

Frequently Asked Questions

- **+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.

- **+Setting different DPIs for gaming-mouse profiles using Logitech Gaming Software**

Logitech Gaming Software (LGS) configures DPI and other mouse pointer adjustments to work on all profiles by default. Using LGS, you can set different DPIs and pointer behavior for each game profile.

NOTE: This is an advanced setting and each game's profile will have to be individually configured, but it allows for maximum flexibility and configurability.

To set up different DPI settings for profiles:

1. Open the Logitech Gaming Software:
Start > All Programs > Logitech > Logitech Gaming Software 8.x

NOTE: Make sure Logitech Gaming Software is set to “Automatic Game Detection”.

2. Click **Customize Pointer Settings**.



The **Pointer Settings** window will appear.



3. Select the "Enable per profile pointer settings" check box under the **Advanced** section.

The Profiles area will appear in your window.



You can now set different DPI levels and report rates for each profile. The settings will stay as long as "Enable per profile pointer settings" is selected. If you:

- Clear this check box — the software will revert back to a single DPI setting for all applications.
- Select this check box again — the pointer settings you set up for each profile will be restored.

- **+Programming gaming-mouse buttons using Logitech Gaming Software**

Logitech Gaming Software enables you to program different button configurations for each profile on your computer. To learn how to create and assign application-specific profiles, see article [null](#).

NOTE: If you're new to Logitech Gaming Software or you want to use only one profile with your mouse, first follow the steps in article [null](#) to set up your Default Profile as a Persistent Profile.

To configure your mouse buttons:

1. Open the Logitech Gaming Software:

Start > All Programs > Logitech > Logitech Gaming Software 8.x

2. Click the **Customize buttons** icon.



3. Select the profile you want to edit by clicking its icon. The profile will have a blue highlight bar above it when selected (ex. "Default Profile" below).

NOTE: Logitech Gaming Software will detect some games you've installed and create profiles for them. You can create profiles for other games yourself (see article [null](#) for help).

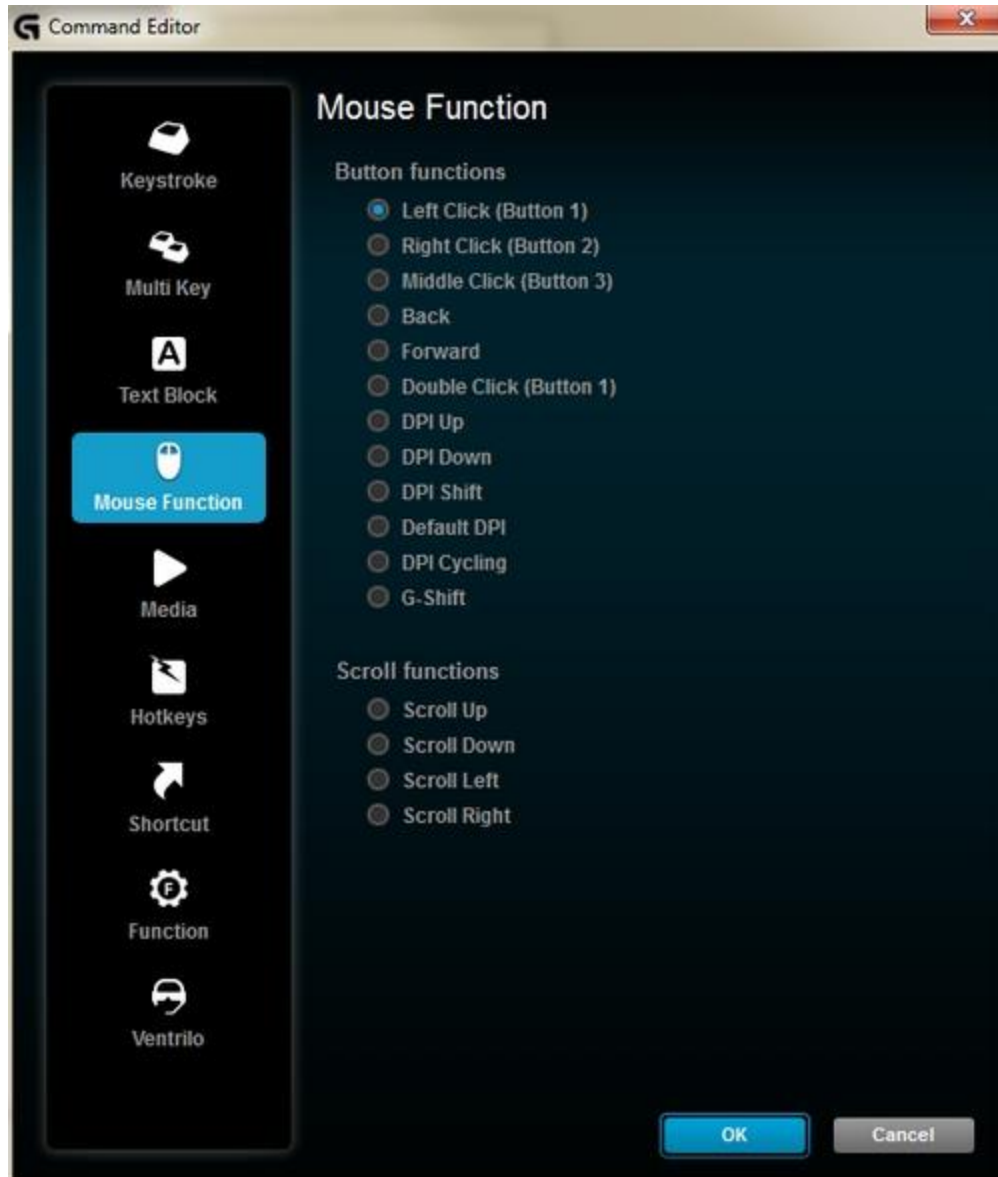


4. To edit a button, either:
 - o Drag and drop an existing command onto it.

NOTE: All commands you've created for that profile will be visible in the Commands list on the left. When you drag a command over the mouse, the configurable buttons will highlight. Choose the button you want to program and drop the command on top of it.

OR

- o Right-click on a button and select **Edit Command**. The Command Editor window appears:

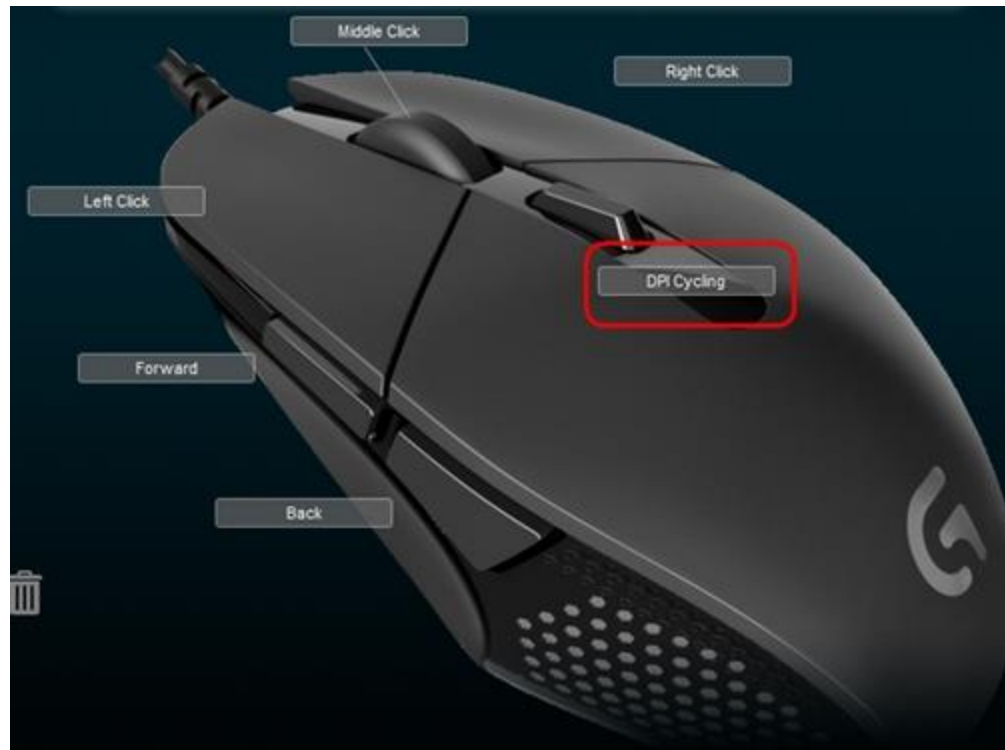


In this window, you can assign a:

- **Keystroke** — Assign a single key press, or a key press with modifiers.
- **Multi Key** — Assign a "macro'd" series of keystrokes. (**NOTE:** You can set up these macros to function both with and without recorded time delays.)
- **Text Block** — Create a block of text to be typed out when the key is pressed (either with or without Unicode support).
- **Mouse Functions** — Assign a button on your mouse to use any of the available mouse button functions.
- **Media** — Set a mouse button to function like a media key you'd typically find on a keyboard.
- **Hotkeys** — Use a pre-defined keystroke command.

- **Shortcut** — Assign a button to launch a file/folder/drive on your computer.
- **Function** — Assign a button to act like a Microsoft function button (ex. to open your web browser).

After you've selected the function to assign to the button, click **OK**. This will apply the new function and you'll the command's name next to the button (ex. mouse function "DPI Cycling" assigned to Button 5 below).



IMPORTANT: At least one button must be configured as "Left Click" and one as "Right Click" at all times. To reprogram either of these buttons, you'll first have to assign that function to another button.

To reassign a button back to the standard behavior of the mouse, right-click the button and select "Use Generic".

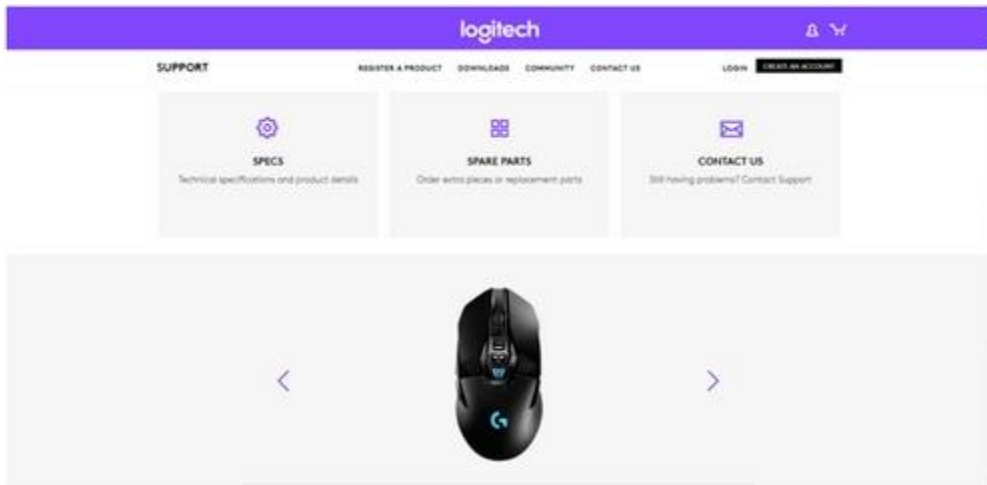
To un-assign a button, either right-click and select "Unassign" or drag the command from the button to the trash icon.

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

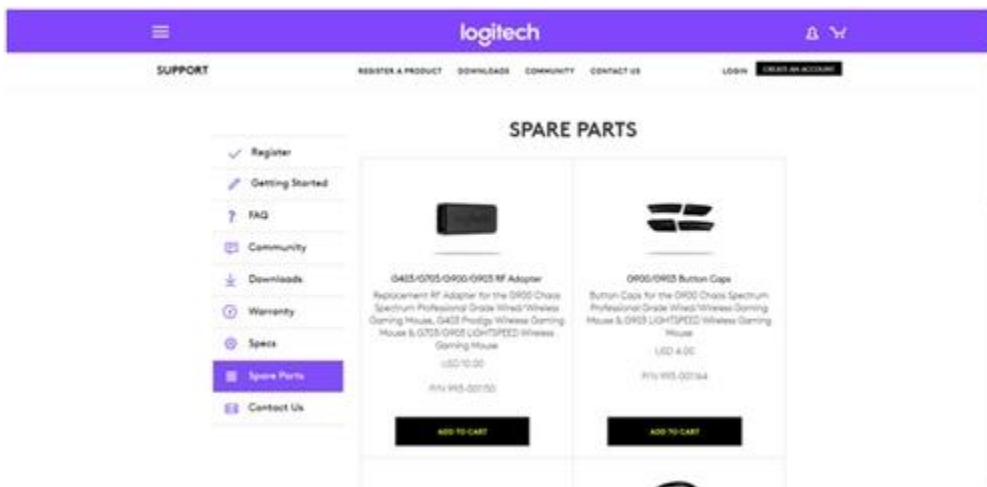
If you've lost or misplaced the receiver for your gaming mouse:

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](#).

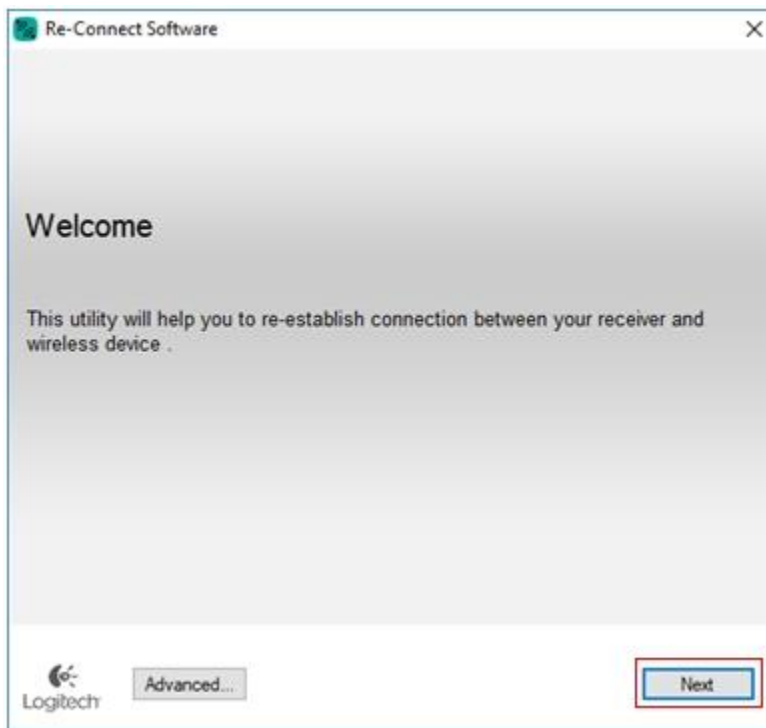
- **+Gaming mouse compatibility with Logitech Unifying receivers**

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:

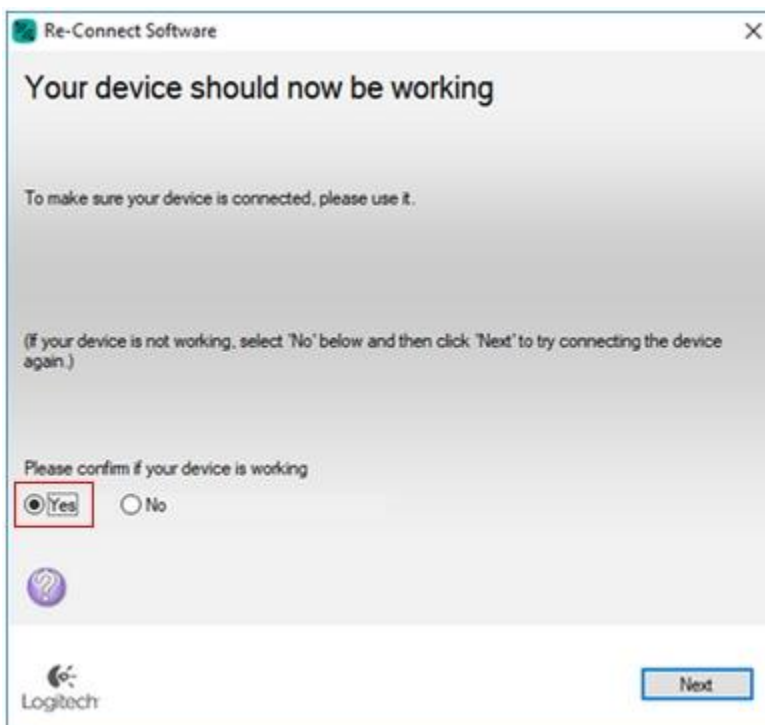
1. Connect the LIGHTSPEED receiver to a USB port on the computer.
2. Download the Logitech Connection Utility from the [Downloads](#) page.
3. Launch the Logitech Connection Utility.
4. Press **Next** to start the pairing process.



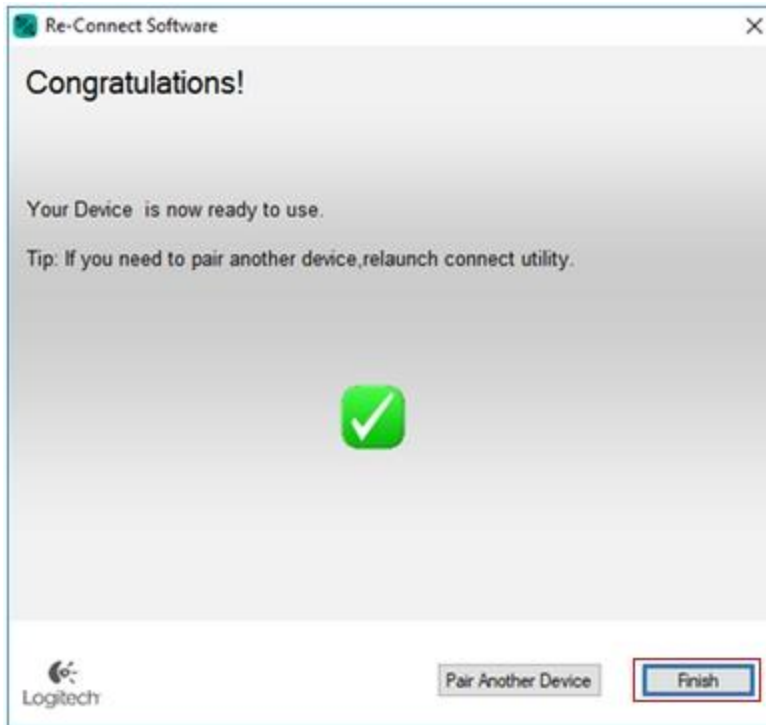
5. Turn the mouse OFF and then ON using the power switch on the bottom of the mouse.



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



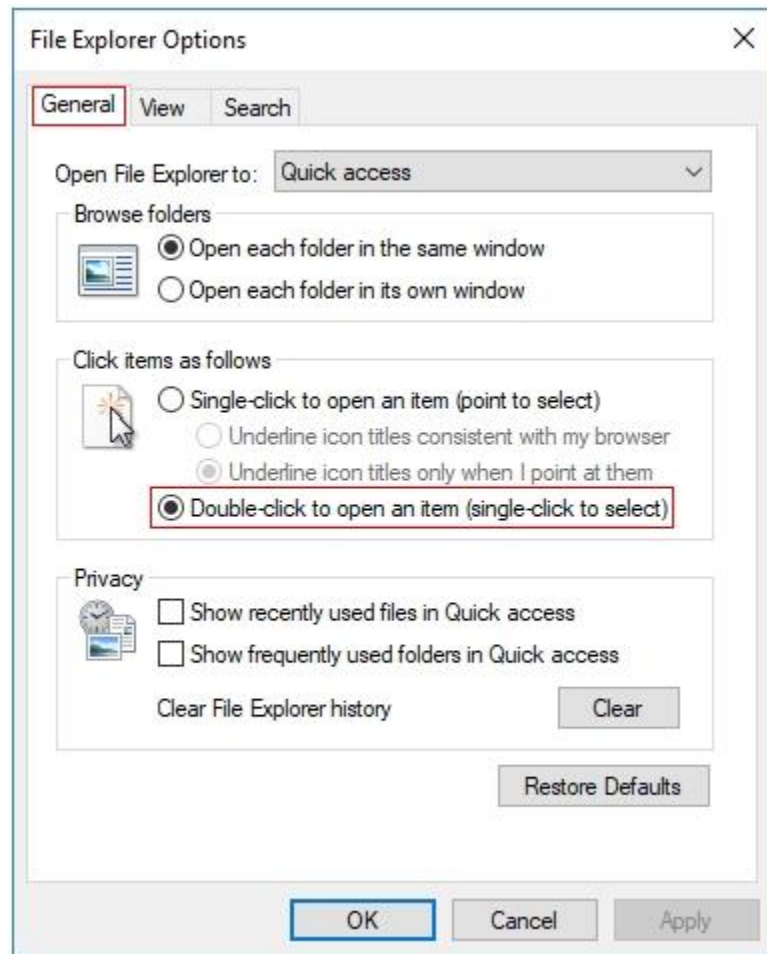
7. Click **Finish** to exit the Logitech Connection Utility.



- **+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.

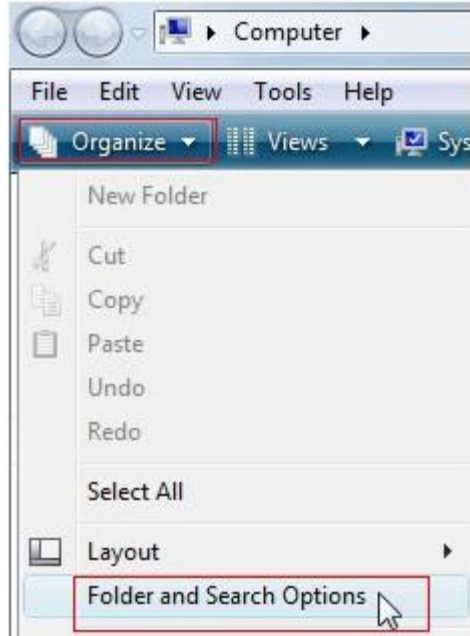


2. Windows 7 or Windows Vista:

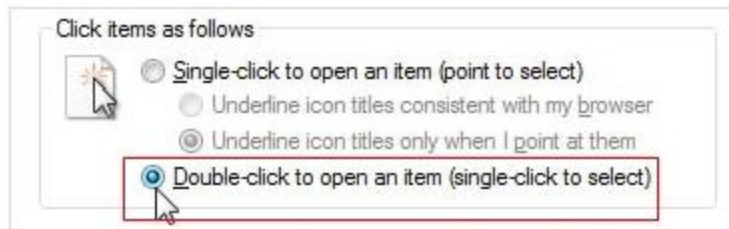
- Click on **Computer**.



- 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.

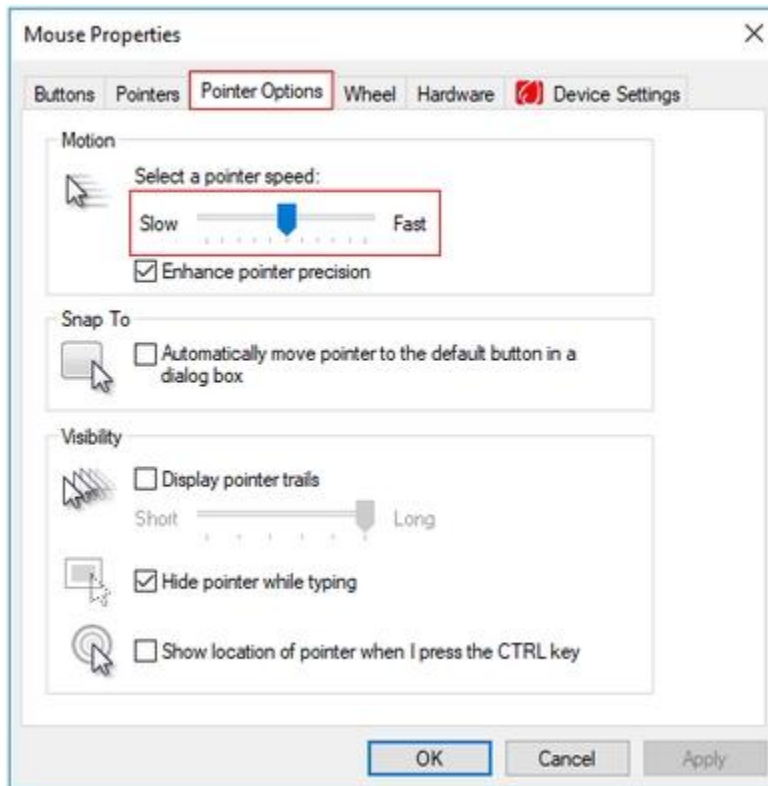


- Click **OK** to save and exit.
3. Test the mouse in multiple programs and components such as Control Panel or Windows Explorer on Windows, and Disk Utility or Finder on Mac OS. If the double-click is specific to one program, check the application settings or command assignments for the specific profile 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.

- **+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:
 - o Lower your DPI sensitivity in the **Customize Pointer Settings** tab.
 - o 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:
 - o Recharge the mouse using the included cable or replace the batteries.
 - o Make sure the mouse and USB receiver are at least 2 meters away from wireless routers and other 2.4 GHz wireless devices.
 - o Keep the USB receiver within 20 cm of the mouse.
 - o 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.

- **+Solved - Issue with USB devices after Windows 10 update KB4074588**

Logitech is aware of a Microsoft update (OS Build 16299.248) which is reported to affect USB support on Windows 10 computers.

Support statement from Microsoft

"After installing the February 13, 2018 security update, KB4074588 (OS Build 16299.248), some USB devices and onboard devices, such as a built-in laptop camera, keyboard or mouse, may stop working for some users."

If you are using Microsoft Windows 10, (OS Build 16299.248) and are having USB-related issues. Microsoft has released a new update KB4090913 (OS Build 16299.251) to resolve this issue.

We recommend you follow Microsoft Support recommendations and install the latest Microsoft Windows 10 update: <https://support.microsoft.com/en-gb/help/4090913/march5-2018kb4090913osbuild16299-251>.

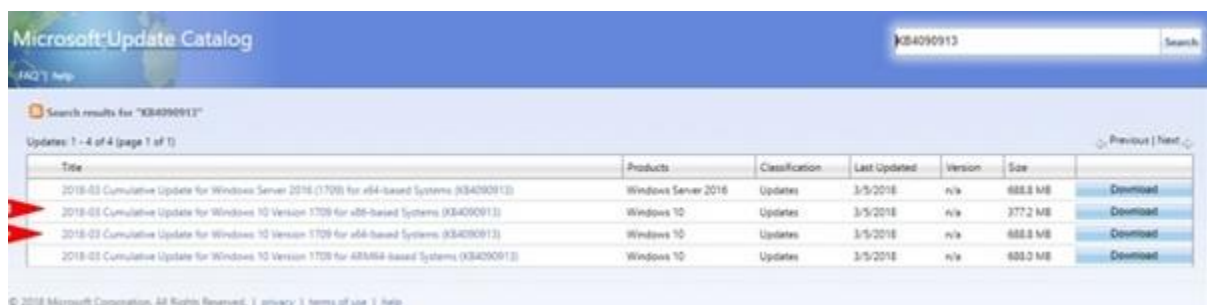
This update was released by Microsoft on March 5th in order to address the USB connection issues and should be downloaded and installed automatically using Windows Update.

For instructions on installing the latest Microsoft update, please see below:

- [If you have a working keyboard/mouse](#)
- [If you have a non-working keyboard/mouse](#)

If you have a working keyboard/mouse:

1. [Download](#) the latest Windows update from Microsoft.
2. If your operating system is 86x-based, click on the second option. If your operating system is 64x-based, click on the third option.



The screenshot shows the Microsoft Update Catalog search results for KB4090913. The search results table lists four updates, with the second and third rows highlighted by red arrows. The table columns are Title, Products, Classification, Last Updated, Version, Size, and Download.

Title	Products	Classification	Last Updated	Version	Size	Download
2018-03 Cumulative Update for Windows Server 2016 (1709) for x64-based Systems (KB4090913)	Windows Server 2016	Updates	3/5/2018	n/a	688.8 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for x86-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	n/a	377.2 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for x64-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	n/a	688.8 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for ARM64-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	n/a	603.0 MB	Download

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3. Once you have downloaded the update, double-click on the downloaded file and follow the on-screen instructions to complete the update installation.

NOTE: If you wish to install the update manually, you can download the 86x and 64x versions of the update from <http://www.catalog.update.microsoft.com/360023357433.aspx?q=KB4090913>

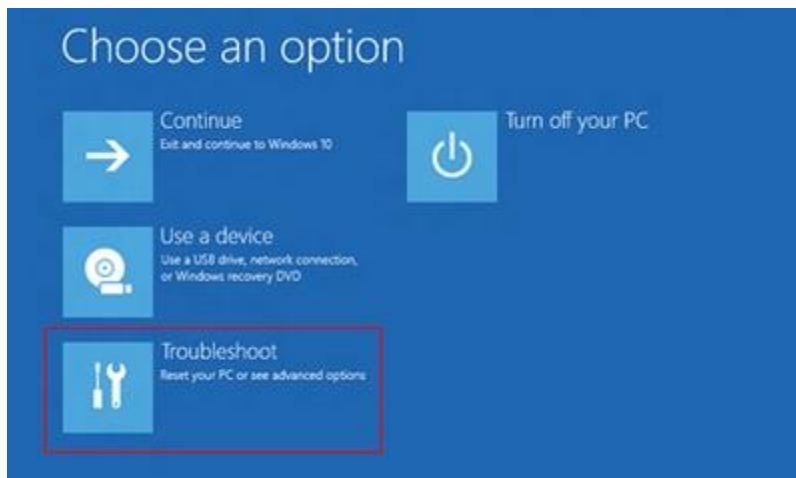
If you currently have no working keyboard/mouse:

For more information, see the Microsoft article on how to start and use the Windows 10 Recovery Environment (WinRE):

<https://support.microsoft.com/en-us/help/4091240/usb-devices-may-stop-working-after-installing-the-february-13-2018-upd>

Do the following:

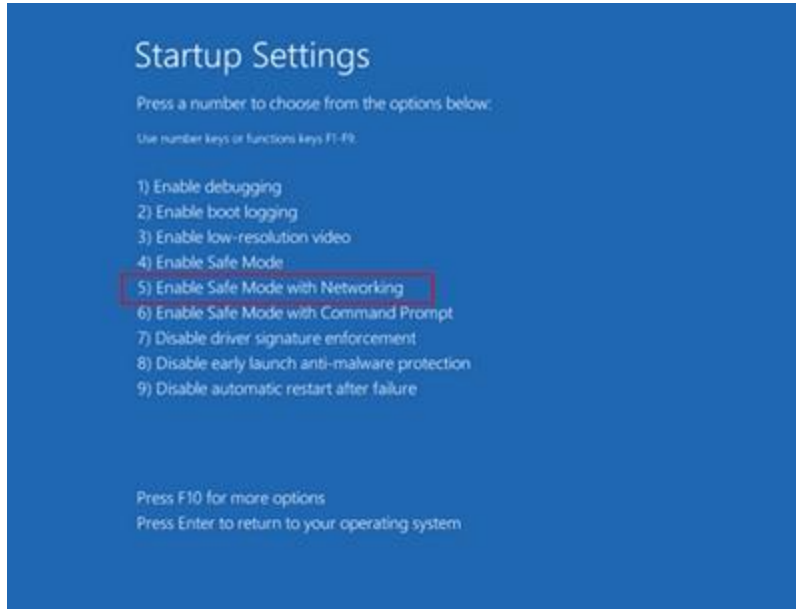
1. Restart the system before Windows finishes loading the desktop three times in a row. Windows should automatically start the Windows 10 Recovery Environment (WinRE).



2. Once in WinRE select **Troubleshoot** > **Advanced Options** > **Startup Settings**.
3. In the bottom right corner of the window, click **Restart**.



4. Press **5** on your keyboard to select **Enable Safe Mode with Networking**.



5. In Windows Safe Mode, navigate to Windows Settings (**Win+I**) > **Update and Security** > **Windows Update** and install the latest updates.

- **+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

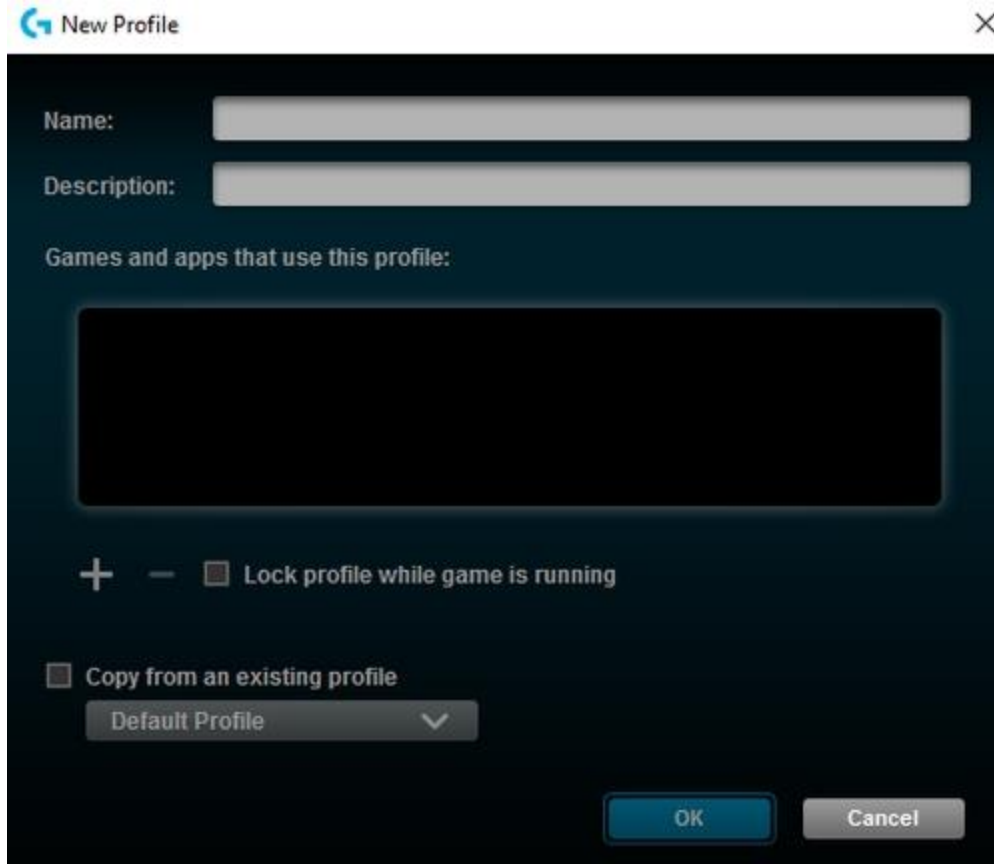
If the Scan For New Games list does not contain the game you want, LGS offers the ability to create your own profile. Here's how:

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 drop-down 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 Gaming Software for Windows Release Notes**

- [Version 8.98.234](#)
- [Version 8.96.88](#)
- [Version 8.94.108](#)
- [Version 8.92.67](#)
- [Version 8.91.48](#)
- [Version 8.90.117](#)
- [Version 8.89.68](#)

Version 8.98.234

- **Post Date:** 18-APR-2018
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Added support for:
 - G560 LIGHTSYNC PC Gaming Speaker
 - G513 Silver RGB Mechanical Gaming Keyboard
 - G513 Carbon RGB Mechanical Gaming Keyboard
 - G512 Carbon RGB Mechanical Gaming Keyboard
 - Improved the UI for C920 & C922 cameras to be more consistent with other supported cameras
 - New game profiles:
 - Assassin's Creed Origins
 - Call of Duty: WWII
 - Destiny 2
 - Fortnite
 - Kingdom Come: Deliverance
 - Metal Gear Survive

- Middle-earth: Shadow of War
- Project Cars 2
- South Park The Fractured But Whole
- Star Wars: Battlefront II
- The Evil Within 2
- Wolfenstein II: The New Colossus
- Minor bug fixes.

Version 8.96.88

- **Post Date:** 21-AUG-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Support added for:
 - G603 Wireless Gaming Mouse
 - G613 Wireless Mechanical Gaming Keyboard
 - Brio 4K Streaming Edition Webcam
 - Added a firmware update for the G102 and G203 to increase the max sensor DPI to 8000
 - Added option to gather anonymous data to help us understand how LGS is used so we can improve it in future releases
 - New game profiles for:
 - Agents of Mayhem
 - Gigantic
 - LawBreakers
 - Minor bug fixes

Version 8.94.108

- **Post Date:** 19-JUN-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Added support for
 - G433 Gaming Headset
 - POWERPLAY Wireless Charging System
 - G903 LIGHTSPEED Wireless Gaming Mouse
 - G703 LIGHTSPEED Wireless Gaming Mouse
 - New game profiles:
 - Prey (2017)
 - PLAYERUNKNOWN'S BATTLEGROUNDS
 - Added a firmware update for the G403 and G900 to optimize clock tuning parameter

- Fixed an issue with localized layouts not being correctly displayed for the G413
 - Fixed an issue where a user's custom lighting would be reverted to the HW default when locking their system
 - Minor bug fixes
-

Version 8.92.67

- **Post Date:** 19-APR-2017
 - **OS:** Windows 8, Windows 7, Windows 10
 - **Why Update?**
 - Added support for the G413 Mechanical Gaming Keyboard
 - New game profiles:
 - For Honor
 - Ghost Recon Wildlands
 - Mass Effect: Andromeda
 - Resident Evil 7
 - Minor bug fixes
-

Version 8.91.48

- **Post Date:** 4-JAN-2017
 - **OS:** Windows 8, Windows 7, Windows 10
 - **Why Update?**
 - Added support for the G90 gaming mouse
 - Added a link to Overwolf in the LGS user interface
 - Minor bug fixes.
 - Added support for the Pro mechanical gaming keyboard
-

Version 8.90.117

- **Post Date:** 4-JAN-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Support added for G533 Gaming Headset
 - Minor bug fixes

Version 8.89.68

- **Post Date:** 15-DEC-2016
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Custom Lighting Effects Editor added to the Lighting View for per-key RGB keyboards.
 - Fix to address stuck mic mute issue on G933 headset.
 - New game profiles:
 - Battlefield 1
 - Call of Duty: Infinite Warfare
 - Mafia III
 - Watch Dogs 2
 - Elder Scrolls V: Skyrim Special Edition
 - Sid Meier's: Civilization VI
 - Titanfall 2
 - Dishonored 2
 - Tyranny
 - Optional G610 Orion keyboard firmware update to address a high-pitched whine on some keyboards.
 - Firmware updates for the following keyboards to enhance lighting performance with the new Lighting Effects Editor:
 - G410 Altas Spectrum
 - G810 Orion Spectrum
 - G910 Orion Spectrum
 - G910 Orion Spark
 - Added an option to the G933 FW update tool allowing the user to choose between G933 and G933 Snow, so that the proper device image will show in LGS after a firmware update.
 - Minor bug fixes.

- **+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.

- **+Customize lighting settings on the G403 or G703 gaming mouse with Logitech Gaming Software**

You can use Logitech Gaming Software (LGS) 8.94 or later to customize lighting settings on your G403 or G703 gaming mouse. If you don't have Logitech Gaming Software, you can get the latest version from this product's Download page.

1. Make sure your mouse is connected to your computer using the supplied USB cable or the wireless USB receiver.
2. Launch LGS.
3. In the mouse Home window, choose between the **On-Board Memory** or **Automatic Game Detection** modes.

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

4. Click on the **Lighting Settings** icon.



Customize lighting settings in Automatic Game Detection mode



- **Lighting Zone Selection:** The G403 and G703 gaming mouse has two lighting zones: The G logo and scroll wheel. You can apply light settings to the logo, scroll wheel or both. You can also disable the lighting.
- **Lighting Effect:** Choose from the following options:
 - **Breathing Effect** — Select this option to activate a pulsating effect that simulates breathing. You can apply the breathing effect to the G logo, scroll wheel or both. If you choose to apply the effect to only one zone, the other light will stay lit in a solid color. You can adjust the breathing effect's brightness and rate — click and drag the slider to the right to increase and to the left to decrease. Use the color selector on the left to assign a stock color, or create a custom color.
 - **Color Cycle** — Set the speed for how quickly the colors cycle on the mouse. Use the sliders to adjust the brightness and the speed.
 - **Enable per profile backlight settings (Automatic Game Detection mode only)** — The lighting customization options universally affect the mouse by default. However, you can also configure lighting settings to be set on a per game profile basis. Select a game from the list to begin configuring lighting settings for that game's profile. Click “+” to add a new profile.
NOTE: To delete a profile, in the Profiles pane, right-click on the profile, then select **Delete**.
- If you have other Logitech G devices, you can sync them with your customized lighting by clicking on the respective icon for that device.

Customize lighting settings in On-Board Memory mode



- **Lighting Zone Selection:** Apply light settings to the G logo, scroll wheel or both. You can also disable the lighting.
 - **Lighting Effect:** Choose from the following options:
 - **Breathing Effect** — Select this option to activate a pulsating effect that simulates breathing. You can apply the breathing effect to the G logo, scroll wheel or both. If you choose to apply the effect to only one zone, the other light will stay lit in a solid color. You can adjust the breathing effect's brightness and rate — click and drag the slider to the right to increase and to the left to decrease. Use the color selector on the left to assign a stock color, or create a custom color.
 - **Color Cycle** — Set the speed for how quickly the colors cycle on the mouse. Use the sliders to adjust the brightness and speed.
 - If you have other Logitech G devices, you can sync them with your customized lighting by clicking on the respective icon for that device.
- **+Customize pointer settings on the G403 or G703 gaming mouse with Logitech Gaming Software**

You can use Logitech Gaming Software (LGS) 8.94 or later to customize button configuration on the G403 or G703 gaming mouse in two different modes:

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

NOTE: For help with choosing between these 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 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** — 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.

To configure your pointer settings:

1. Under **DPI Sensitivity Levels**, drag the tick mark along the graph. For each DPI level you set, you'll see a tick mark. You can set up to five.
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** — (Required) 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** — (Optional) 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 and DPI Cycle will enable you to change between DPI levels rapidly.
- 2. 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 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.
TIP: For most PCs, a report rate of 500 is recommended.
- 3. Make your preferred selections under **Advanced**. The options are:
 - **Enable per profile pointer settings** — Select this option to enable each profile to have different pointer behavior (see [Setting different DPIs for gaming-mouse profiles using Logitech Gaming Software](#) for help).
TIP: We recommend leaving this unchecked for the initial setup.
 - **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.

On-Board Memory mode

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** — Update from 125/sec (8ms response time) to 1000/sec (1ms response time).

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

To customize pointer settings:

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



The Pointer Settings windows appears:



3. Under DPI Sensitivity Levels, drag the tick mark along the graph. For each DPI level you set, you'll see a tick mark. You can set up to five levels.

- **Assign Default** — (Required) 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** — (Optional) 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 and DPI Cycle will enable you to change between DPI levels rapidly.
4. 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. You can:
- Decrease processor use by reducing the report rate.
 - Increase the mouse response rate by raising the report rate.
- TIP:** For most PCs, a report rate of 500 is recommended.
5. To customize the functions for your mouse buttons, right-click on the button you want to personalize and then select:
- Assign New Command
 - Edit Command
 - Use Generic
 - Unassign

Your changes are automatically saved.

NOTE: For help customizing mouse functions for your gaming mouse buttons, see [Programming gaming-mouse buttons using Logitech Gaming Software](#).

• **+Check battery status and charge the G403 or G703 wireless gaming mouse**

- [Battery life for the G403 and G703](#)
- [Check G403 or G703 battery status](#)
- [Charge the G403 or G703 battery](#)

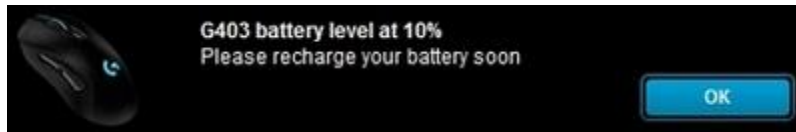
Battery life for the G403 and G703

Your gaming mouse uses a rechargeable 750mAH LiPol battery. With a 1 ms report rate, the expected battery life is up to 30 hours of non-stop gaming with the lighting off, or 22 hours of non-stop gaming with RGB color cycling on.

NOTE: Decreasing the mouse report rate will improve battery life performance.

Check G403 or G703 battery status

Once the mouse battery level is below 15%, the scroll wheel LED starts blinking red. When the mouse battery reaches 10%, a notification is displayed in the upper right corner of your screen.



You can also check the battery status using Logitech Gaming Software (LGS). The battery status is displayed in the upper left corner when you open LGS.

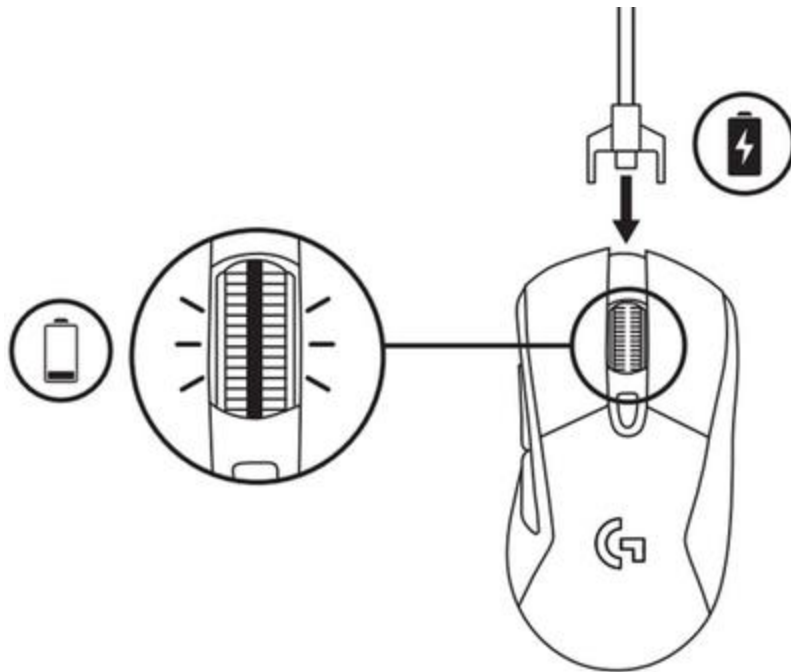


NOTE: When the G403 or G703 is connected to your computer using the USB cable, the icon appears as shown:



Charge the G403 or G703 battery

To charge your gaming mouse battery, securely connect the Micro-USB port (on the front of the mouse) to a USB port on your computer using the supplied Micro-USB to USB cable.



When you connect the cable with the mouse powered on, the scroll wheel LED will blink green for 8 seconds to indicate that the battery is recharging. If the mouse is off when you connect the cable, the scroll wheel LED will blink continuously green. Once the battery is fully recharged and the mouse is off, the scroll wheel LED glows solid green.

- **+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.

- **+Surface tuning your gaming mouse**

You can use Logitech Gaming Software (LGS) version 8.87 or later to tune your gaming mouse for maximum tracking accuracy on a variety of surfaces. If you don't have Logitech Gaming Software, you can get the latest version from your product's Download page.

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 and select your gaming mouse.
3. Click the **Surface Tuning** icon.



4. In the **Surface Tuning** window, click on one of the listed presets that matches your usage environment. If you'd like to create a custom surface tuning, click **Add new surface**.



NOTE: Factory Default is the default setting. Click **Apply** to restore the default settings.

5. In the text box, enter a name for the custom surface tuning setting, and then press **Enter**.



NOTE: To remove the custom surface tuning setting, click the **X** next to the appropriate listing.

6. Click **Tune** to start the custom surface tuning process.



7. Place the mouse on the surface you intend to use, then press and hold the left mouse button.



8. While holding the left mouse button, move the mouse continuously around the surface in a figure 8 pattern, covering the area you normally use.

NOTE: Watch the speedometer while tuning. Do not move the mouse too fast or slow.



9. Release the left mouse button when the tuning process is complete.



NOTE: If the tuning process fails before completion, an error message will appear. If this happens, click **Cancel** and return to Step 6.

10. Click **Finish** to return to the Surface Tuning window.



- **+Manage G403 or G703 wireless gaming mouse power settings with Logitech Gaming Software**

You can use Logitech Gaming Software (LGS) version 8.94 or later to manage power settings on the G403 or G703 wireless gaming mouse with the Battery Assistant. To use the Battery Assistant:

1. Make sure that the mouse is connected to your computer using the supplied USB cable or wireless USB receiver.
2. Launch LGS, and select the G403 or G703 wireless gaming mouse.
3. Click on the **Battery Assistant** icon.



The **Battery Assistant** has two information panels:

- [Lighting Presets](#)
- [Power Consumption](#)

Lighting Presets

The Lighting Presets panel lets you see how different lighting settings affect the power consumption and remaining battery life of your gaming mouse. The **Lighting** and **Max Charge** values will update in the Power Consumption panel every time you click on one of the settings in the Lighting Presets panel.



Click on one of the following four presets:

- **Color Cycle** — shows the remaining battery life and power consumption on the mouse with all LED lighting set to Color Cycle.
- **Cyan Breathing** — shows the remaining battery life and power consumption on the mouse with all LED lighting set to cyan color and with Breathing Effect activated.
- **Lights Off** — shows the remaining battery life and power consumption on the mouse with all LEDs disabled.
NOTE: Disabling the LEDs on the mouse will provide the best battery performance.
- **My Setting** — shows the remaining battery life and power consumption on the mouse with the current customized lighting settings in LGS.
NOTE: For details on customizing G403 or G703 wireless gaming mouse lighting settings in LGS, see [Customize lighting settings on the G403 or G703 gaming mouse with Logitech Gaming Software](#).

Power Consumption

The Power Consumption panel shows the exact milliamp usage (on-board system, report rate, and lighting), as well as the total battery life under max charge with current settings.



- +Connect the G403 or G703 wireless gaming mouse to a computer

Your gaming mouse can function in both wireless and wired modes:

- [Wireless mode](#)
- [Wired mode](#)

Wireless mode

Your G403 or G703 uses a USB gaming receiver to relay wireless signals from the mouse to your computer. To optimize the wireless connection, plug one end of the cable into your computer and the other into the USB adapter and receiver. You can also plug the receiver directly into your computer.



NOTE: We recommend using the cable and adapter when you're in wireless mode. This allows for a more reliable connection and easy access to the cable when you need to recharge.

Wired mode

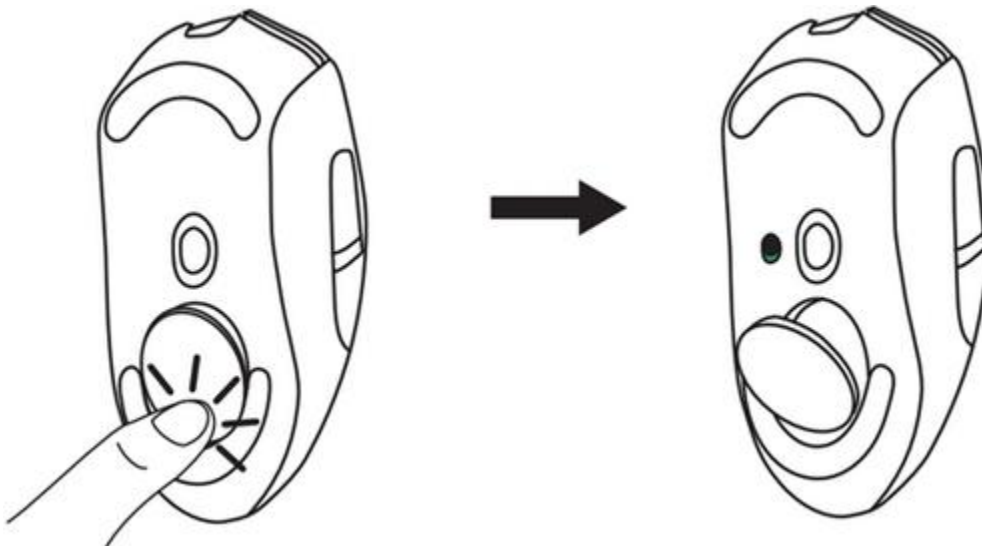
The mouse can also be connected to your computer using the supplied USB charging cable. Your mouse works in data-over-cable mode when it's plugged into the computer. This mode also recharges the mouse's battery.

NOTE: For more information on battery life and charging, see [Check battery status and charge the G403 or G703 wireless gaming mouse](#).

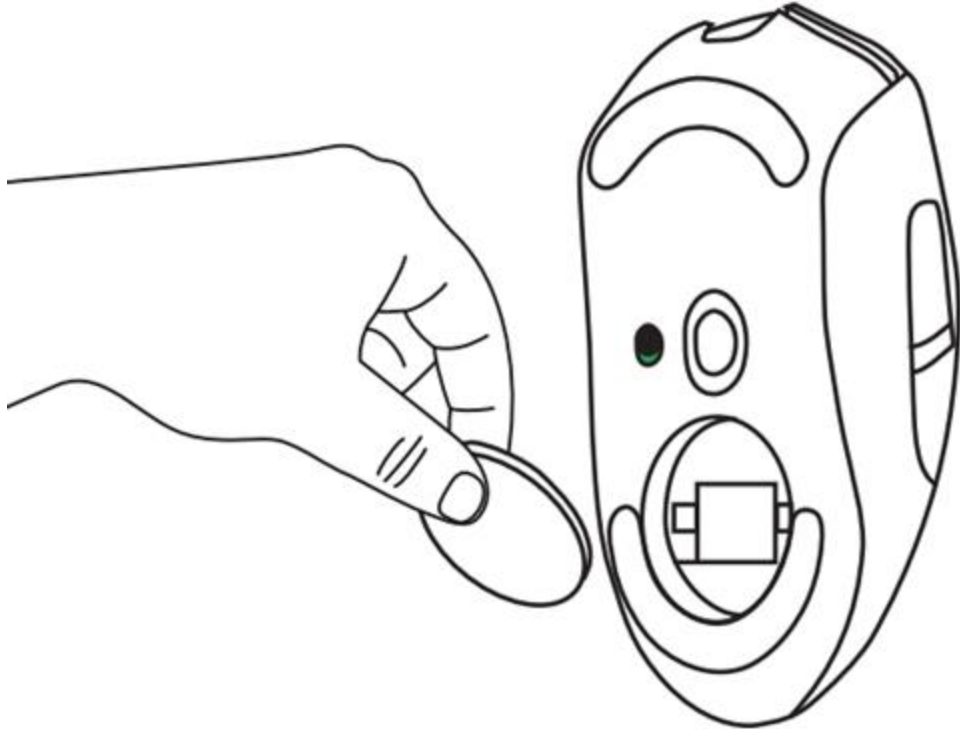
- **+Install the weight in the G403 or G703 gaming mouse**

Your gaming mouse comes with one tuning weight that you can install to personalize the mass and feel of the device. Here's how:

1. To open the weight door, turn your mouse over and use your thumb to press on the bottom of the weight door (as shown).



2. Remove the weight door from the mouse.



3. Fit the weight into the weight door's groove.

