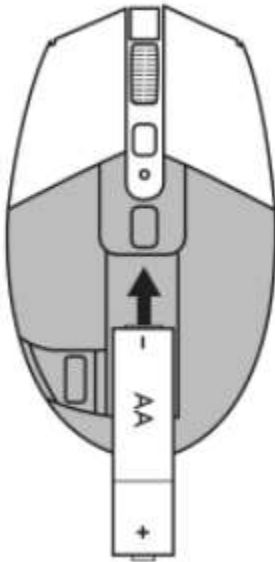
1. Push downwards on the grooves to slide off the keyplate, leaving the battery cage exposed.



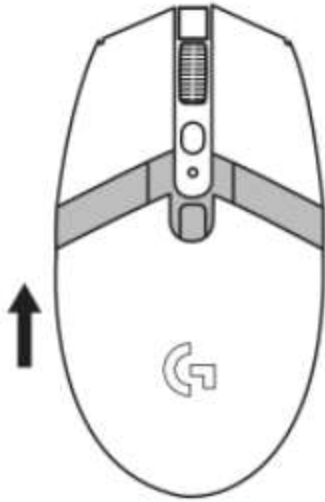
2. Take the LIGHTSPEED receiver out of the battery cage so you can connect it to your computer.



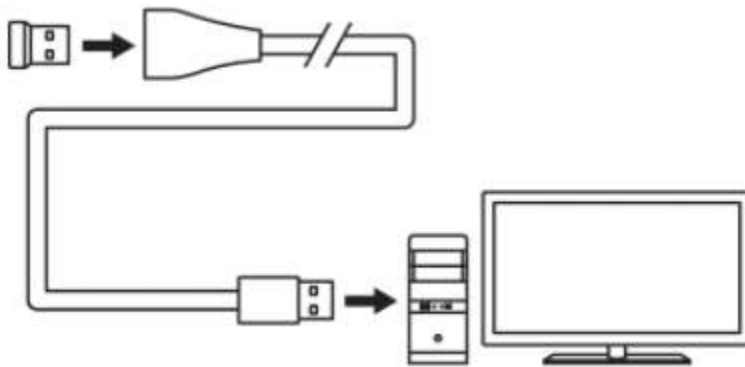
3. Install the AA battery in the battery cage as illustrated below.



4. Slide the keyplate upwards to return it to its original position, covering the battery cage.



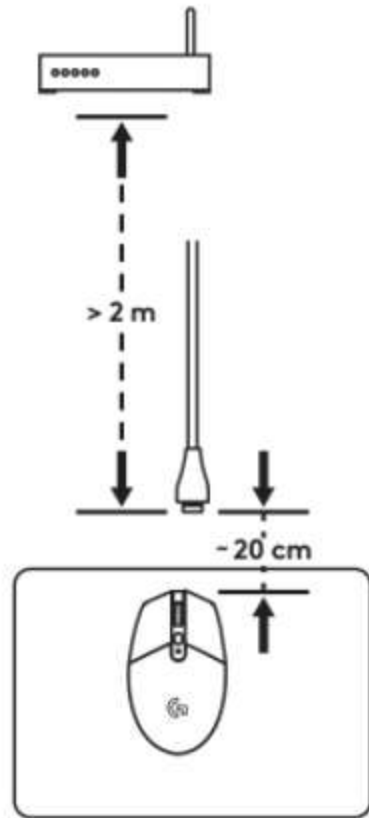
5. Connect the receiver extension cable to a USB port on your computer. Connect the LIGHTSPEED receiver to the other end of the extension cable.



NOTE: You can also connect the LIGHTSPEED receiver directly to a USB port on your computer.

TIPS:

- Keep the mouse and receiver at least 2 m from wireless routers or other 2.4GHz wireless devices to minimize environmental noise.
- To ensure optimal performance in noisy wireless environments, we recommend that you keep the receiver within 20 cm of the mouse.



6. Turn the mouse around so the scroll wheel faces the surface, and use your thumb or a finger to push the power switch right.
7. The mouse and LIGHTSPEED receiver connect automatically. For more information about the LED indicator, see [LED Indicator on the G304 and G305 gaming mouse](#).

- **+Finding the correct .exe file for a gaming-mouse profile**

If you're having trouble with profile detection, you may not have the profile associated with the correct or active game .exe file.

To find the active .exe for a game, you can either:

- Associate automatically using a G-Series keyboard with an LCD screen (see [360023243694](#)).
- OR
- Find the .exe through Windows Task Manager (see [360023243694](#)).

NOTE: You only need to do one of the above if the profile is not associated correctly. If you can point to the correct .exe when creating a profile, you don't need to do either one.

- **+Troubleshooting gaming mouse profile detection using Logitech Gaming Software**

You can configure your gaming mouse separately for each game or application on your computer (see [360023406553](#) for instructions). When a game is launched, the profile associated with it should activate. Sometimes, the profile doesn't activate properly, which can prevent game-specific settings from being applied.

When a game profile isn't activating properly:

- Try using a Persistent Profile (see answer [360023406553](#) for instructions).

NOTE: Using a persistent profile will help you determine if the Logitech Gaming Software is working properly.

- Make sure the correct .exe file is selected for the game (see answer [360023406553](#) for help).
- Check that both the single player and multiplayer .exe files have profiles (see answer [360023406553](#) for help).

- **+Troubleshooting mouse button assignments and macros using Logitech Gaming Software**

When your button assignments and macros aren't working the way you configured them, the problem usually has to do with the active profile.

Here are some ways to try and resolve this issue:

- Lock the profile while the game is running (see answer [360023406013](#) for instructions).
- Try using a Persistent Profile to determine if the software is working properly (see answer [360023406013](#) for instructions).
- Check that the correct .exe is selected for the game (see answer [360023406013](#) for help).
- Make sure both the single player and multiplayer .exes have profiles (see answer [360023406013](#) for help).

- **+Linking profiles between a G-Series keyboard and gaming mouse using Logitech Gaming Software**

Logitech Gaming Software (LGS) shares the profiles between your G-Series keyboard and your gaming mouse, so no manual profile linking is needed. Macros and keystrokes you configured for your G-Series keyboard can be assigned to your gaming mouse, and mouse button presses you configured for your gaming mouse can be assigned to your G-Series keyboard.

NOTE: Certain mouse-specific buttons, like DPI Shift, can only be used with LGS-compatible mice. If you assign a G-Key on your keyboard as DPI Shift with a non-LGS mouse, the button will have no effect. Most other button presses, like Left and Right Click, can be assigned to your G-Keys.

- **+Gaming mouse profile stops working in the middle of a game**

When a profile stops working in the middle of a game, there are two possible causes. Either the profile is:

- **Not associated with the correct .exe file**

The profile is detected in the game launcher or menu, but stops working while playing the game. This happens when the profile isn't associated to the correct .exe file. You can fix this by assigning the game's .exe file to the profile and not the launcher's .exe file. See [360023405833](#) for instructions.

OR

- **Reverted to the Default Profile**

Another application running on your computer may come to the foreground, causing the active profile to revert to the Default Profile. You can fix this by locking the profile assigned to the game. See [360023405833](#) for instructions.

- **+Cursor does not follow gaming mouse movements**

If the cursor isn't following the movements of your mouse, try the following:

- Make sure your mouse is firmly connected to a USB port on your computer (not to a USB hub).
- Try a different mouse pad.
- Check the sensor port (on the bottom of the mouse) for dust or lint.
- Avoid using your mouse on:
 - Glass or other see-through surfaces
 - Reflective surfaces, such as mirrors and metal desks
 - Wood grains and grooved surfaces
 - Very high gloss finished surfaces
- Try the mouse on a piece of white paper to make sure it isn't a tracking issue on a particular surface you're using.

If the above steps don't resolve your problem, the erratic movement may be caused by software (for example, if the cursor speed is set too fast).

- **+My gaming-mouse profile stopped working after a game update**

Each profile is associated with a specific .exe file. Sometimes, when you install a game update or expansion pack, the location of the correct.exe may change.

If you recently installed a game update and then your game profile stopped working, see answer [360023405693](#) for help with finding the current game .exe.

- **+Gaming mouse and keyboard compatibility with USB hubs and KVM switches**

We don't support the use of third-party devices with our mice and keyboards. They can interfere with communication between a mouse or keyboard and the computer.

Unsupported third-party devices include:

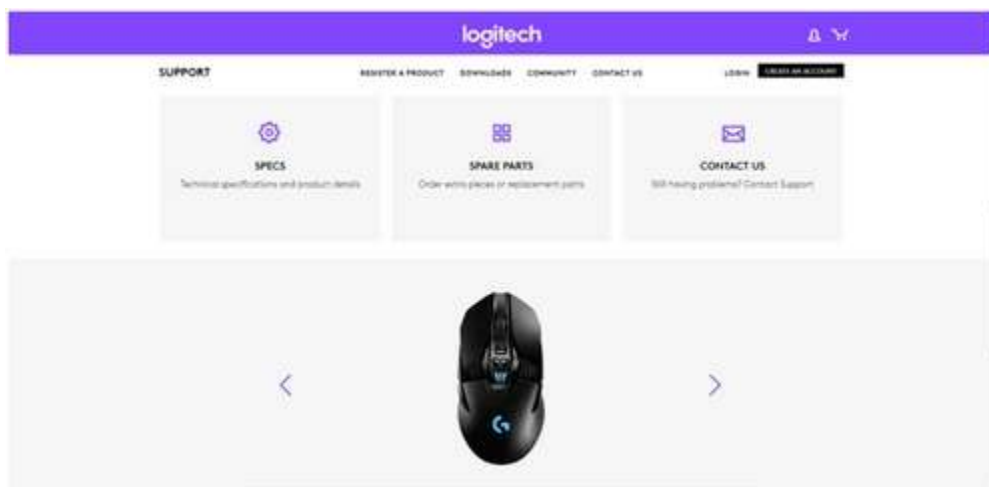
- KVM switch boxes
- Port replicators
- Docking stations
- USB hubs

NOTE: The manufacturers of these third-party devices implement keyboard and mouse support in different ways. There is currently no industry standard.

- **+Purchase a new gaming mouse receiver**

If you've lost or misplaced the receiver for your gaming mouse:

1. Go to support.logitech.com.
2. Search for your gaming mouse or use the drop-down menus to locate the product's support page.



3. If there is a spare receiver for your gaming mouse, it'll be listed under "Spare Parts". Select the part and then click **Add to cart**.



If there isn't a spare receiver listed for your gaming mouse, please contact [Logitech Support](#).

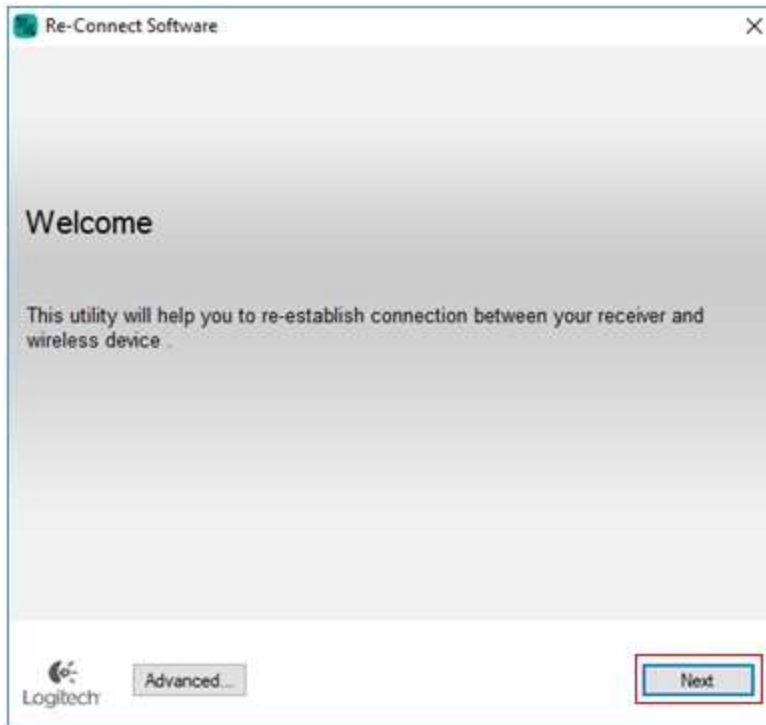
- **+Gaming mouse compatibility with Logitech Unifying receivers**

The Logitech G403 Wireless, G304, G305, G603, G703, G903 are built on the LIGHTSPEED architecture and connect to proprietary LIGHTSPEED receivers. They are not compatible and cannot be paired with the Unifying receiver.

- **+Pair Logitech G gaming mouse to a LIGHTSPEED receiver**

If your gaming mouse becomes unpaired or if you receive a replacement LIGHTSPEED receiver, follow these instructions to pair your mouse with the receiver:

1. Connect the LIGHTSPEED receiver to a USB port on the computer.
2. Download the Logitech Connection Utility from the [Downloads](#) page.
3. Launch the Logitech Connection Utility.
4. Press **Next** to start the pairing process.



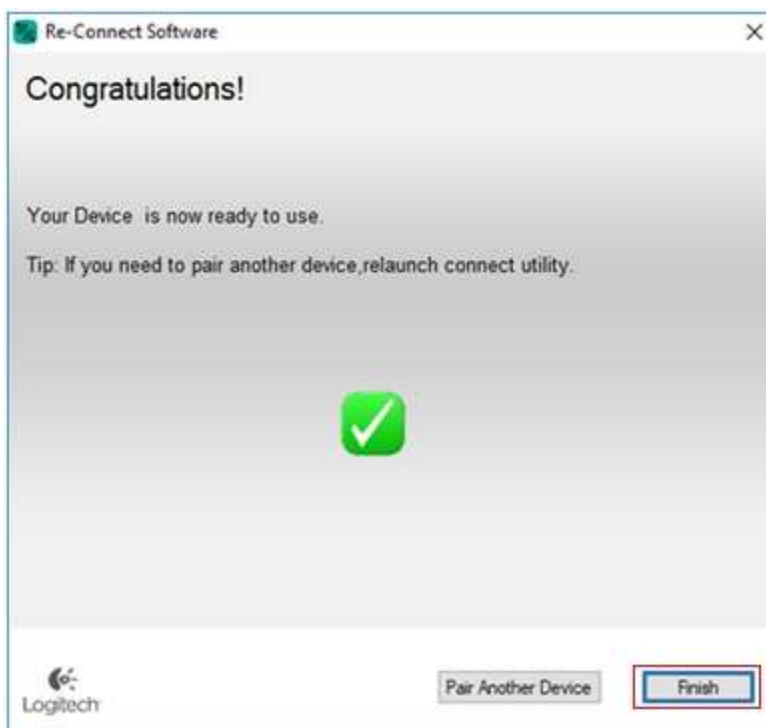
5. Turn the mouse OFF and then ON using the power switch on the bottom of the mouse.



6. Your gaming mouse should now be paired with the receiver. Click **Yes** and then **Next**.



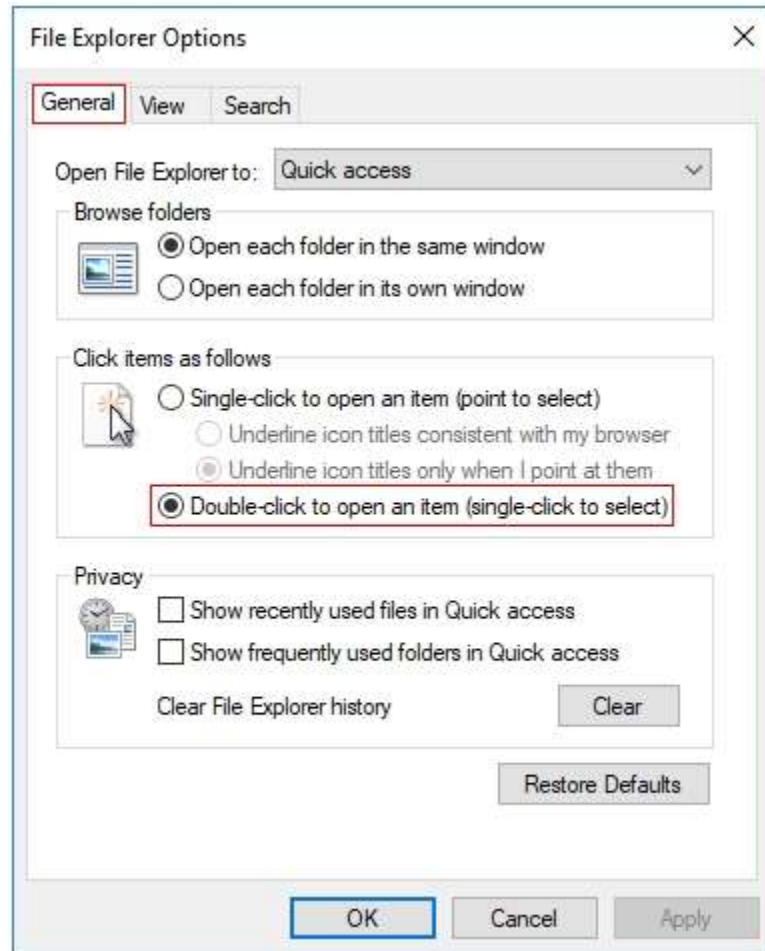
7. Click **Finish** to exit the Logitech Connection Utility.



- +Gaming mouse double-clicks when clicked once

If your gaming mouse clicks two or more times when clicked once, try the troubleshooting steps below:

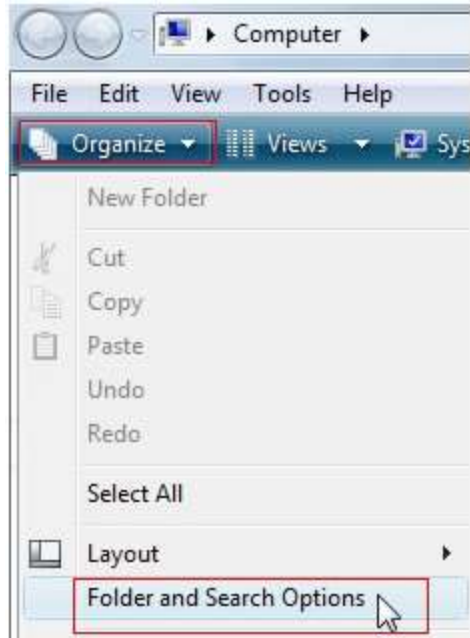
1. Disable the single-click to open option in Windows:
 - Windows 8 or Windows 10
 - Click on the magnifying glass to bring up the Search menu, type 'single-click', and then select Specify single- or double-click to open.
 - Select the General tab, and under **Click items as follows**, make sure **Double-click to open an item (single-click to select)** is selected.



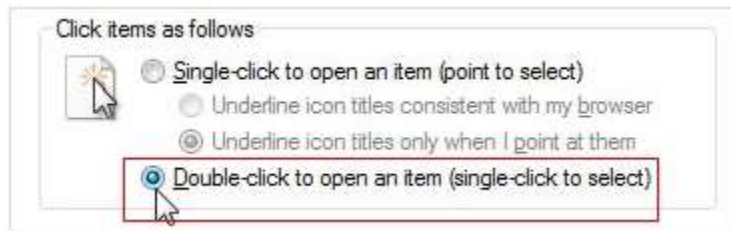
2. Windows 7 or Windows Vista:
 - Click on **Computer**.



- On the menu bar, click **Organize** then **Folder and Search Options**.



- Under the **General** tab, make sure that the option **Double-click to open an item (single-click to select)** is selected.



- Click **OK** to save and exit.
3. Test the mouse in multiple programs and components such as Control Panel or Windows Explorer on Windows, and Disk Utility or Finder on Mac OS. If the double-click is specific to one program, check the application settings or command assignments for the specific profile in Logitech Gaming Software.
 4. Bypass any power hubs or extenders and connect your mouse cable or receiver to a different USB port on the computer's motherboard, if possible.
 5. Test the mouse on a different computer that is functional.
 6. Contact [Logitech Support](#) if the double-click issue appears on a different computer. Let us know what troubleshooting steps have been attempted.

- **+Customize G304 or G305 pointer settings using Logitech Gaming Software**

You can use Logitech Gaming Software (LGS) 9.00 or later to customize pointer settings on the G304 or G305 gaming mouse in two different modes:

- [Automatic Game Detection](#)
- [On-Board Memory](#)

NOTE: For help choosing between the two modes, see [Choose between gaming mouse On-Board Memory and Automatic Game Detection modes](#).

Automatic Game Detection

1. Open LGS
2. In the Home window, make sure the blue toggle marker is set to **Automatic Game Detection**, and then click the glowing pointer-gear icon.



The Customize Pointer Settings window appears:



Your gaming mouse supports the following pointer customizations in Automatic Game Detection mode:

- **DPI levels** — Configure up to five levels, from 200-12000 in 50 DPI increments.
- **Report rate (performance mode only)** — Update from 125/sec (8ms response time) to 1000/sec (1ms response time).
- **Per profile pointer settings** — Enable different pointer behavior for each game profile.
- **Acceleration** — Enhance pointer precision – the mouse pointer increases speed when you move it. For some games, this can be turned off to improve accuracy.
- **Power Mode** — Choose between two power modes to optimize battery life for your needs.

To configure your pointer settings:

1. Under DPI Sensitivity Levels, drag the tick marks along the graph. For each DPI level, you'll see a tick mark with a unique color. The LED on top of the mouse shows the unique color of the active level while using DPI Cycling command. You can set up to five sensitivity levels.

NOTE: If you prefer, you can edit the list of DPI values to the left of the graph from 200-12000. For each DPI level you set, you'll see a tick mark rounded to the nearest 50. For example: If you type in "682", the software will round to 700 DPI.

- **Assign Default** — One DPI level must always be the default. To change the default, click a DPI level that doesn't have a blue diamond above it, and then click Assign Default. This is the DPI level the mouse will return to when you:

- Press the default DPI button
- Switch between profiles
- Power up the computer
- Wake the computer from sleep mode
- **Assign Shift** — You can quickly activate a DPI level when you press the DPI Shift button. For example, you can set Assign Shift to a low DPI value, which will temporarily give you extreme precision. When you release the button, the mouse will revert back to the current DPI level. To set the Shift DPI, select a DPI level that isn't highlighted in orange, and then click Assign Shift.

TIP: Buttons you assign as DPI Up, DPI Down, DPI Shift and DPI Cycling will enable you to change between DPI levels rapidly.

2. In Performance Mode, change the **Report Rate**, if you prefer something other than the default of 1000 reports/second (1ms response time). The Report Rate controls how often your mouse updates its position to the computer.

NOTE: The report rate setting cannot be changed while the gaming mouse is in endurance mode. Switch to performance mode if you want to increase the report rate. The possible range is from 125/sec (8ms response time) to 1000/sec (1ms response time). You can:

- Decrease processor use by reducing the report rate.
 - Increase the mouse response by raising the report rate.
 - Extend battery life by reducing the report rate.
3. Make your preferred selections under **Advanced**. The options are:
 - **Enable per profile pointer settings** — Select this option to enable each profile in LGS to have different pointer behavior (see Setting different DPIs for gaming-mouse profiles using Logitech Gaming Software for help).
 - **Acceleration (Enhance Pointer Precision)** — Select this option to use Window's "Enhance Pointer Precision" acceleration.

TIP: For gaming accuracy, we recommend leaving this unchecked, but you can enable it if you prefer the feel of default Windows acceleration.
 - **Power mode** — Click on the drop-down menu and select between HI for performance mode and LO for endurance mode. Report rate is fixed at 8ms while endurance mode is active to conserve battery life. In performance mode, the possible range is from 125 reports/sec (8ms response time) to 1000 reports/sec (1ms response time). For more information, see [Performance and Endurance power modes on the G304 and G305 gaming mice](#).

On-Board Memory

In On-Board Memory mode, all of the customizations you make will be written directly to the mouse.

Your gaming mouse supports these pointer customizations in On-Board Memory mode:

- **DPI levels** — Configure up to five levels, from 200-12000 in 50 DPI increments.

- **Report rate (Performance mode only)** — Update from 125/sec (8ms response time) to 1000/sec (1ms response time).
- **Power Mode** — Choose between two power modes to optimize battery life for your needs.

To customize pointer settings:

1. Open LGS
2. In the Home window, make sure the blue toggle marker is set to **On-Board Memory**, and then click the glowing pointer-gear icon.



The Customize On-Board Pointer Settings window appears:



3. Under **DPI Sensitivity Levels**, drag the tick marks along the graph. For each DPI level, you'll see a tick mark with a unique color. The LED on top of the mouse shows the unique color of the active level while using the DPI Cycling mouse function. You can set up to five sensitivity levels:
 - **Assign Default** — One DPI level must always be the default. To change the default, click a DPI level that doesn't have a blue diamond above it, and then click **Assign Default**. This is the DPI level the mouse will return to when you:
 - Press the default DPI button
 - Switch between profiles
 - Power up the computer
 - Wake the computer from sleep mode
 - **Assign Shift** — You can quickly activate a DPI level when you press the DPI Shift button. For example, you can set Assign Shift to a low DPI value, which will temporarily give you extreme precision. When you release the button, the mouse will revert back to the current DPI level. To set the Shift DPI, select a DPI level that isn't highlighted in orange, and then click Assign Shift.

TIP: Buttons you assign as DPI Up, DPI Down, DPI Shift and DPI Cycling will enable you to change between DPI levels rapidly.
4. In Performance Mode, change the **Report Rate**, if you prefer something other than the default of 1000 reports/second (1ms response time). The Report Rate controls how often your mouse updates its position to the computer.

NOTE: The report rate setting cannot be adjusted while the gaming mouse is in endurance mode. Switch to performance mode if you want to change the report rate. The possible range is from 125/sec (8ms response time) to 1000/sec (1ms response time). You can:

- Decrease processor use by reducing the report rate
 - Increase the mouse response by raising the report rate
 - Extend battery life by reducing the report rate
5. Click on the drop-down menu next to **Power mode** and select between HI for performance mode and LO for endurance mode. Report rate is fixed at 8ms while endurance mode is active to conserve battery life. In performance mode, the possible range is from 125 reports/sec (8ms response time) to 1000 reports/sec (1ms response time). For more information, see [Performance and Endurance power modes on the G304 and G305 gaming mice](#).

• **+LED Indicator on the G304 and G305 gaming mice**

There is one LED indicator on top of your gaming mouse.

LED Color	Status	Duration
Green	The mouse is switched from performance to endurance mode in Logitech Gaming Software (LGS) or turned on while in endurance mode.	5 seconds
Cyan	Mouse is switched from endurance to performance mode in Logitech Gaming Software (LGS) turned on while in performance mode.	5 seconds
Red	Battery level below 15%	Blinks for 30 seconds after the mouse is switched on.
Yellow	Sensitivity level 1 active	5 seconds
White	Sensitivity level 2 active	5 seconds
Orange	Sensitivity level 3 active	5 seconds
Magenta	Sensitivity level 4 active	5 seconds
Blue	Sensitivity level 5 active	5 seconds

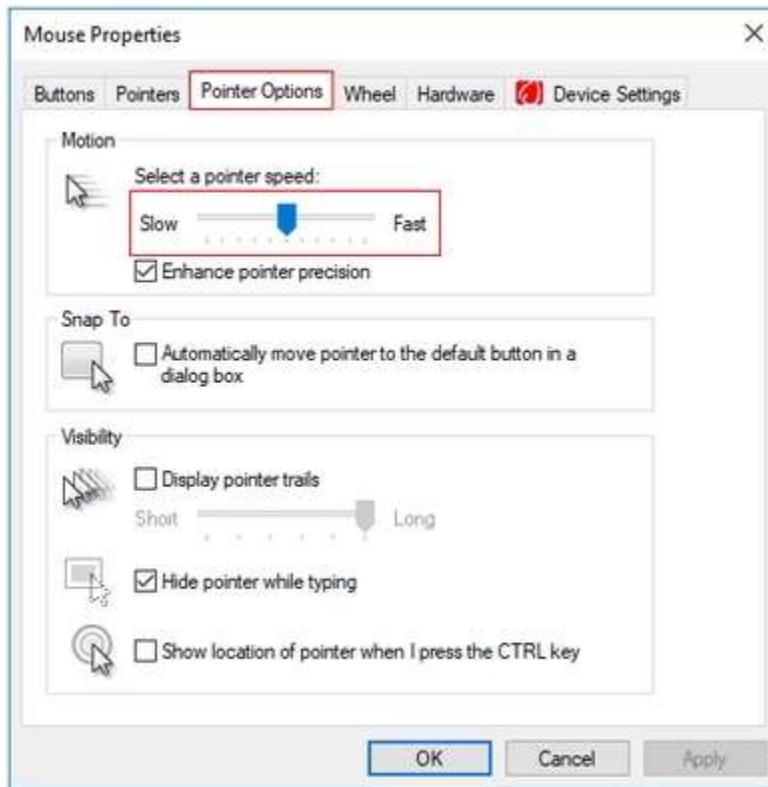
NOTE: The sensitivity level indicators are prioritized over the power on, mode switch, connection switch, and battery level indicators.

For more information about Performance and Endurance modes, see [Performance and Endurance modes on the G304 and G305 gaming mice](#).

- **+Inconsistent gaming mouse tracking behavior**

If the cursor for your gaming mouse stutters, or skips during general usage, try these troubleshooting steps:

1. If you have Logitech Gaming Software (LGS) installed:
 - Lower your DPI sensitivity in the **Customize Pointer Settings** tab.
 - If your gaming mouse supports surface tuning, tune your mouse to the surface in use. See [Surface Tuning your gaming mouse](#) for more information.
2. If you don't have LGS installed, lower your Pointer Speed in **Control Panel > Mouse > Pointer Options**:



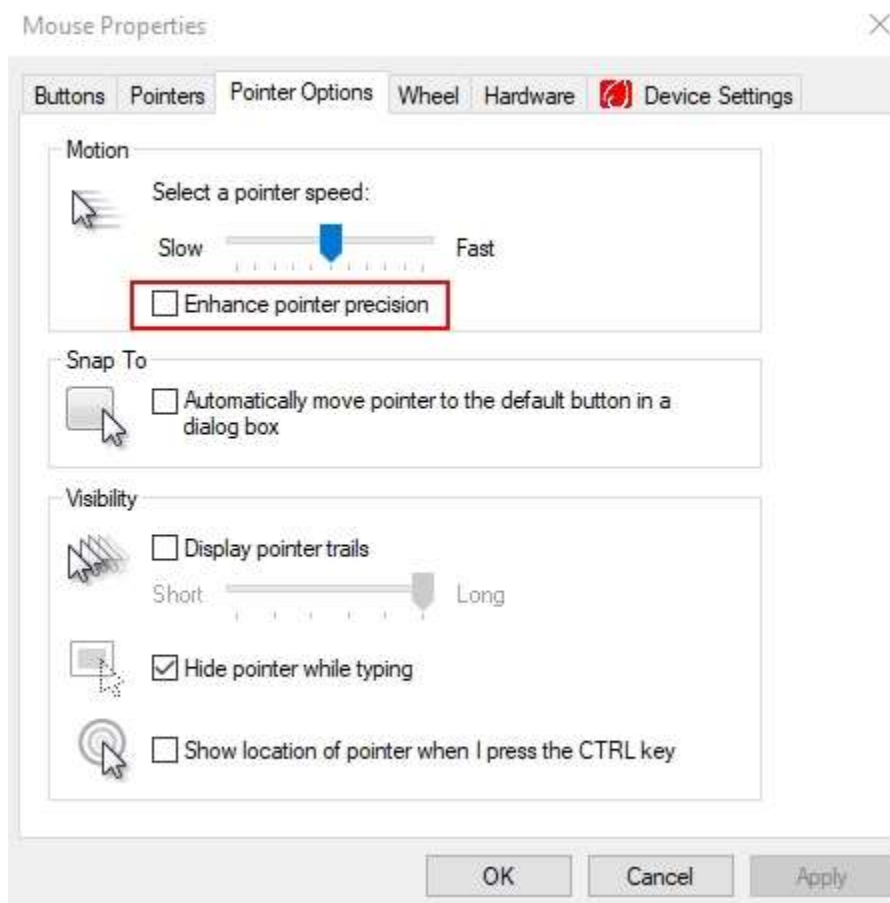
3. If your mouse is wireless:
 - Recharge the mouse using the included cable or replace the batteries.
 - Make sure the mouse and USB receiver are at least 2 meters away from wireless routers and other 2.4 GHz wireless devices.
 - Keep the USB receiver within 20 cm of the mouse.
 - Temporarily disconnect any other wireless devices and observe the effect on the tracking performance.
4. The sensor lens may be dirty. Turn your mouse over and thoroughly clean any dirt or lint covering the lens.
5. Try using the mouse on a piece of white paper to make sure it isn't a tracking issue on a particular surface you're using.

If none of these suggestions work, please contact [Logitech Support](#) and let us know what troubleshooting steps you've tried.

- **+Inconsistent tracking behavior between gaming mouse performance and endurance modes**

If you notice inconsistent tracking behavior with the same sensitivity (DPI) levels between the performance and endurance modes on your gaming mouse, you need to disable the Enhance pointer precision mouse setting in Windows. Here's how:

1. Open the Control Panel.
2. Click **Mouse** to open the Mouse Properties window.
3. Click the **Pointer Options** tab.
4. Uncheck **Enhance pointer precision**.



5. Click **OK** to save your changes.

- **+Digital signature error when Logitech Gaming Software is installed on Windows 7 computers**

You may see a digital signature error when you install Logitech Gaming Software (LGS) on some Windows 7 computers. All recent versions of LGS require the following Microsoft Windows security update to be installed prior to installing LGS:

- Security Update for Windows 7 Systems (KB3033929)

The security update adds support for SHA-2 driver signing and verification functionality. There are two versions — one for Windows 7 32-bit (x86) and one for Windows 7 64-bit (x64). Make sure you've downloaded and installed the correct version for your computer before you install LGS.

- **+Choose between gaming mouse On-Board Memory and Automatic Game Detection modes**

Your gaming mouse offers two different ways to manage pointer settings, button configuration, and lighting settings:

- **On-Board Memory** — The pointer settings, button configuration and lighting settings are written to the memory of the mouse. This allows you to configure the mouse on one computer, and then use your mouse on a different computer with no additional software or configuration. This setting is also useful if you want to only use one set of button configurations for all applications/games on your computer. See [Enable On-Board Memory mode on your gaming mouse with Logitech Gaming Software](#) for details.
- **Automatic Game Detection** — The pointer settings, button configuration and lighting settings are individually configured for every application and game on your computer. This setting is recommended for advanced users, and for when you want to assign specific commands for each application on your computer. See [Enable Automatic Game Detection mode on your gaming mouse with Logitech Gaming Software](#) for details.

- **+Enable On-Board Memory mode on your gaming mouse with Logitech Gaming Software**

You can use Logitech Gaming Software (LGS) to enable On-Board Memory mode for your gaming mouse. Here's how:

1. If your mouse is wireless, make sure it's connected to your computer using the supplied USB cable or the wireless USB receiver.
2. Open LGS, select your gaming mouse and navigate to the **Home** tab.



3. Make sure the blue toggle marker is set to the left (shown below):



4. Your mouse will now be in On-Board Memory mode and all of the customizations you make in LGS will be written directly to the mouse.

- **+Enable Automatic Game Detection mode on your gaming mouse with Logitech Gaming Software**

You can use Logitech Gaming Software (LGS) to enable Automatic Game Detection mode your gaming mouse. Here's how:

1. If your mouse is wireless, make sure that it's connected to your computer using the supplied USB cable or the wireless USB receiver.
2. Launch LGS, select your gaming mouse and navigate to the **Home** tab.



3. Make sure the blue toggle marker is set to the right (shown below):



4. The mouse will now be in Automatic Game Detection mode and all of the customizations you make in LGS will be active when the corresponding game or application is launched or running on your computer.