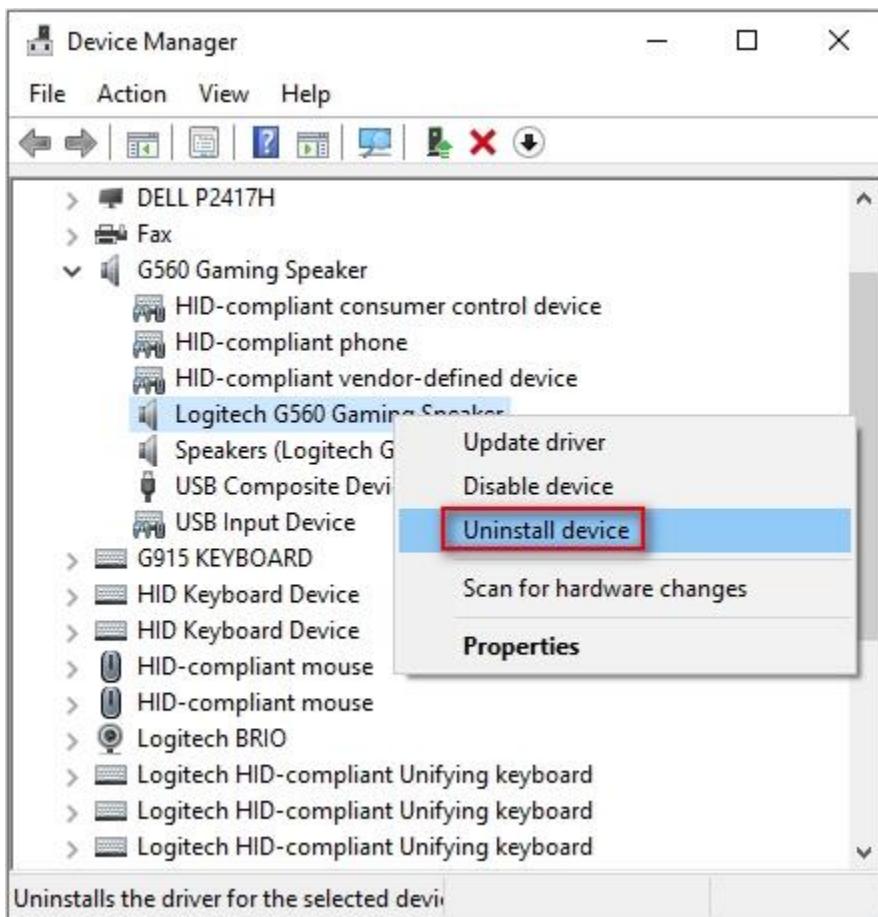


FAQ

- **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

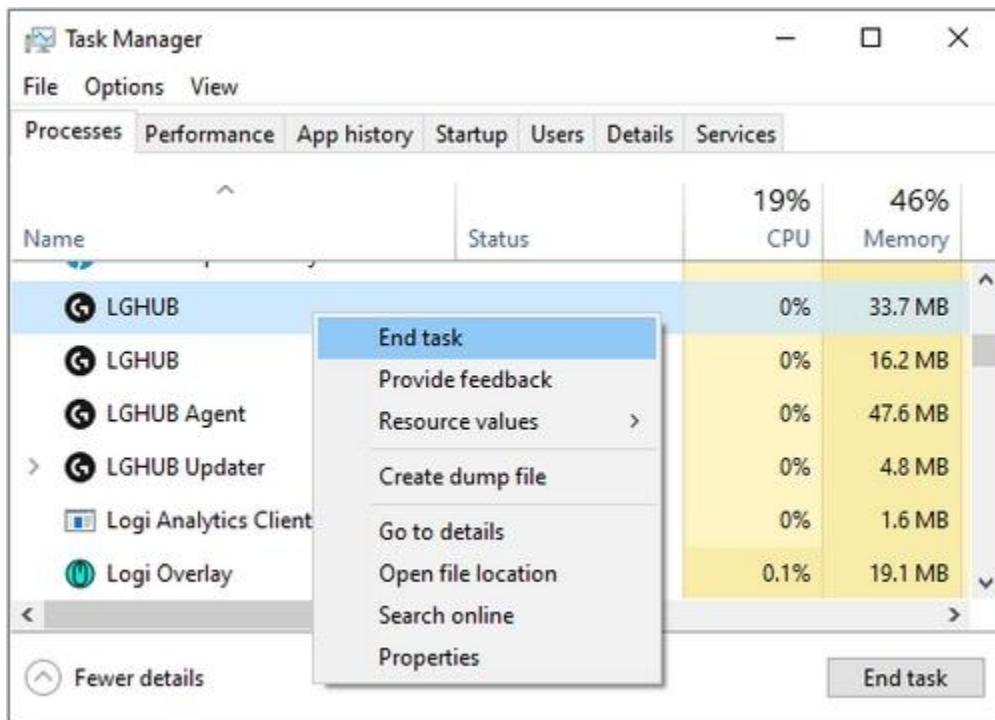
If G HUB seems to be stuck while trying to load and the logo animation loops, try the following:

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:
 - Lghub_updater.exe
 - Lghub_agent.exe
 - 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.

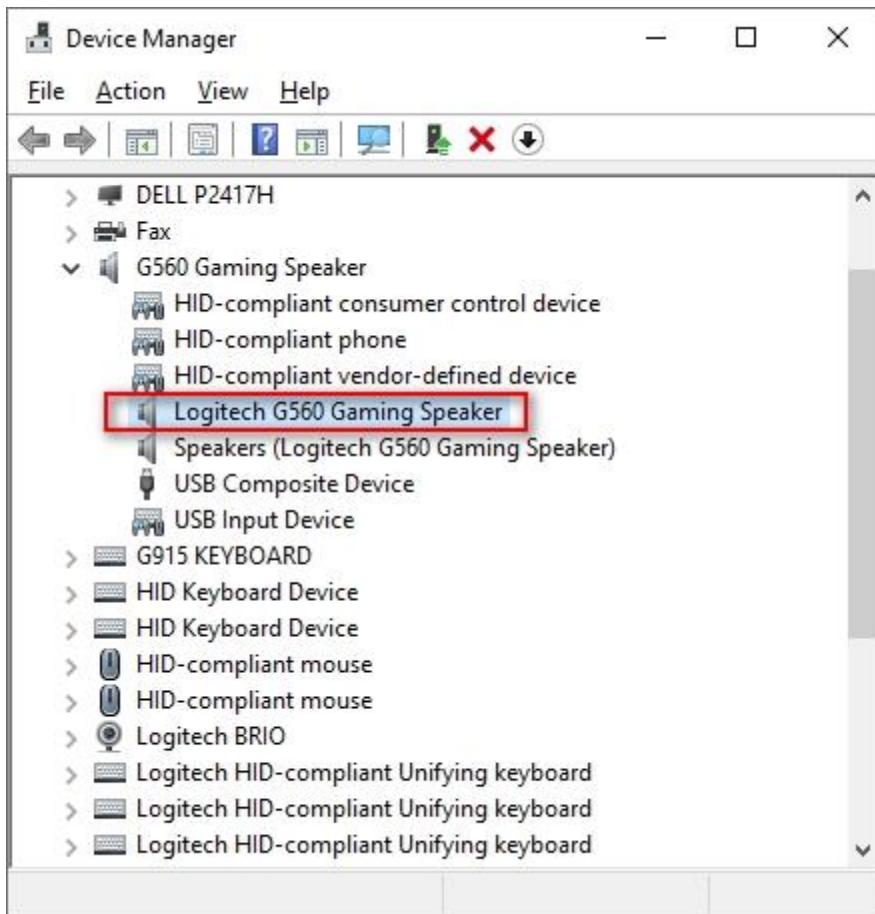
If you're using an administrator account and the issue persists, please follow the steps in [G HUB Install/Uninstall/Update Troubleshooting](#).

- +Audio device not recognized

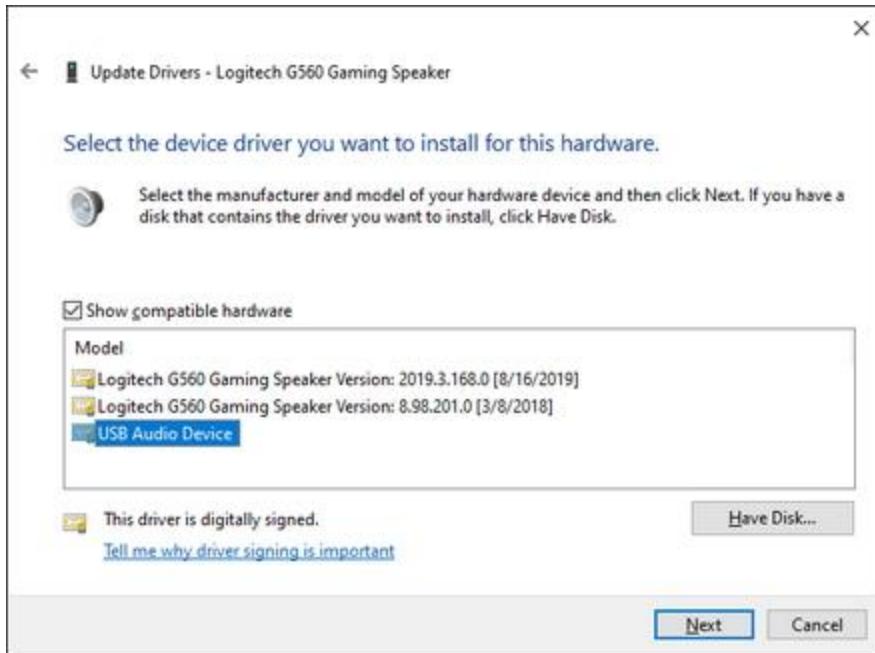
If you have problems with a headset or speaker, the following:

Revert back to Microsoft drivers:

1. Go to Device Manager (WIN+PAUSE|BREAK).
2. Click on the **View** tab at the top and select **Devices by container**.
3. Look for your headset/speaker and expand it. You are looking for the named device, for example, Logitech G560 Gaming Speaker or Logitech Pro X Gaming Headset.



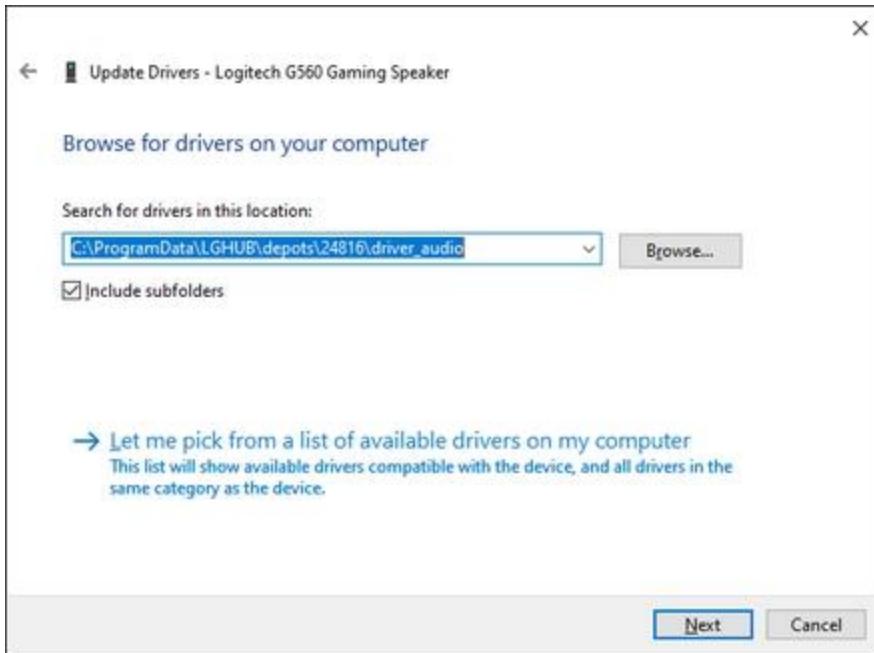
4. Right-click and click **Properties** and then select the **Driver** tab.
The **Driver Provider** should be Logitech — if it's Microsoft you don't need to change the driver.
5. If the driver is Logitech, click **Update Driver** and then **Browse my computer for driver software** > **Let me pick from a list...** > and choose **USB Audio Device**.



6. Click **Next**. This should update back to Microsoft's standard drivers.

Update to latest Logitech Audio Driver:

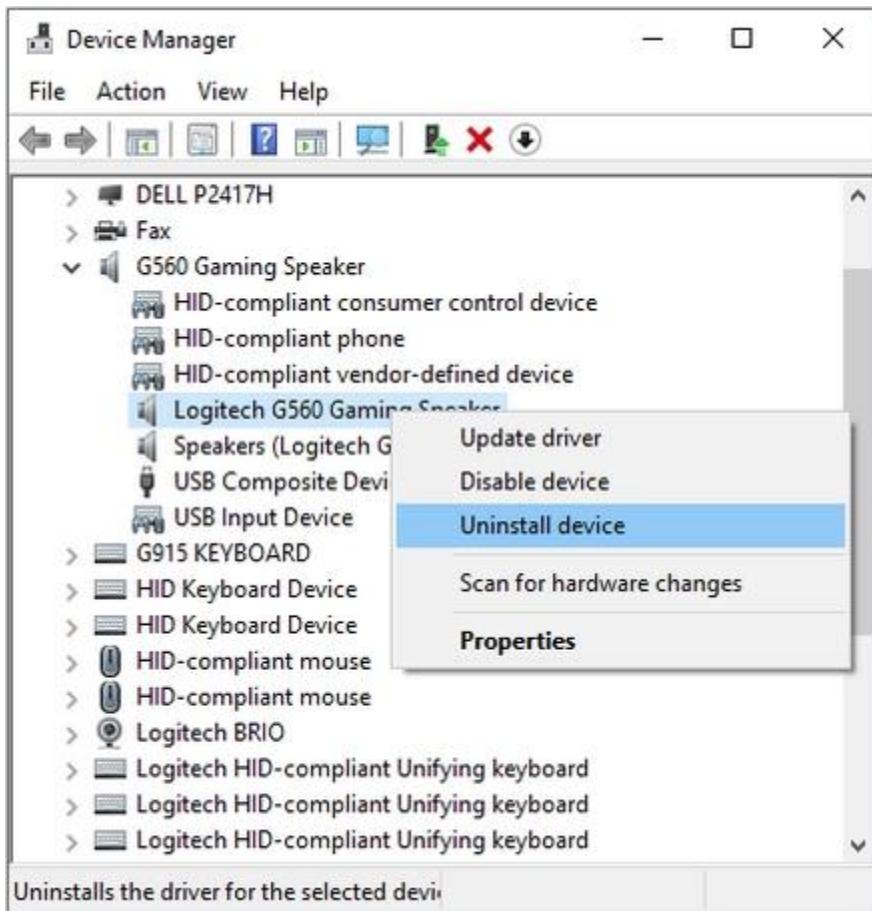
1. On the same device in Device Manager, right-click on **Properties** and then click the **Driver** tab.
2. Click **Update Driver > Browse my computer for driver software**.
3. Click the **Browse** button to the right of Search for drivers in this location:
Navigate to: C:\ProgramData\LGHUB\depots\2xxxx\driver_audio\ (note that although the five-digit number might be different, you are looking for a folder containing the driver audio folder).



4. Click **Next** to update to the latest audio driver.

If issues persist:

1. Go to Device Manager (WIN+PAUSE|BREAK).
2. Click on **View** at the top and select **View devices by container**.
3. Look for your device in the list and expand it. You are looking for the named 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.

- **Create and scan for profiles with Logitech Gaming Software**

Logitech Gaming Software (LGS) includes support for approximately six hundred games as of release 8.91. When you run the software for the first time, it should scan and automatically set up game profiles for you. If you install more games later, you can rescan for supported games and have profiles imported for them. You use profiles to customize pointer, lighting or G-key/function key command assignments for every individual game and application. If you prefer, you can also just use one profile for all your games and applications.

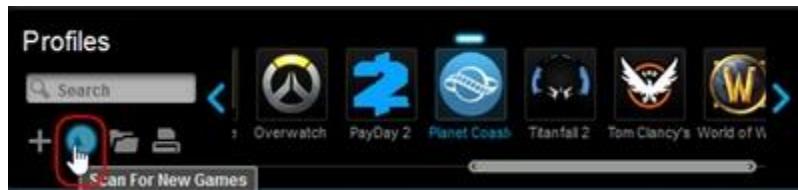
There are two ways to set up profiles for your games or applications:

- [Scan for new games](#)
- [Create new profiles](#)

Scan For New Games

Logitech Gaming Software's game profiles are created using registry entries from either Steam, uPlay, Battle.net, or Origin. Certain game profiles are associated with multiple publisher's registry entries, but the majority are linked to the Steam registry entry, excluding the games that are available exclusively on Battle.net or Origin. See a complete list of games [here](#).

1. Open Logitech Gaming Software (LGS).
2. Navigate to the Home window for your mouse, keyboard or headset.
3. Select **Customize buttons**, **Customize Function keys** or **Customize G-keys** depending on the device.
4. In the Profiles pane, click **Scan For New Games**.



5. Once the profiler has completed its scan, click **OK** to add the profiles to your list.
NOTE: A profile for the selected game should appear in the Profiles pane.

If you own a game that is not automatically detected by the Scan for New Games feature, you can make a few minor adjustments to set up the profile. For more information, please see [Scan For New Games does not detect game in Logitech Gaming Software](#).

Create new profiles

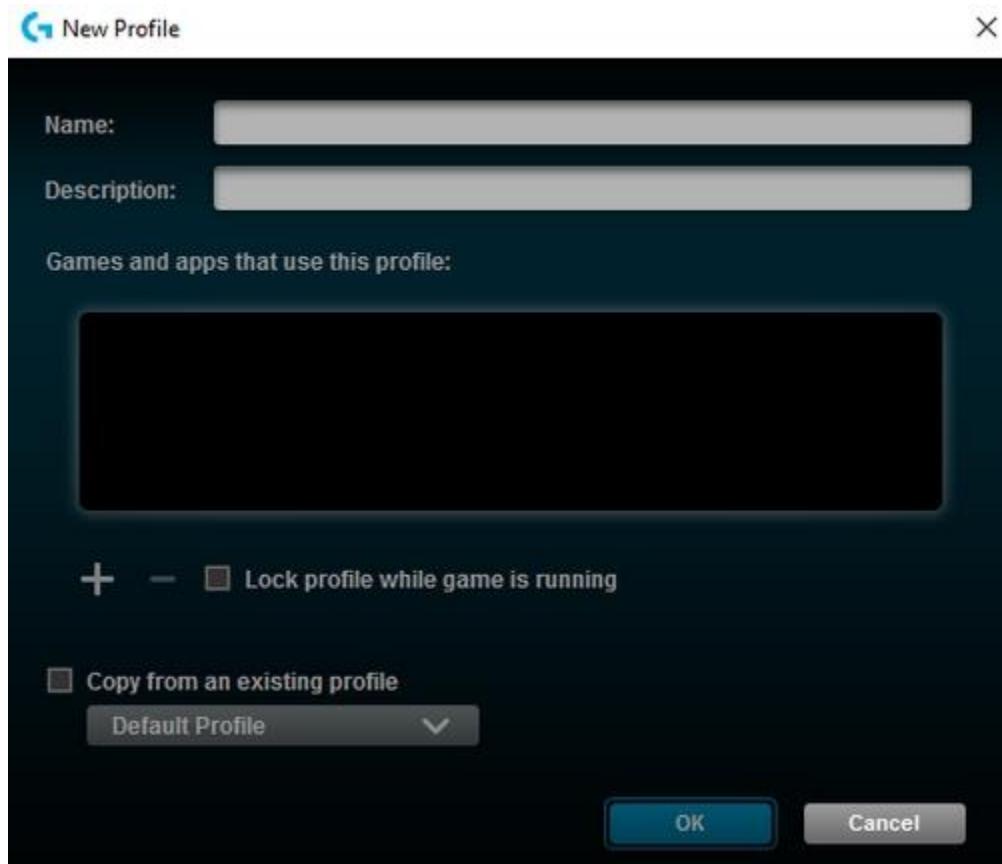
If the Scan For New Games list does not contain the game you want, LGS offers the ability to create your own profile. Here's how:

TIP: LGS can store profiles for any program executable (.exe) file. Use this to customize commands assignments for productivity programs.

1. Open Logitech Gaming Software (LGS).
2. Navigate to the Home window for your mouse, keyboard or headset.
3. Select **Customize buttons**, **Customize Function keys** or **Customize G-keys** depending on the device.
4. In the Profiles pane, click **Create new profile** ("+").



The **New Profile** window appears:



5. Type distinct names for your profile in the **Name** and **Description** boxes.



6. Click “+” and use the Windows Explorer window that appears to navigate to and open your executable (.exe) file.

NOTE: You can assign multiple executable files to the same LGS profile.

7. Select the checkbox to **Lock profile while game is running** to prevent other profiles from becoming active while your game or application is running.
8. If you prefer to use another profile’s lighting, command assignment or pointer settings as a starting point, select the checkbox to **Copy from an existing profile**. Use the dropdown menu to select a profile to copy settings from.
9. Click **OK** to save changes and add the new profile.

NOTE: A new profile for the game or application should appear in the Profiles pane.

- **+View current profiles in Logitech Gaming Software**

To see your current gaming profiles in Logitech Gaming Software (LGS) for your gaming mouse, keyboard or headset:

1. Open Logitech Gaming Software
2. Select your product by using the arrows at the bottom left of the LGS window.



3. Do one of the following, depending upon your device type:
 - Mouse — click **Customize Buttons** if your mouse is in Automatic Game Detection mode. Click **Customize on-board profile** if your mouse is in On-Board Memory mode.



- Keyboard — click **Customize Function Keys** or **Customize G-Keys**.



- Headset — click **Customize G-Keys**.



4. The profiles you've created will show in alphabetical order in the **Profiles** area at the top of the window.



- +**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.

- +**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

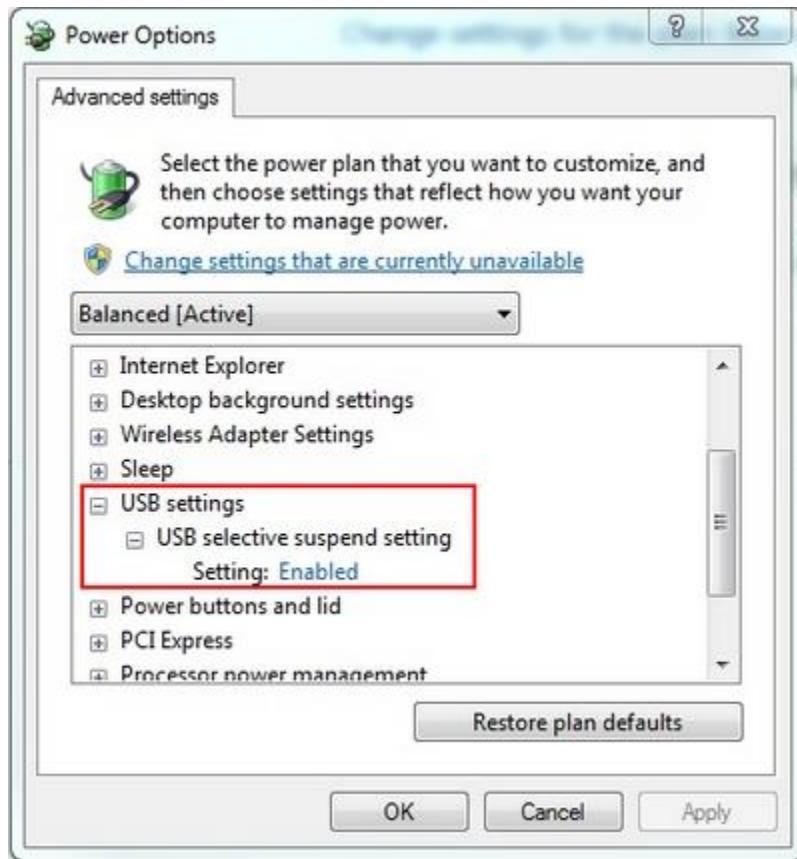
1. Click the Windows Start flag and type `device manager` in the search box. In the **Programs** list, click **Device Manager**. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
2. Click the arrow next to **Universal Serial Bus** controllers 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**.

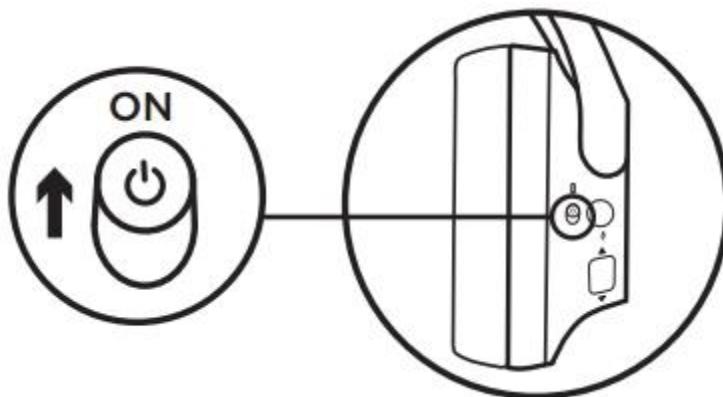
- **Pair the G533 gaming headset to the USB wireless adapter**

If your G533 gaming headset becomes unpaired or if you receive a replacement USB wireless adapter, follow these instructions to pair your G533 gaming headset with the adapter:

1. Connect the USB wireless adapter to a USB port on your computer.
2. Insert a paper clip into the reset port located above the G logo and push the recessed button. The light on the adapter will blink rapidly to indicate pairing mode.



3. Remove the paper clip from the reset port on the adapter once the LED starts blinking.
4. Make sure the headset is charged and set the power switch to the upwards (On) position.



5. Press and hold the G-key on the headset for 15 seconds.

6. The light on the headset will blink rapidly to indicate pairing mode.
7. The lights on the headset and adapter turn to a solid color once pairing is complete.

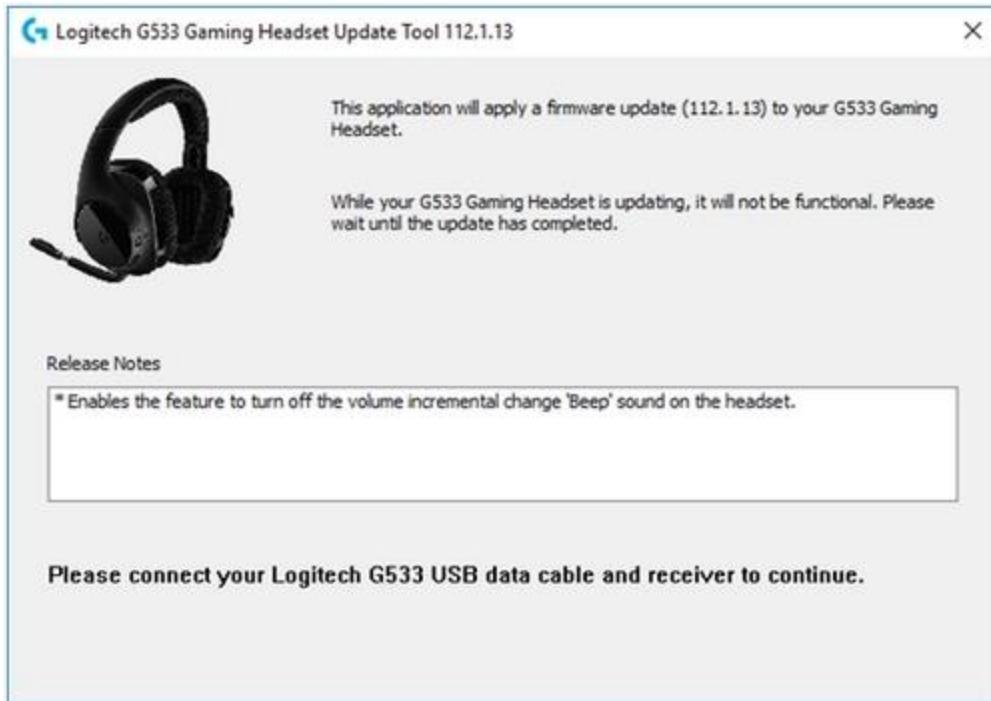
- **+Recover a non-responsive G533 gaming headset**

If you have a G533 gaming headset 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. Connect the USB wireless adapter to a USB port on your computer.
2. Insert a paperclip into the reset port located above the G logo and push the recessed button. The light on the adapter will blink rapidly to indicate pairing mode.

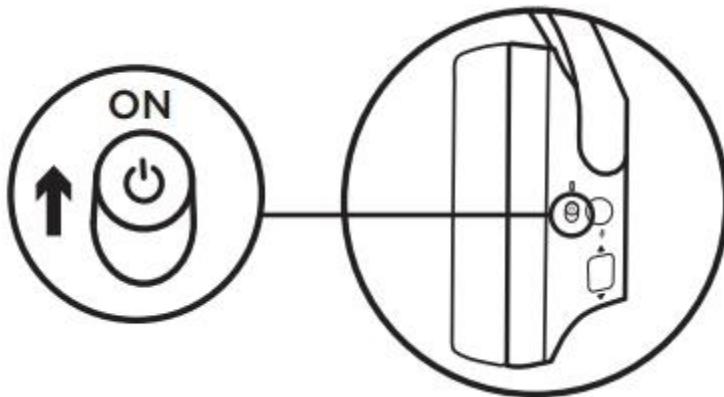


3. Navigate to C:\Program Files\Logitech Gaming Software\FWUpdate\G533 and double-click **G533Update_v13.exe** to launch the firmware update. The following window appears:



NOTE: You can download the latest version of LGS from your gaming headset's Download page.

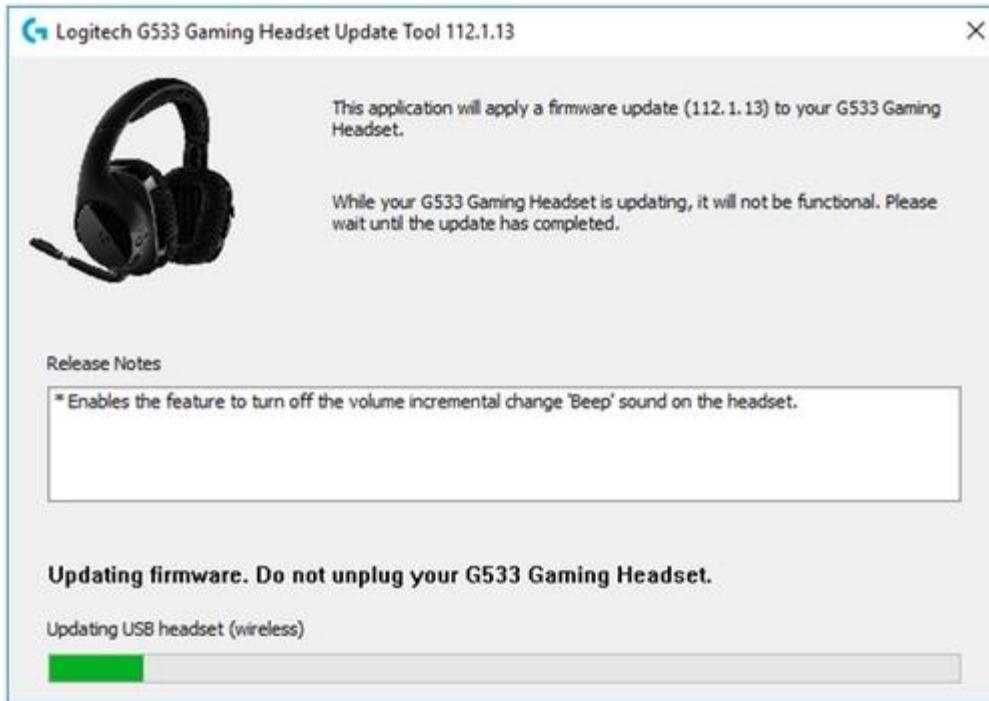
4. Securely connect the G533 gaming headset to a USB port on your computer using the supplied cable.
5. Slide the power switch upwards to the **ON** position.



6. Locate the pinhole for the hardware reset switch, located on the top of the left ear cup assembly.



7. Press and hold the hardware reset switch with a pin for two seconds. Repeat the two-second press twice.
8. If the LED light on your headset was off, it should turn on and the firmware update should start.



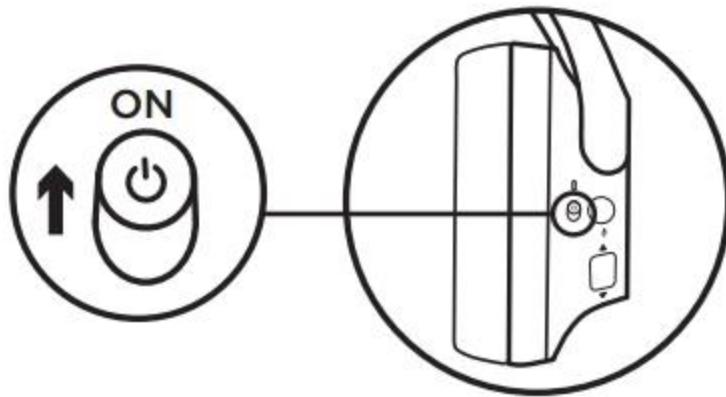
NOTE: Do not disconnect your G533 gaming headset or USB adapter until the firmware update is complete.

9. If the firmware update does not start, repeat steps 2-7.

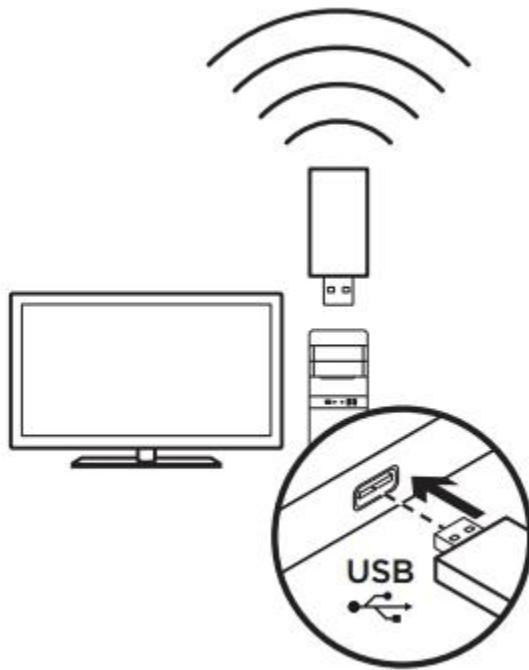
- +**Connect the G533 gaming headset to your computer**

Logitech Gaming Software (LGS) 8.90 or later must be installed to use G-key customization, 7.1 surround sound, and EQ settings. Please see your product's Download page to get the latest version of LGS. To connect your headset to your computer:

1. Set the power switch on the G533 gaming headset to the upwards (On) position. The switch is located on the rear of the left ear cup assembly.



2. Connect the USB wireless adapter to your PC. The headset will automatically connect to the adapter. The LED lights on the receiver and headset turn solid green once the connection has been established.



NOTE: If your G533 gaming headset does not automatically connect to the USB wireless mix adapter, the devices may require pairing. See [Pair the G533 gaming headset to the USB wireless adapter](#) for more information.

- +LED indicators on the G533 gaming headset and USB wireless adapter

The G533 gaming headset and USB wireless adapter have LED lights that explain what the devices are doing. The tables below shows the different LED status indicators and what they represent:

- [Headset](#)
- [Microphone](#)
- [USB wireless adapter](#)

Headset LED Indicator	
LED status	Indicator meaning
Solid red	Low battery — Connected
Solid orange	Charging — Connected
Solid green	Normal battery level — Connected
Slow pulsing red	Low battery — Connecting to USB Adapter
Slow pulsing orange	Charging — Connecting to USB Adapter
Slow pulsing green	Normal battery level — Connecting to USB Adapter
Fast pulsing red	Low battery — Pairing mode
Fast pulsing orange	Charging — Pairing mode
Fast pulsing green	Normal battery level — Pairing mode

NOTE: The LED remains off while the power switch is set in the downwards position.

Microphone LED indicator	
LED status	Indicator meaning
Off	Microphone mute disabled
Solid red	Microphone mute enabled

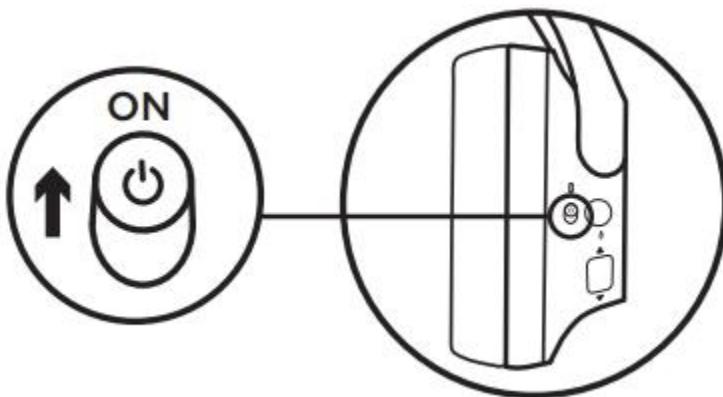
USB wireless adapter	
LED status	Indicator meaning
Slow pulsing green	Connecting
Fast pulsing green	Pairing mode
Solid green	Connected

- +Configure the sleep timer on the G533 gaming headset

By default, the G533 gaming headset enters sleep mode after five minutes of inactivity (no audio input or output). Sleep mode conserves power on the G533 gaming headset and prolongs usage before you need to recharge the headset's battery. To wake the headset, fold or open the microphone arm, press the G-key, rotate the volume wheel, or connect a USB cable.

You can use Logitech Gaming Software (LGS) 8.90 or later to extend the timer start time up to 30 minutes or disable it entirely. You can download LGS from the product's Download page. To configure the sleep timer:

1. Make sure the USB wireless adapter is connected to your computer.
2. Power on the headset by setting the power switch to the upwards (On) position. Plug in the supplied USB cable, if necessary.



3. Launch LGS and select **Customize Audio Experience**.



4. Under the **Levels/Advanced Equalizer** box on the right, click anywhere on the gray box with the current sleep timer setting to open the pop-up menu.



5. Choose the desired sleep timer from the selection in the pop-up menu. The options are 1, 5, 10, 15, 20, 25 and 30 minute(s) or Never. To disable the sleep timer, select **Never**.



NOTE: All changes are saved automatically.

- **Supported Windows operating systems for the G533 gaming headset**

At the time of release, the G533 gaming headset is supported on the following operating systems:

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

NOTE: Logitech Gaming Software (LGS) 8.90 or later must be installed on your PC for the G533 gaming headset to have full functionality. Please see your product's Download page to get the latest version of LGS.

- **+Customize G-keys on the G533 gaming headset with Logitech Gaming Software**

You can use Logitech Gaming software (LGS) version 8.90 or later to assign commands to the G-key on G533 gaming headsets.

NOTE: Make sure you're using the latest version of LGS before you connect your gaming

headset to the PC. You can download the latest version of LGS from your gaming headset's Download page.

- [Default G-key layout](#)
- [Customize G-key command assignment](#)
- [Command Editor](#)
- [Game-specific commands](#)
- [Reset G-key function](#)

Default G-key layout

Below is the default layout for the G533 gaming headset:



Customize G-key command assignment

1. Make sure that the gaming headset is connected to your computer, and then launch LGS.
2. On the LGS **Home** screen, navigate to the device selector at the bottom of the LGS window and click on the icon for your gaming headset.
3. Select the **Customize G-keys** icon at the bottom of the window.



4. Select a profile to start customizing G-key command assignments.
5. To assign a command to a G-key, do one of the following:
 - o Double-click on the listed G-key command assignment, or on the G-key itself to begin assigning a new command. The Command Editor opens. See the [Command Editor](#) section in this article for more details.
 - o Drag and drop an existing command from the **Commands** list on the left of the LGS window onto a G-key. When you drag a command over a G-key, the G-key area will become highlighted.
6. You can also right-click on the G-key or its assignment for additional options:
NOTE: Gray-colored text menu items are not accessible.
 - o **Assign New Command** — clicking on this option opens the Command Editor window
 - o **Edit Command** — clicking on this option opens the Command Editor window
 - o **Use Generic** — clicking on this option reverts the G-key assignment to its generic function
 - o **Unassign** — clicking on this option removes all command assignments from the G-key

Command Editor

You can use the Command Editor to customize G-key command assignments on your gaming headset. Here's how:

1. Double-click on either an unassigned or assigned G-key to open the Command Editor. You can create or edit a command using the following customization options:
 - o **Audio** — set a G-key to activate an audio command
 - o **Keystroke** — assign a single key press, or a key press with modifiers
 - o **Multi Key** — assign a "macro'd" series of keystrokes (either with or without recorded time delays)
 - o **Text Block** — create a block of text to be typed when the G-key is pressed (either with or without Unicode support)
 - o **Mouse Function** — assign a G-key to use any of the available mouse G-key functions
 - o **Media** — set a G-key to control media playback or volume functions
 - o **Hotkeys** — use a predefined keystroke command
 - o **Shortcut** — assign a G-key to launch a file, folder, or drive on your computer
 - o **Function** — assign a G-key to act like a Microsoft function G-key (ex. to open your web browser)

- **Ventrilo** — assign a G-key to have a function in Ventrilo, if Ventrilo is installed on your PC

2. Click **OK** to assign the command to the G-key. The command's name will appear over that G-key in the **Customize G-keys** window.

Game-specific commands

LGS can be used to create new or import LGS preset game profiles for compatible Logitech gaming headsets. These profiles allow you to create customized G-key configurations for compatible games on your PC.

Once a game-specific profile is selected in LGS, you can drag and drop standard, custom, or LGS preset game-specific commands from the **Commands** list onto the gaming headset's G-key (where applicable).

Reset G-key function

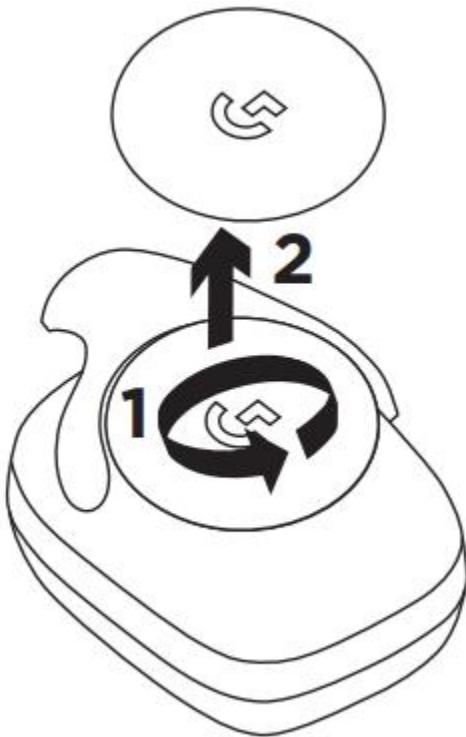
1. From the **Customize G-keys** window, navigate to the **Profiles** area in the top-right corner of the LGS window.
2. Click on the profile for the G-key you want to reset.
3. Right-click on the G-key and select one of the following options from the pop-up menu that appears:
 - **Use Generic** — clicking on this option reverts the selected G-key assignment to its generic function
 - **Unassign** — clicking on this option removes all assignments from the G-key

NOTE: You can also remove the assignment by dragging the current command from the G-key to the trash icon (located at the bottom-right corner of the **Commands** list).

• +Find the serial number on the G533 gaming headset

The G533 serial number and QR code are located under the battery cover of the right ear cup. Follow these steps to access the product information:

1. Rotate battery cover on right ear cup to unlock.
2. Remove the battery cover.



3. Your serial number is located to the left of the headset's battery.

- **+Customize surround sound on the G533 gaming headset with Logitech Gaming Software**

You can use Logitech Gaming Software (LGS) 8.90 or later to customize surround sound settings on the G533 gaming headset.

NOTE: Make sure you're using the latest version of LGS before you connect your gaming headset to the PC. You can download the latest version of LGS from your gaming headset's Download page.

- [Enable and disable surround sound](#)
- [DTS Headphone:X™](#)
- [Game-specific surround sound profiles](#)

Enable and disable surround sound

1. Make sure that the gaming headset is connected to your computer, and then launch LGS.
2. On the LGS **Home** screen, navigate to the device selector at the bottom of the LGS window and click on the icon for your gaming headset.

3. Select the **Customize Surround Sound** icon at the bottom of the window.



4. Click the **Power** icon to the right of Surround Sound to enable or disable surround sound on the gaming headset.



DTS Headphone:X™

While surround sound is enabled, you can choose between the following **Room Name** and **DTS Super Stereo Mode** options:

- Room Name:
 - DTS 7.1
 - First Person Shooter
 - Logitech Signature Studio
- DTS Super Stereo Mode
 - Super Stereo Front
 - Super Stereo Wide

Game-specific surround sound profiles

LGS can be used to create new or import LGS preset game profiles for the G533 gaming headset. These profiles allow you to configure surround sound mode for individual games on your PC. Here's how to enable this option:

1. Check **Enable per profile surround sound** in the bottom-left corner of the **Customize Surround Sound** window.
2. Navigate to the **Profiles** panel in the top-right corner.



3. Click on a profile to configure the surround sound settings for your game.

NOTE: All changes are saved automatically.