

Frequently Asked Questions

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

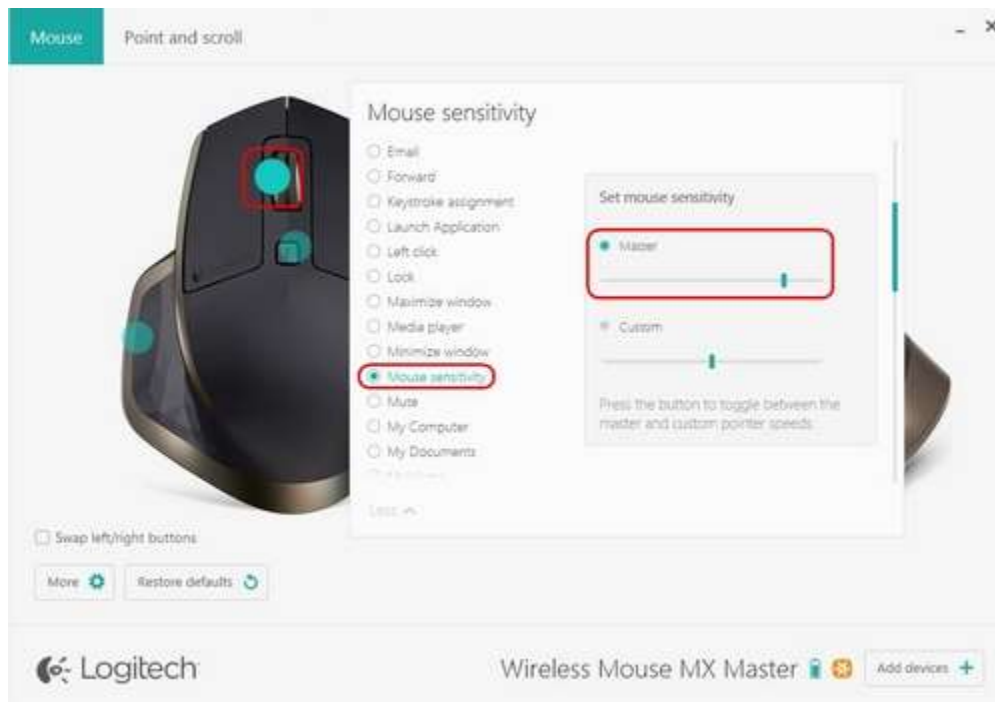
You can use Logitech Options to set the sensitivity and pointer speed of your MX Master mouse.

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

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

To set mouse sensitivity:

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

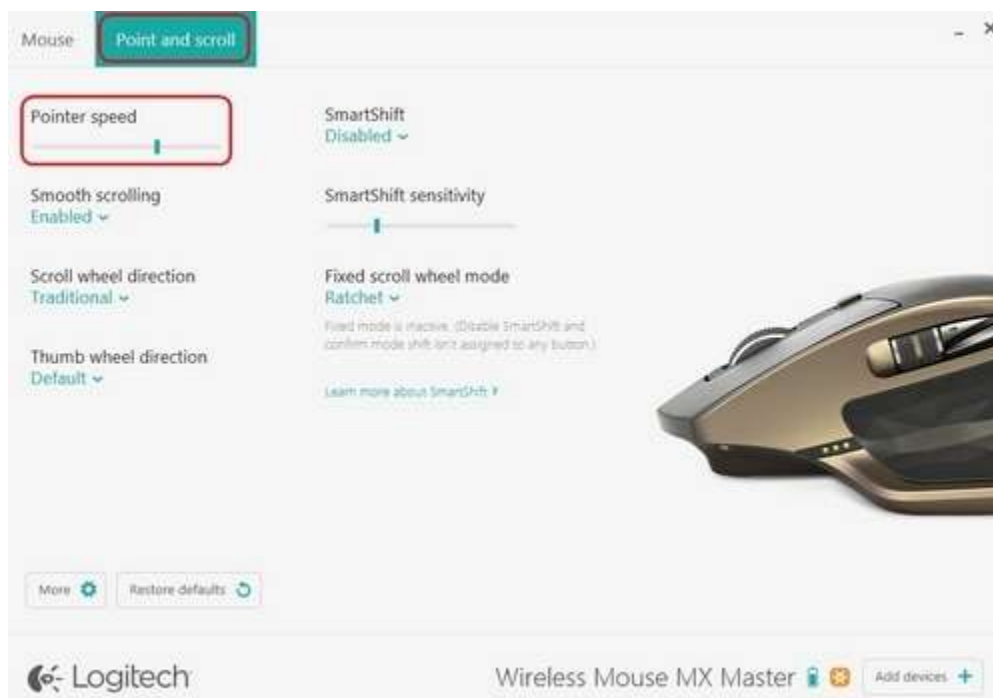


5. Under **Set mouse sensitivity**, adjust the slider under **Master**.

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

To set the pointer speed:

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



• +Cleaning Logitech keyboards and mice

Before you clean your device:

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

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

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

To clean your keyboard:

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

To clean your mouse:

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

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

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

[INTRODUCTION](#)

[HOW IT WORKS](#)

[WHAT SETTINGS GET BACKED UP](#)

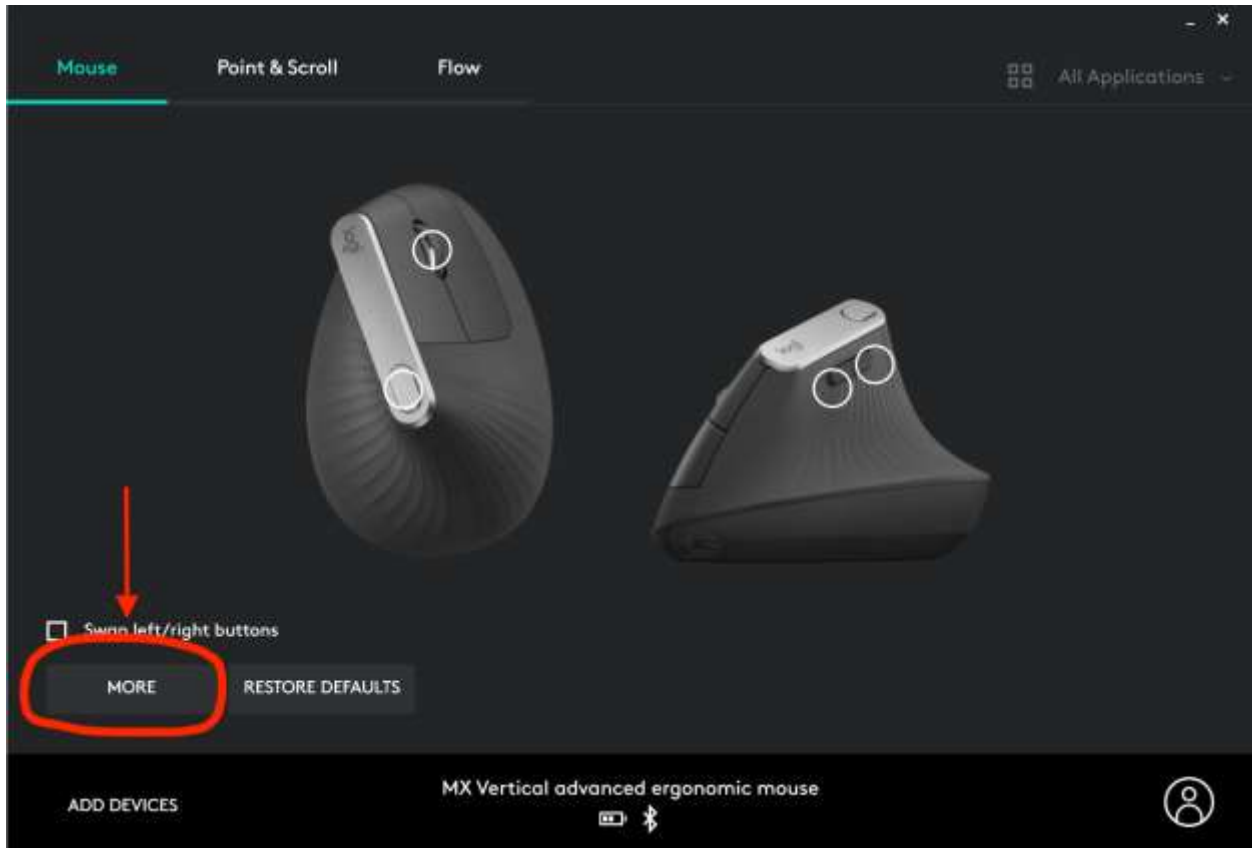
[CURRENT LIMITATIONS](#)

INTRODUCTION

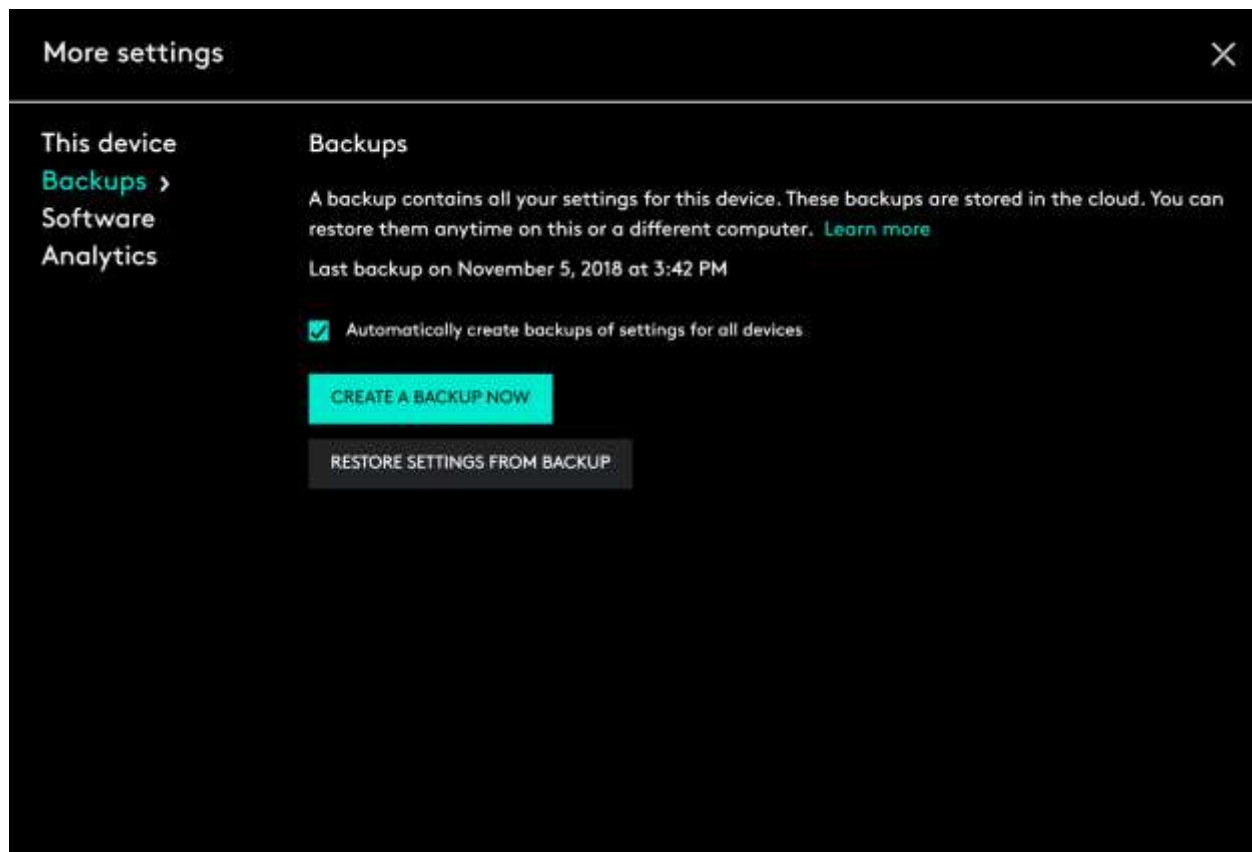
This feature on Logi Options allows you to backup the settings of your Options supported device automatically to the cloud after creating an account. If you are planning to use your device on a new computer or wish to go back to your old settings on the same computer, log into your Options account on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

HOW IT WORKS

When you are logged into Logitech Options with a verified account, your device settings are automatically backed up to our cloud by default. You can manage the settings and the backups from the **Backups** tab under **More** settings of your device (as shown in the screenshots below):



Manage settings and backups by clicking on More>Backups.

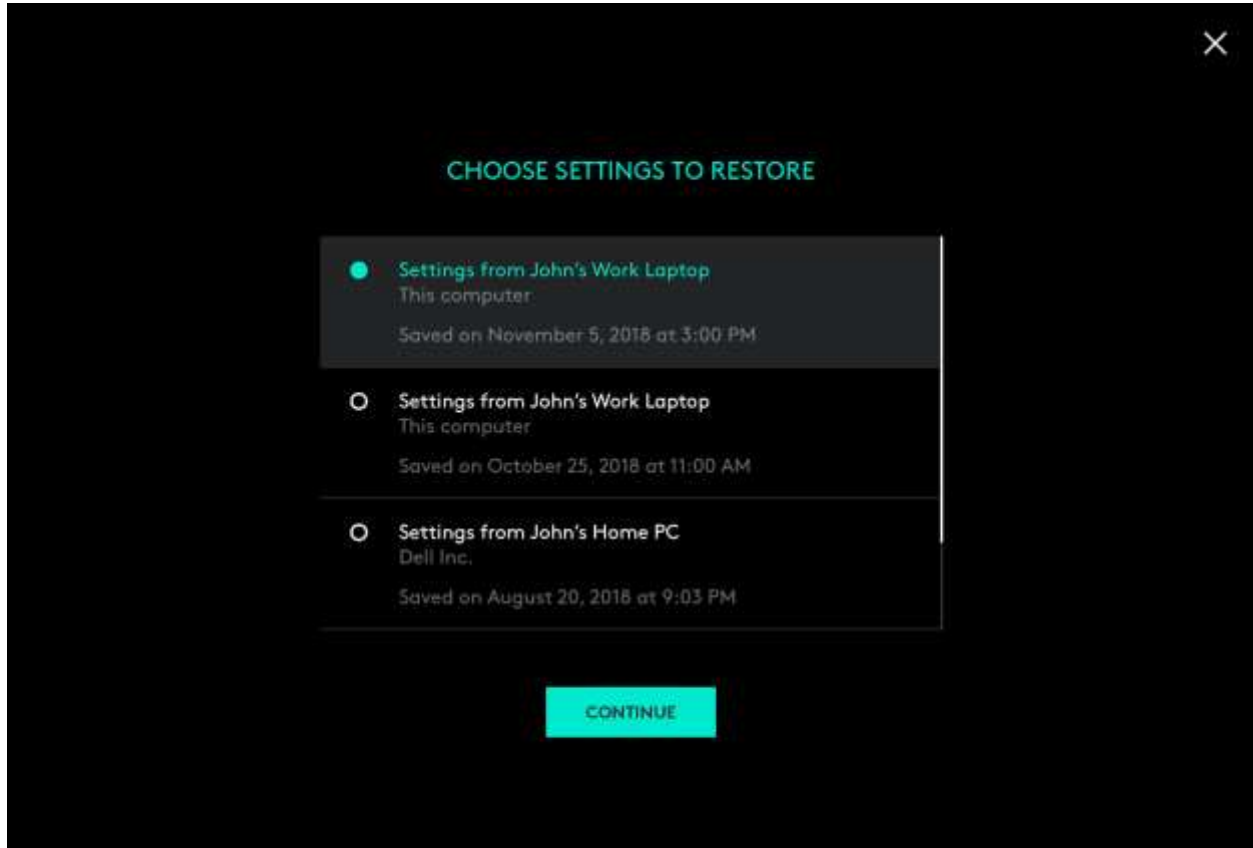


- **AUTOMATIC BACKUP OF SETTINGS** - If the ‘**Automatically create backups of settings for all devices**’ checkbox is enabled, any settings you have or modify for all of your devices on that computer are backed up to the cloud automatically. The checkbox is enabled by default. You can disable it if you don’t want the settings for your devices to be backed up automatically.
- **‘CREATE A BACKUP NOW’ button** - This button allows you to backup your current device settings yourself, if you need to fetch them later.
- **‘RESTORE SETTINGS FROM BACKUP’ button** - This button lets you view and restore all the available backups you have for that device that are compatible with that computer, as shown above.

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

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

The desired settings can then be selected and restored accordingly.



WHAT SETTINGS GET BACKED UP

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

WHAT SETTINGS ARE NOT BACKED UP

- Flow settings
- Options app settings

CURRENT LIMITATIONS

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

- **+Keyboard/Mice - Buttons or keys do not work correctly**

Likely Cause(s):

- Potential hardware issue
- Operating system /software settings
- USB port issue

Symptom(s):

- Single-click results in double-click (mice and pointers)
- Repeating or strange characters when typing on the keyboard
- Button/key/control gets stuck or responds intermittently

Possible solutions:

1. Clean the button/key with compressed air.
2. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
3. Unpair/repair or disconnect/reconnect hardware.
4. Upgrade firmware if available.
5. **Windows only** — try a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
6. Try on a different computer. **Windows only** — if it works on a different computer, then the issue might be related to a USB chipset driver.

***Pointing devices only:**

- If you're not sure if the problem is a hardware or software issue, try switching the buttons in the settings (left click becomes right click and right click becomes left click). If the problem moves to the new button it is a software setting or application issue and hardware troubleshooting cannot resolve it. If the problem stays with the same button it is a hardware issue.

- If a single-click always double-clicks, check the settings (Windows mouse settings and/or in Logitech SetPoint/Options/G HUB/Control Center/Gaming Software) to verify if the button is set to **Single Click is Double Click**.


NOTE: If buttons or keys respond incorrectly in a particular program, verify if the problem is specific to the software by testing in other programs.

- **+Wireless device does not work or is not recognized**

When your device isn't working, the problem is likely a connection or power issue. This can be due to several reasons, such as:

- Low battery levels
- Plugging the receiver into a USB hub or other unsupported device such as a
- KVM switch
- **NOTE:** Your receiver must be plugged directly into your computer.
- Using your wireless keyboard on metal surfaces
- Radio frequency (RF) interference from other sources, such as wireless speakers, cell phone, and so on
- Windows USB port power settings

If your keyboard is not working or frequently loses connection try the following steps:

1. Check the batteries or make sure your device is charged.
2. Make sure the keyboard is On.
3. Keep other electrical wireless devices away from the USB receiver to avoid interferences.
4. Move the keyboard closer to the USB receiver.
5. Unpair/repair or disconnect/reconnect hardware:
 - If you have a Unifying receiver, identified by this logo,  see [Unpair a mouse or keyboard from the Unifying receiver](#) for instructions.
 - If your receiver is non-Unifying, it cannot be unpaired. However, if you have a replacement receiver, you can use the [Connection Utility](#) software to perform the pairing.
6. Try a different USB port. If using a different USB port works, try [updating the motherboard USB chipset driver](#).
7. **Windows only** — [check USB port power settings](#).
8. Upgrade the firmware for your device if available.
9. Try the device on a different computer.

- **+Logitech Options will not install on Mac**

Likely Cause(s):

- Security and Privacy settings are locked

- Partial or corrupted download of Logitech Options installer

Symptom(s):

- Logitech Options doesn't start installing
- Install is either paused or hung at some point during the installation

Possible solutions:

When the installation seems to be stuck or not progressing, it could mean that the security settings are locked. To unlock the Security and Privacy settings, please follow the instructions below:

1. Open **System Preferences**.
2. Select **Security & Privacy**.



3. On the bottom left of the window, select **Click the lock to make changes**.



4. Enter your Username and Password.



5. The Security & Privacy settings are now unlocked and you should be able to install the software.



- If you're still not able to install, and if you have Yosemite or earlier, see the [Apple support article](#) on how to repair your disk permissions.
- Visit the Apple support site to learn how to [start your Mac in Safe Mode](#). This may help you to pinpoint the problem.

- **+Device disconnects or keeps losing Bluetooth connection**

Likely Cause(s):

- Low battery levels
- Plugging the receiver into a USB hub or other unsupported device such as a
- KVM switch
- **NOTE:** Your receiver must be plugged directly into your computer.
- Using your wireless device on metal surfaces
- Radio frequency (RF) interference from other sources, such as wireless speakers, cell phone, and so on

Symptom(s):

- Bluetooth connection keeps dropping
- The device doesn't connect to Bluetooth
- Button/cursor lagging

Possible solutions:

1. Reduce the distance between the device and the Bluetooth receiver. If it's an internal Bluetooth card (ex. laptop) then try improving the line of sight of the device to the computer.
2. Check for radio frequency (RF) interference from other sources, such as wireless speakers, cell phone, and so on.
3. Check if the device works with the USB receiver. If it doesn't, then most likely the device is defective.

Windows:

- Try updating your Bluetooth chipset driver.
- Check for Windows updates.
- For a Bluetooth USB dongle, update the drivers for it from the manufacturer's website.
- For an internal Bluetooth chipset, refer to the computer's motherboard manufacturer drivers.

Mac:

- Check for OS updates.
- **+Scroll wheel stuck or does not respond**

Likely Cause(s):

- Potential hardware issue
- Operating system /software settings
- After installing and/or updating Logitech Options on Mac OS 10.14 (Mojave) or higher Mac OS requires user permission to be set. Please follow these [steps](#).

Symptom(s):

- Scroll wheel button moves but it doesn't scroll on the page
- Ratched mode doesn't work
- Free spin doesn't work

Possible solutions:

NOTE: If you have Mac OS 10.14 (Mojave) or higher and the scroll wheel stopped working since installing and/or updating Logitech Options update, please set the user permissions following these [steps](#).

1. Clean the scroll wheel with compressed air.
2. Make sure the wheel itself moves and isn't physically stuck.

3. Check if the settings in Logitech Options for the scroll wheel are correctly selected. See [Fixed scroll wheel mode setting on MX Master mouse](#).
4. Disable [Smooth Scrolling](#) in Logitech Options.
5. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
6. Unpair/repair or disconnect/reconnect hardware.
7. Upgrade firmware if available.
8. **Windows only** — try a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
9. Try on a different computer. **Windows only** — if it works on a different computer, then the issue might be related to a USB chipset driver.

- **+Unable to pair to Unifying receiver**

If you're unable to pair your device to the Unifying receiver, please do the following:

STEP A:

1. Make sure the device is found in Devices and Printers. If the device is not there, follow steps 2 and 3.
2. If connected to a USB HUB, USB Extender or to the PC case, try connecting to a port directly on the computer motherboard.
3. Try a different USB port; if a USB 3.0 port was used previously, try a USB 2.0 port instead.

STEP B:

- Open Unifying Software and see if your device is listed there. If not, follow the steps to [connect the device to a Unifying receiver](#).

- **+Update your motherboard's USB and chipset drivers**

Before you update, make sure you know the name of the manufacturer and model number. Here's how you can find those details on Windows 7, Windows 8, and Windows 10:

1. Press and hold the Windows key, then press **R**. In the **Run** box, type `msinfo32`, and then click **OK** or press **Enter**.
2. In the **System Summary** tab, in the right pane:
 - Your motherboard's manufacturer is listed next to **System Manufacturer**
 - Your motherboard's model number is listed next to **System Model**

3. If the manufacturer model is not listed under System Information, then refer to your motherboard manual or look for the physical motherboard model number, which should be located near the chipset.

After you locate the manufacturer and model number, follow these steps to download and update your USB and chipset drivers:

1. Go to the support or service section of your motherboard manufacturer's website.
2. Navigate to the corresponding product page.
3. Locate the download section on the product page.
4. Download the latest chipset and USB drivers for your version of Windows and its bit rating. If you need help, see the Microsoft article [How to determine whether a computer is running a 32-bit version or 64-bit version of Windows](#) at www.microsoft.com.
5. Install both driver files.

NOTE: Steps 1-3 may vary depending on the manufacturer.

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

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

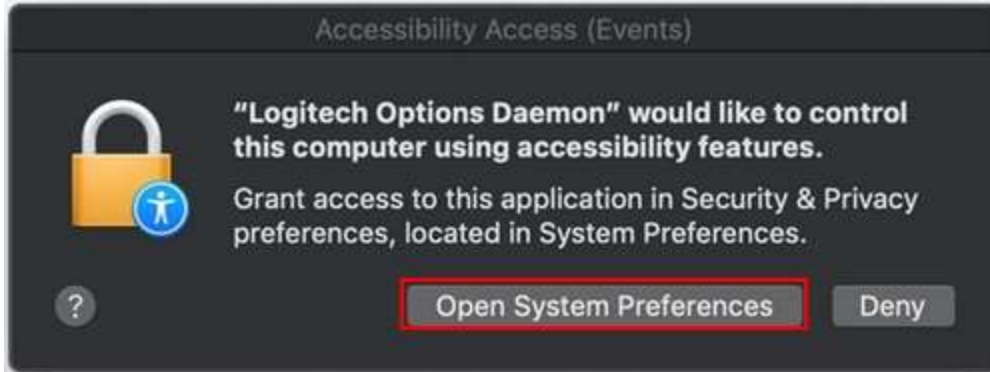
Starting with macOS Mojave (10.14), Apple has a new policy that requires user permission for our Options software for the following features:

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

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

Accessibility Access

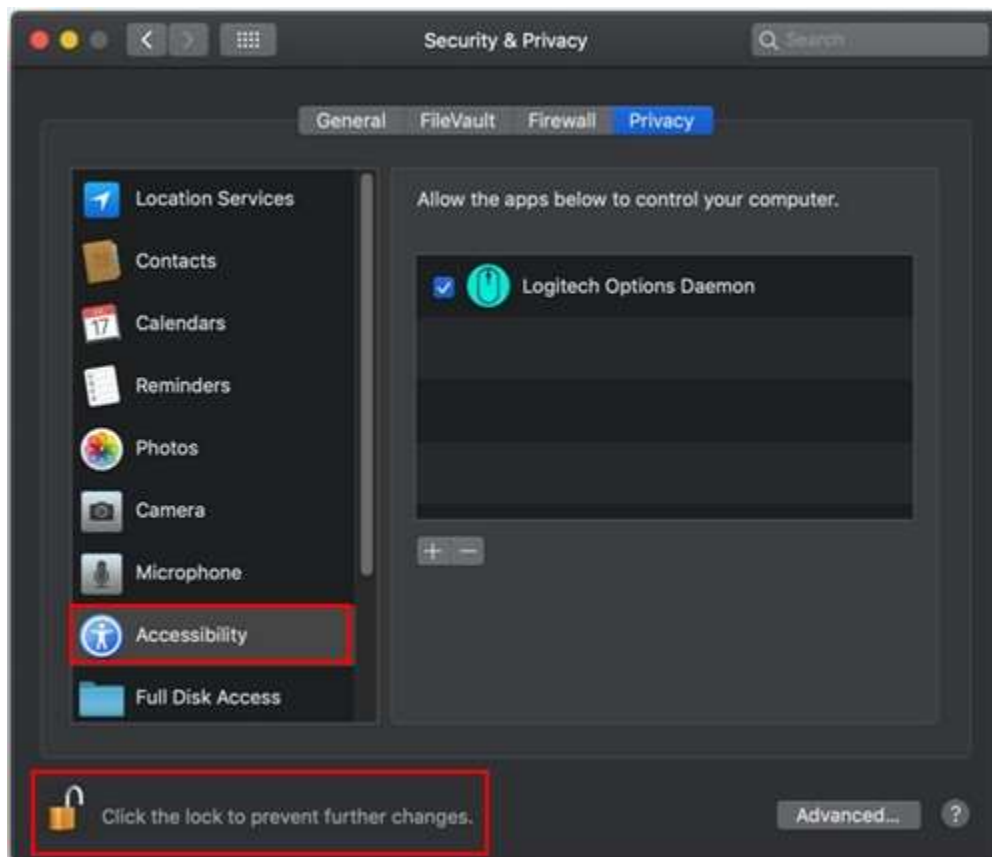
Accessibility access is needed for most of our basic features like scrolling, gesture button functionality, volume, zoom, and so on. The first time you use any feature that requires accessibility permission, you'll see a prompt as shown below.



Click **Open System Preferences** and then turn on the checkbox for Logitech Options Daemon.

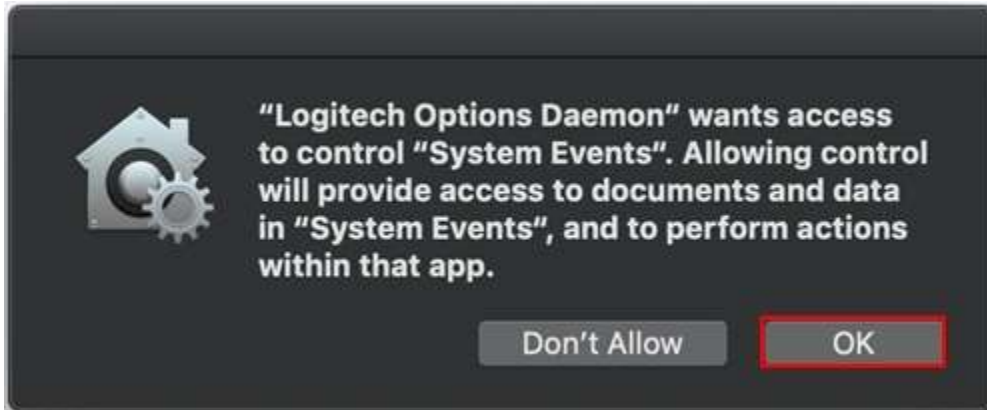
In case you clicked **Deny**, use the following steps to allow access manually:

1. Launch System Preferences.
2. Click on **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click on **Accessibility** and check the boxes under Logitech Options Daemon to provide access (as shown below). If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.



System Events prompts

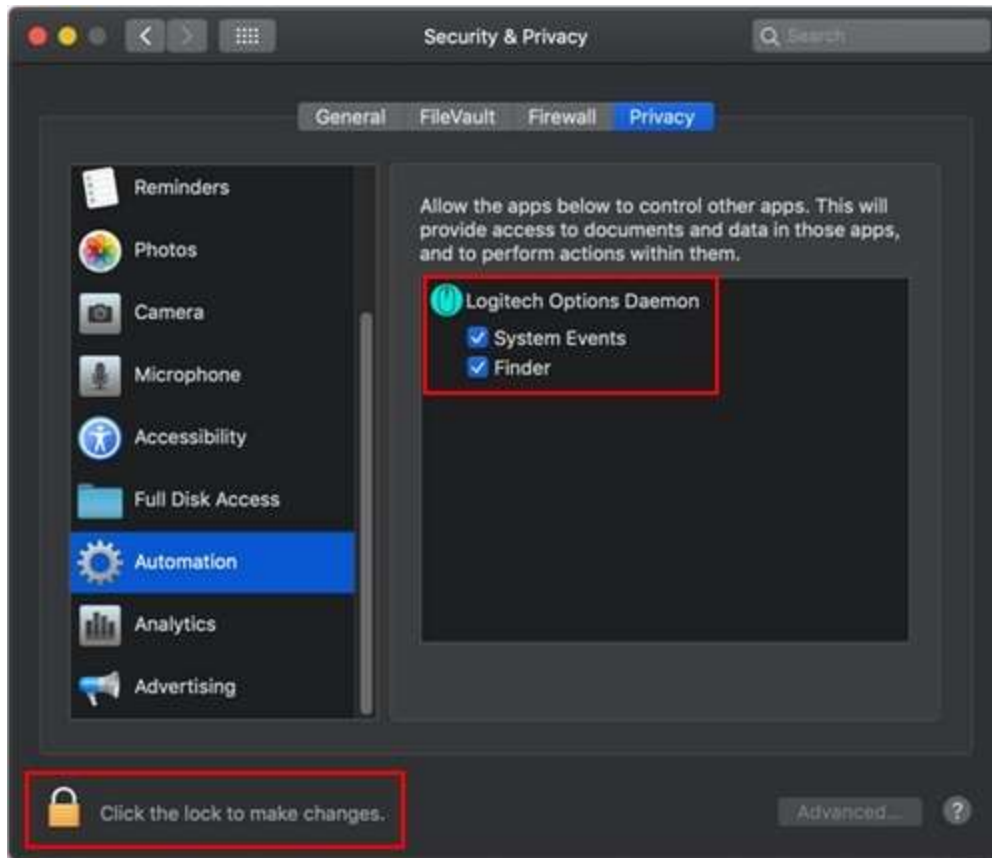
If a feature requires access to any specific item such as System Events or Finder, you will see a prompt (similar to the screenshot below) the first time you use this feature. Please note that this prompt appears only once, requesting access for a specific item. If you deny access, all the other features that need access to the same item will not work and another prompt will not be shown.



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

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

1. Launch System Preferences.
2. Click **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click **Automation** and then check the boxes under Logitech Options Daemon to provide access (as shown below). If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.




NOTE: If a feature still doesn't work after you grant access, please reboot the system.

- **+USB receiver does not work or is not recognized**

If your device stops responding, confirm that the USB receiver is working properly.

The steps below will help to identify if the issue is related to the USB receiver:

1. Open **Device Manager** and make sure your product is listed.
2. If the receiver is plugged into a USB hub or extender, try plugging it into a port directly on the computer
3. **Windows only** — try a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
4. If the receiver is Unifying, identified by this logo,  open Unifying Software and check if the device is found there.
5. If not, follow the steps to [connect the device to a Unifying receiver](#).
6. Try using the receiver on a different computer.
7. If it's still not working on the second computer, check Device Manager to see if the device is recognized.

If your product is still not recognized, the fault is most likely related to the USB receiver rather than the keyboard or mouse.

- **+Logitech Options black screen, stuck on scanning, or no detection of device**

Symptom(s):

- No device is found in Logitech Options homepage or the screen is all black
- Logitech Options stuck while scanning with a spinning wheel

Possible solutions:

1. Check if your device works correctly within the operating system. For example, if you have a mouse, does the pointer move on the desktop? For keyboards, can you type with your keyboard?
 - If you have Windows system, check to see if your device is found in **Devices and Printers**. If you can't see your device, check [Device Manager](#) for any errors or unrecognized devices (normally a yellow exclamation mark).
 - If you have Mac system, click on the Apple symbol – **About this Mac** – **System Report** – on the **Hardware** tab look for **USB**. On the right side, you will see the USB device tree.
2. Check if .NET Framework is up to date. See the Microsoft instructions [here](#).
3. Try to install Logitech Options while your computer is in a clean boot state (this is different from booting into Safe Mode). When you perform a clean boot, Windows starts with a minimal set of drivers and startup programs. You can then determine whether a background program is interfering with the program. Please see the Microsoft instructions on performing a clean boot [here](#).

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

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

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

4. Check that the Firewall and Ports are correct:

Ports used for Flow:

TCP	59866
UDP	59867,59868

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

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

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

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

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

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



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

Compatible Antivirus Programs

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

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

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

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

1. Check both systems are connected to the internet:
 - On each computer, open a web browser and check the internet connection by navigating to a webpage.
2. Check both computers connected to the same network:
 - Open a CMD prompt/Terminal: Press **Win+R** to open **Run**.
 - Type **cmd** and click **OK**.
 - In the CMD prompt type: **ipconfig /all**
 - Check and note the *IP address* and *Subnet mask*. Make sure that both systems are in the same Subnet.
3. Ping the systems by IP address and make sure that ping works:
 - Open a CMD prompt and type: **ping <IP address>** [Where the <IP address is the IP address of the other computer noted in step 2 above].
4. Check that the Firewall & Ports are correct:

Ports used for Flow:

TCP	59866
UDP	59867,59868

- Check the port is allowed: Press **Win + R** to open Run
- Type **wf.msc** and click **OK**. This should open “Windows Defender Firewall with Advanced Security” window.
- Go to **Inbound Rules** and make sure **LogiOptionsMgr.Exe** is there and is allowed

Example:



5. If you don't see the entry, it could be that one of your antivirus/firewall applications are blocking the rule creation, or you were initially denied access. Try the following:
 1. Disable the antivirus/firewall application temporarily.
 2. Recreate the firewall inbound rule by:
 - Uninstalling Logitech Options
 - Reboot your computer
 - Make sure the antivirus/firewall app is still disabled
 - Install Logitech Options again
 - Re-enable your antivirus

Compatible Antivirus Programs

Antivirus Program	Flow discovery & Flow
Norton	OK
McAfee	OK
AVG	OK
Kaspersky	OK
Eset	OK
Avast	OK
ZoneAlarm	Not Compatible

• **+Resolve Bluetooth Wireless issues on Mac OS X**

These troubleshooting steps go from easy to more advanced. Please follow the steps in order and check if the device works after each step.

Make sure you have the latest version of Mac OS

Apple is regularly improving the way Mac OS handles Bluetooth devices. Click [here](#) for instructions on how to update Mac OS.

Make sure you have the right Bluetooth parameters

1. Navigate to the Bluetooth preference pane in **System Preferences**:
 - o Go to **Apple Menu > System Preferences > Bluetooth**



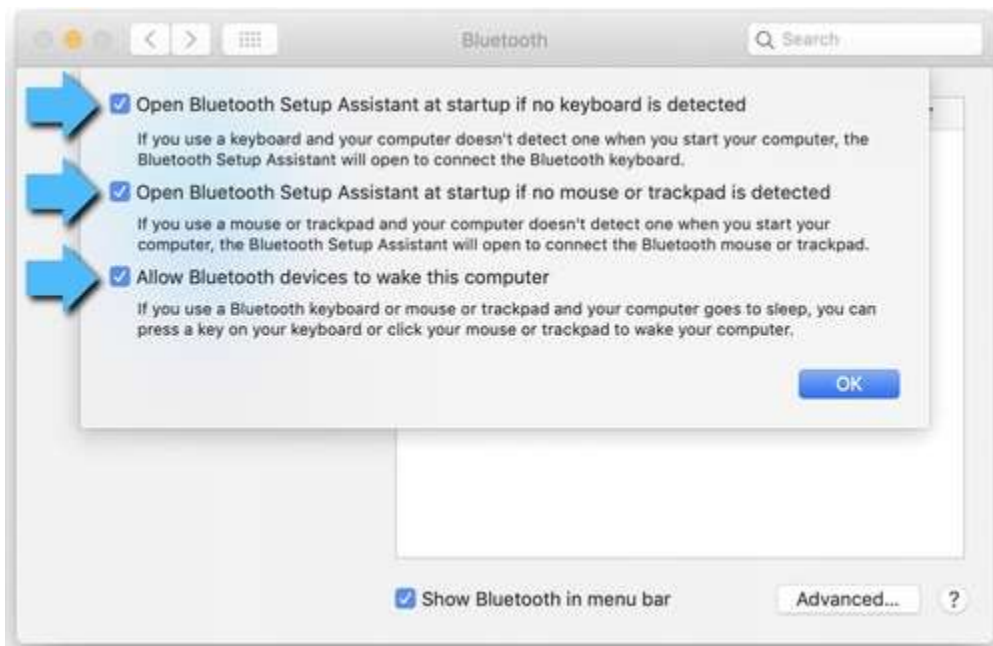
2. Make sure that Bluetooth is turned **On**.



3. In the bottom-right corner of the Bluetooth Preference window, click **Advanced**.



4. Make sure all three options are checked:
 - Open Bluetooth Setup Assistant at startup if no keyboard is detected
 - Open Bluetooth Setup Assistant at startup if no mouse or trackpad is detected
 - Allow Bluetooth devices to wake this computer



- **NOTE:** These options ensure that Bluetooth-enabled devices can wake your Mac and that the OS X Bluetooth Setup Assistant will launch if a Bluetooth keyboard, mouse or trackpad is not detected as connected to your Mac.
5. Click **OK**.

Restart the Mac Bluetooth Connection on your Mac

1. Navigate to the Bluetooth preference pane in System Preferences:
2. Go to **Apple Menu > System Preferences > Bluetooth**
3. Click **Turn Bluetooth Off**.



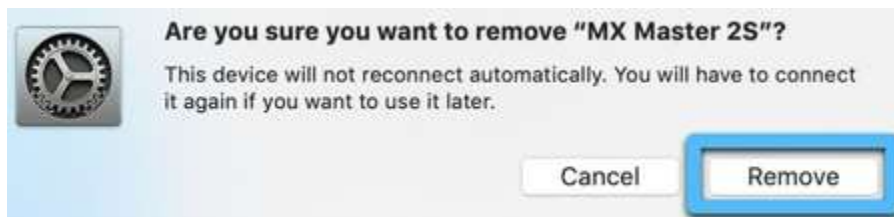
4. Wait a few seconds, and then click **Turn Bluetooth On**.



5. Check to see if the Logitech Bluetooth device is working. If not, go to the next steps.

Remove your Logitech device from the list of devices and try to pair again

1. Navigate to the Bluetooth preference pane in System Preferences:
 - o Go to **Apple Menu > System Preferences > Bluetooth**
2. Locate your device in the **Devices** list, and click on the “x” to remove it.



3. Re-pair your device by following the procedure described [here](#).

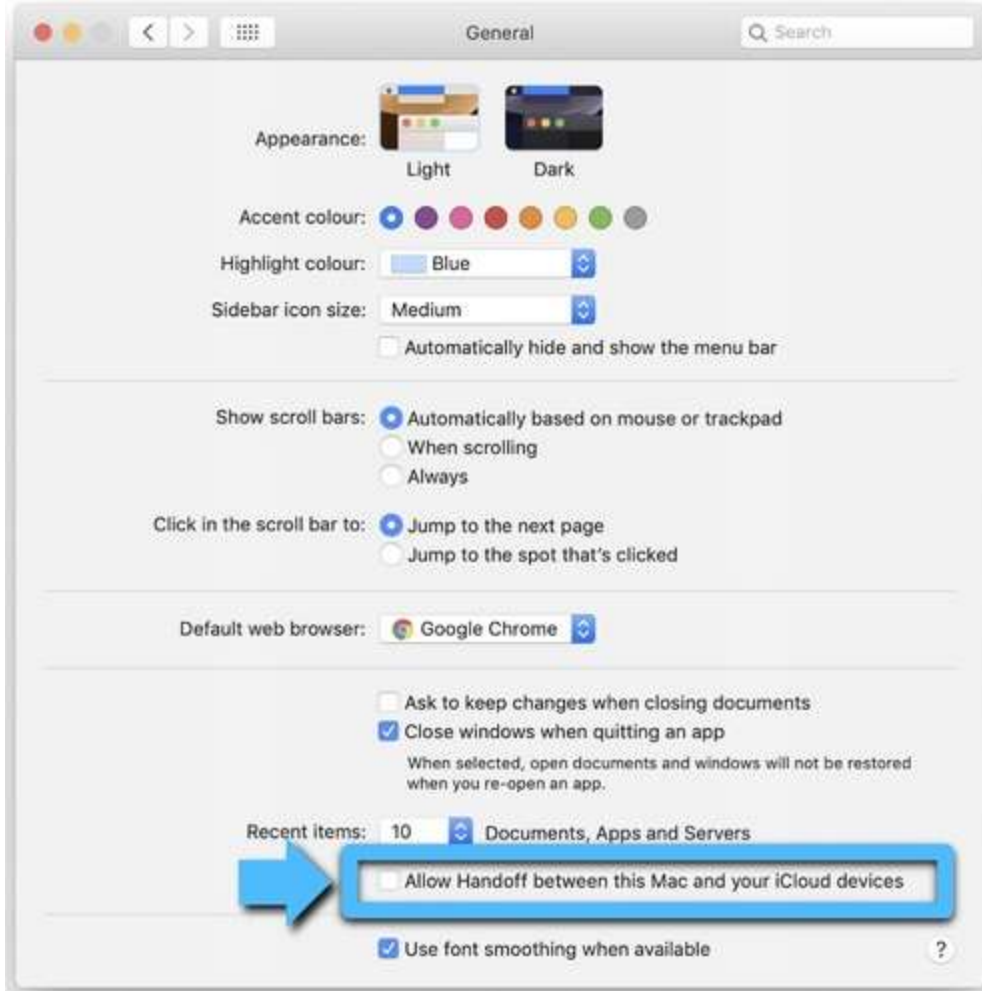
Disable the hand-off feature

In some cases, disabling the iCloud hand-off functionality can help.

1. Navigate to the General preference pane in System Preferences:
 - o Go to **Apple Menu > System Preferences > General**



2. Make sure **Handoff** is unchecked.



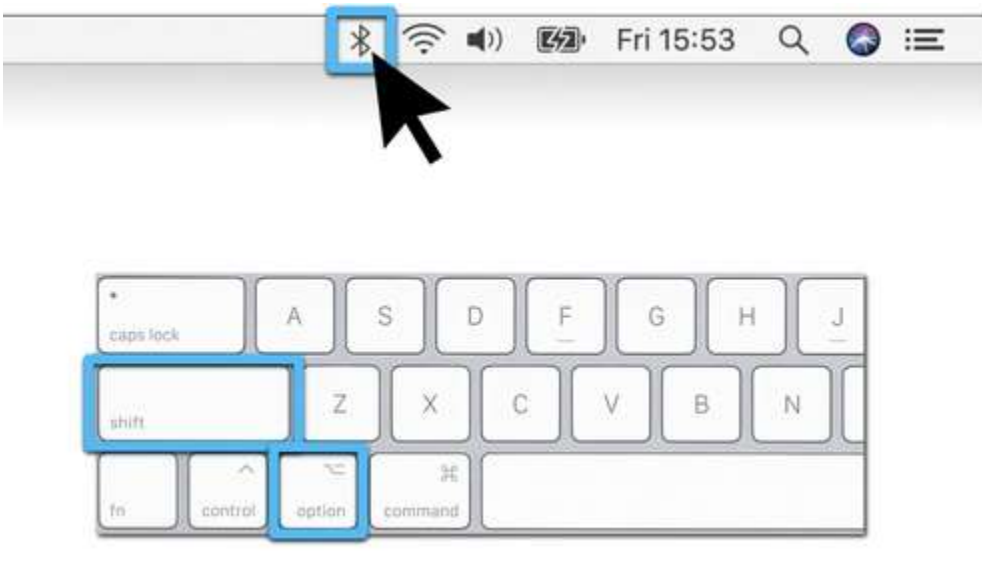
Reset the Mac's Bluetooth settings

WARNING: This will reset your Mac, and cause it to forget all of the Bluetooth devices you have ever used. You will need to re-configure each device.

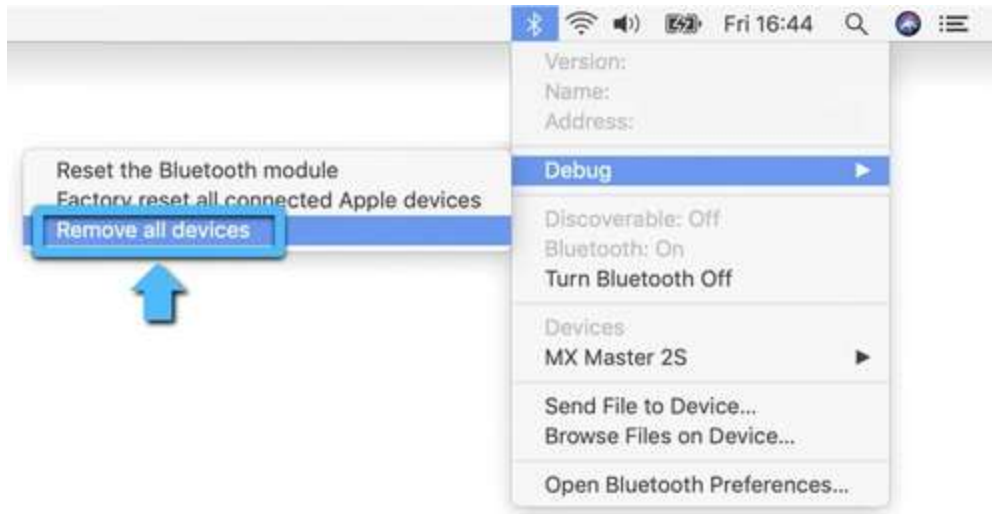
1. Make sure Bluetooth is enabled and that you can see the Bluetooth icon in the Mac Menu Bar at the top of the screen. (You'll need to check the box **Show Bluetooth in menu bar** in the Bluetooth preferences).



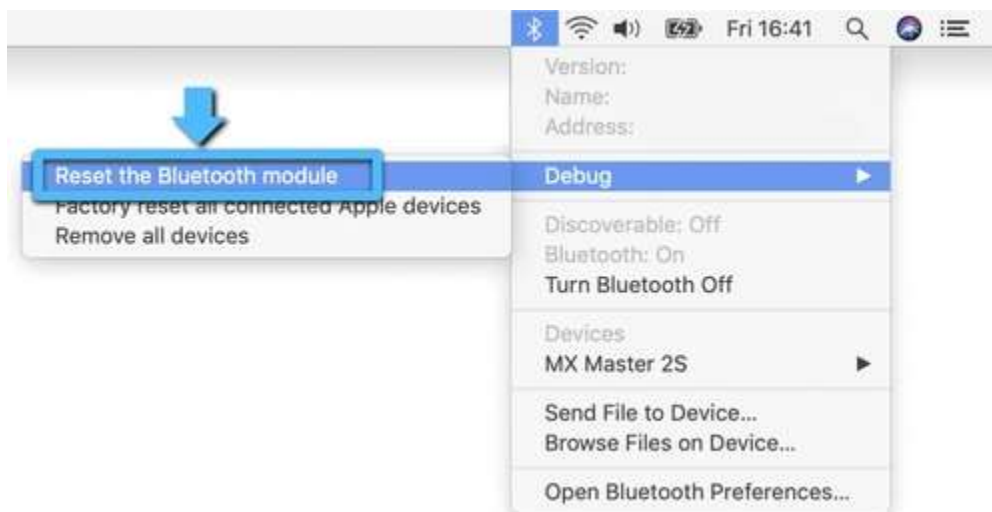
2. Hold down the **Shift** and **Option** keys, and then click the Bluetooth icon in the Mac Menu Bar.



3. The Bluetooth menu will appear, and you will see additional hidden items in the drop-down menu. Select **Debug** and then **Remove all devices**. This clears the Bluetooth device table and you'll then need to reset the Bluetooth system.



4. Hold down the **Shift** and **Option** keys again, click on the Bluetooth menu and select **Debug > Reset the Bluetooth Module**.



5. You will now need to repair all your Bluetooth devices following standard Bluetooth pairing procedures.

To re-pair your Logitech Bluetooth device:

NOTE: Make sure all your Bluetooth devices are on and have enough battery life before you re-pair them.

When the new Bluetooth Preference file is created, you'll need to re-pair all your Bluetooth devices with your Mac. Here's how:

1. If the Bluetooth Assistant starts up, follow the onscreen instructions and you should be ready to go. If the Assistant doesn't appear, go to Step 3.

2. Click **Apple** > **System Preferences**, and select the Bluetooth Preference pane.
3. Your Bluetooth devices should be listed with a Pair button next to each unpaired device. Click **Pair** to associate each Bluetooth device with your Mac.
4. Check to see if the Logitech Bluetooth device is working. If not, go to the next steps.

Delete your Mac's Bluetooth Preference List

The Mac's Bluetooth Preference List may be corrupted. This preference list stores all the Bluetooth devices pairings and their current states. If the list is corrupted, you'll need to remove your Mac's Bluetooth Preference List and re-pair your device.

NOTE: This will delete all pairing for your Bluetooth devices from your computer, not just Logitech devices.

1. Click **Apple** > **System Preferences**, and select the Bluetooth Preference pane.
2. Click **Turn Bluetooth Off**.

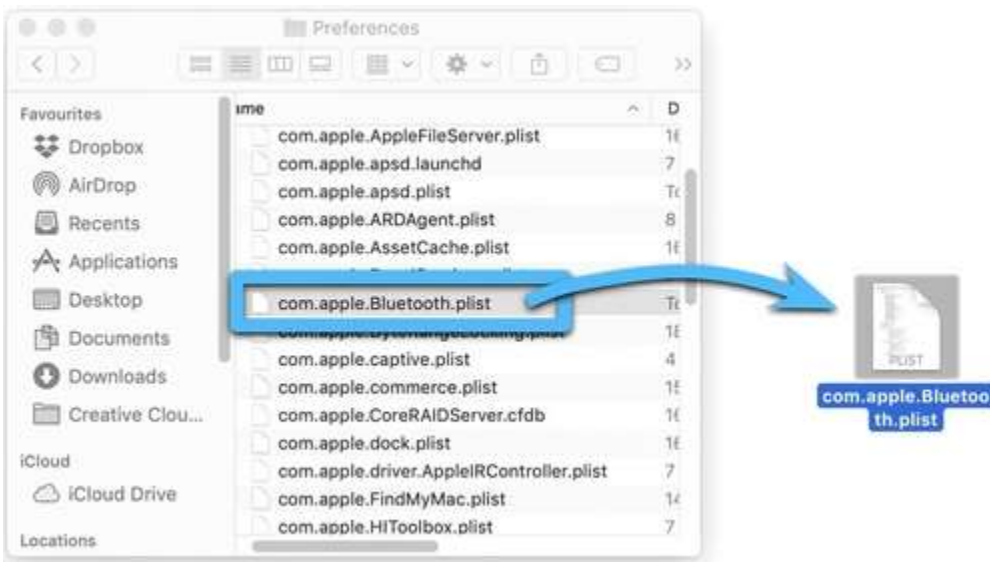


3. Open a Finder window and navigate to the /YourStartupDrive/Library/Preferences folder. Press **Command-Shift-G** on your keyboard and enter **/Library/Preferences** in the box.

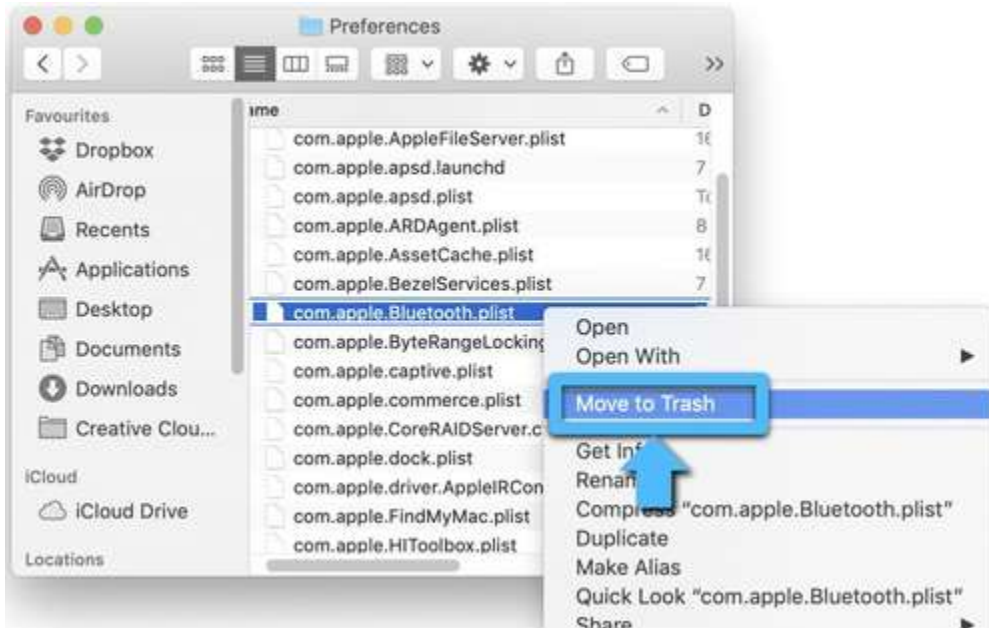


Typically this will be in **/Macintosh HD/Library/Preferences**. If you changed the name of your startup drive, then the first part of the pathname above will be that [Name]; for example, [Name]/Library/Preferences.

4. With the Preferences folder open in the Finder, look for the file called **com.apple.Bluetooth.plist**. This is your Bluetooth Preference List. This file could be corrupted and cause problems with your Logitech Bluetooth device.
5. Select the **com.apple.Bluetooth.plist** file and drag it to the desktop.
NOTE: This will create a backup file on your desktop if you ever want to go back to the original setup. At any point, you can drag this file back to the Preferences folder.




6. In the Finder window that is open to the /YourStartupDrive/Library/Preferences folder, right-click the **com.apple.Bluetooth.plist** file and select **Move to Trash** from the pop-up menu.



7. If you are asked for an administrator password to move the file to the trash, enter the password and click **OK**.
8. Close any open applications, then restart your Mac.
9. Re-pair your Logitech Bluetooth device.

- **+Connect your device to a Logitech USB receiver**

NOTE: You can connect your device with a Unifying receiver other than the one included with your product. You can determine if your Logitech devices are Unifying by this logo: 

If you have purchased a spare USB receiver or have a USB receiver a spare receiver, and want to connect a device to the receiver, here's how:

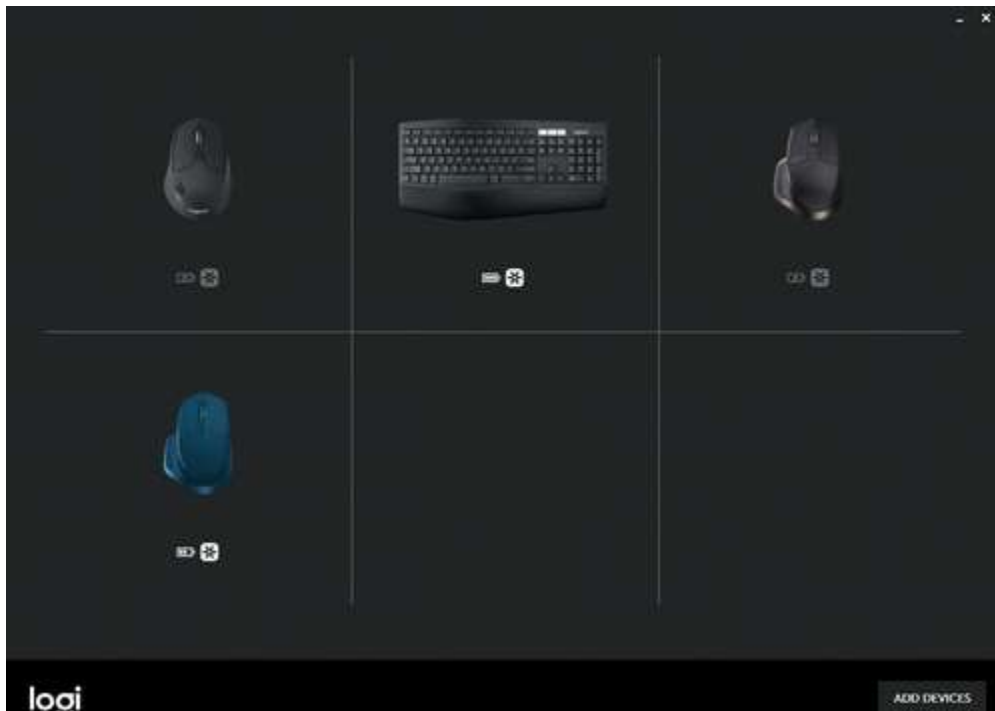
1. Plug the Unifying receiver into a USB port on your computer.
2. Press the connect button on the bottom of the mouse.



3. Run the Unifying software to pair your device to the receiver and follow the instructions on your screen. If you don't have the Logitech Unifying software, you can [download](#) it.

- **+Device does not appear in Logitech Options**

Your devices using Logitech Options are displayed in the Logitech Options interface as shown:



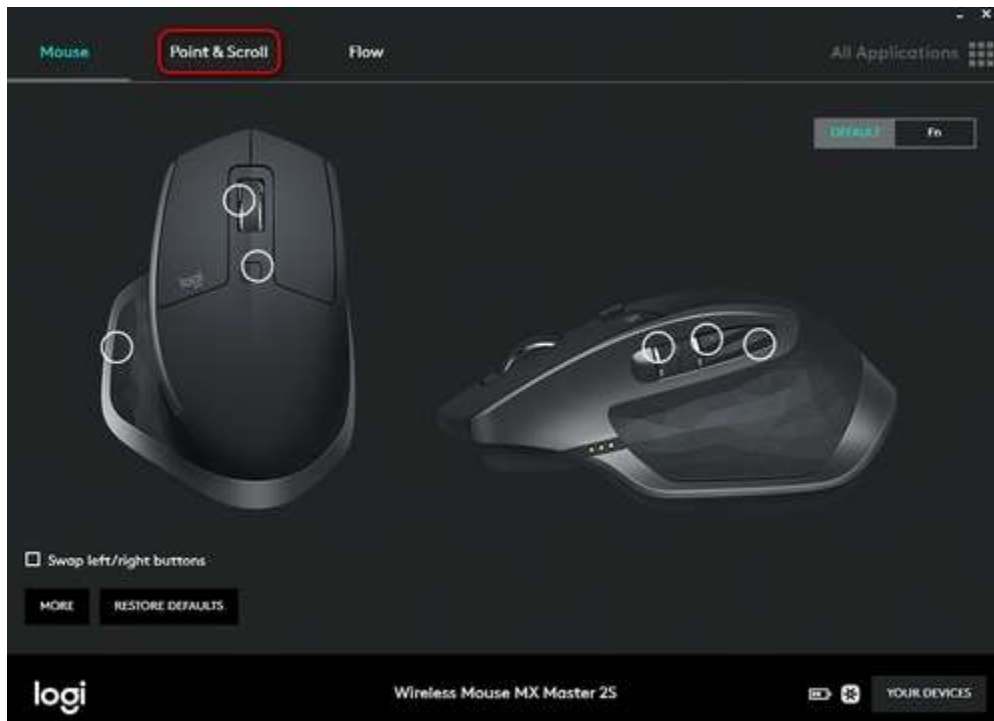
If your device does not appear, check the following:

- Your device could be OFF or the battery has been completely drained. Please turn on your device and make sure that the battery has sufficient charge. See [Mouse battery status indicators](#) for more information on checking your battery status.
- You may have an older version of Logitech Options installed. You can get the latest version from logitech.com/options.

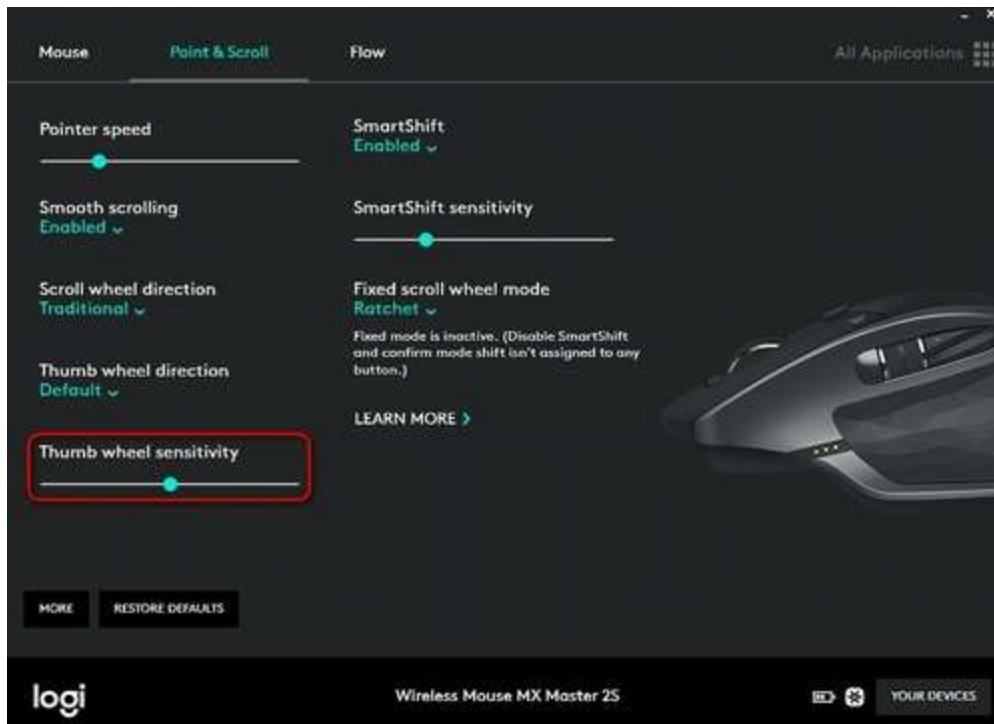
- **+Adjust thumb scroll wheel sensitivity using Logitech Options**

To adjust thumb scroll wheel sensitivity:

1. Open Logitech options.
2. If you have more than one product displayed in the Logitech Options window, select the mouse you want to set the sensitivity for.
3. Click the **Point & Scroll** tab.



4. In the **Point & Scroll** window, in the left pane, you'll see a slider for **Thumb wheel sensitivity**.



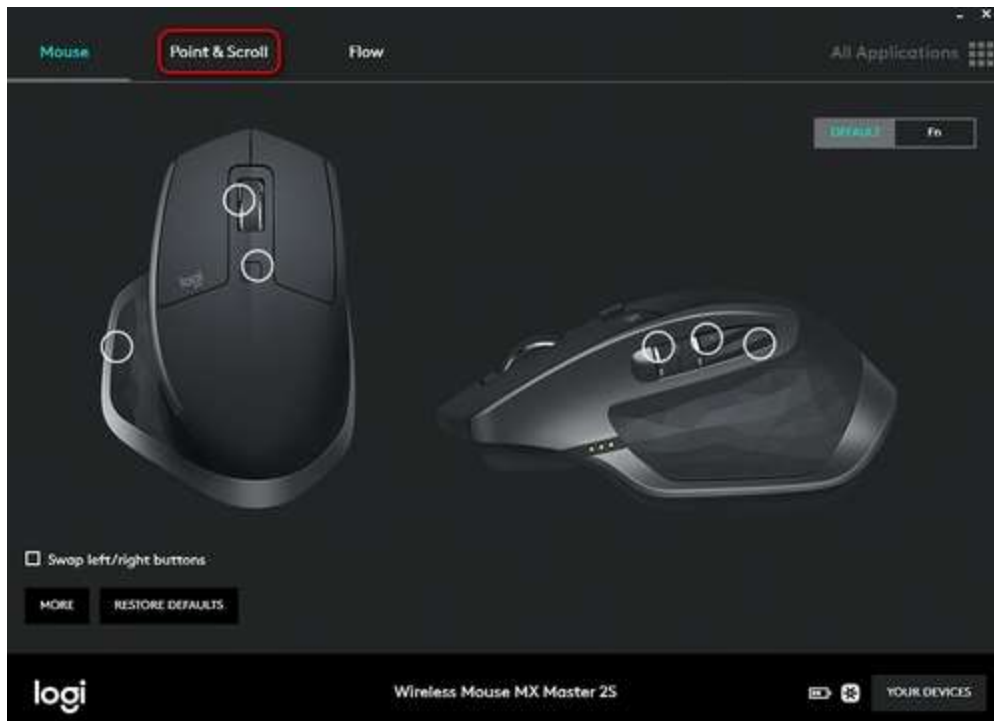
5. Move the slider to the left or right to change the speed at which your thumb wheel scrolls horizontally.

- **+Resolve scrolling issues with the MX Master 2S**

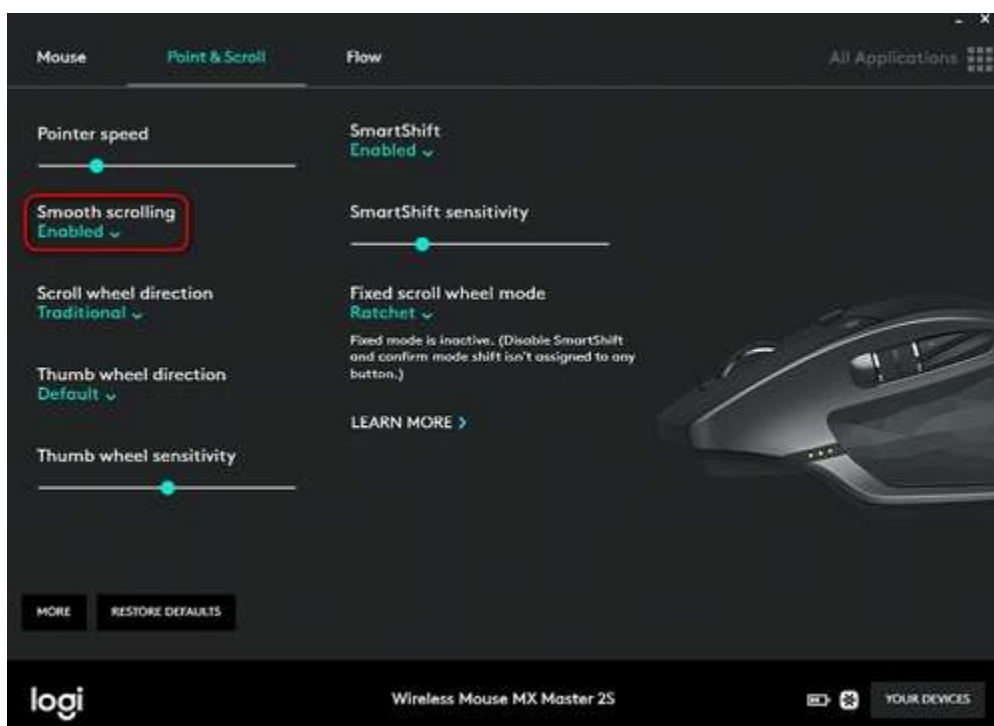
If you are experiencing scrolling issues, we recommend that you open Logitech Options and disable Smooth Scrolling.

To disable Smooth Scrolling:

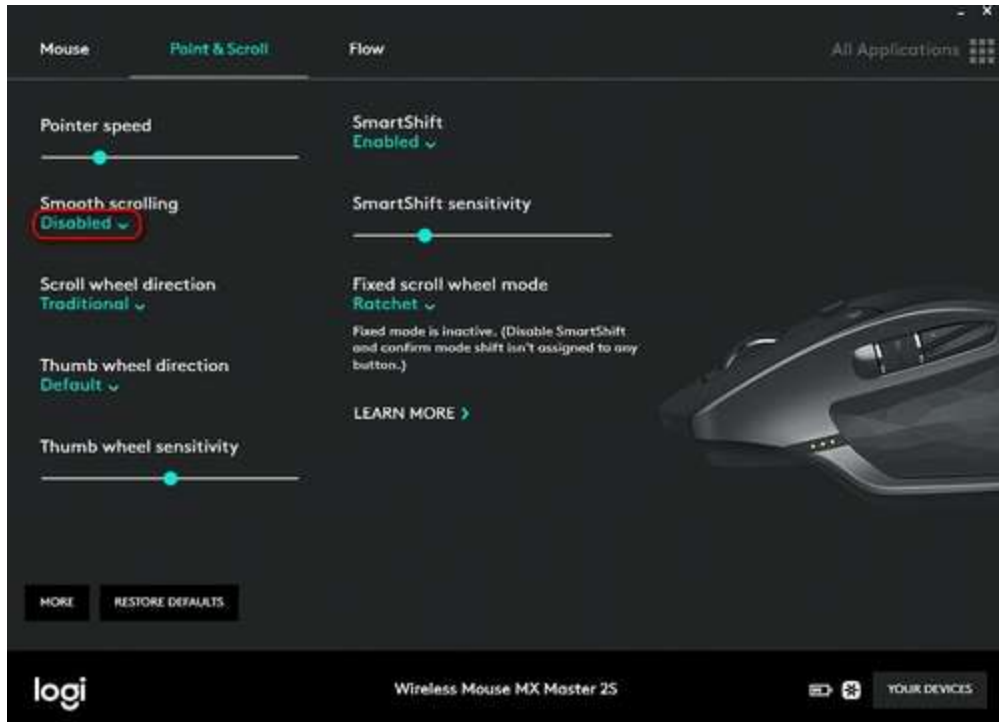
1. Open Logitech Options.
2. Click the **Point & Scroll** tab.



3. In the left pane, under Smooth scrolling, click the drop-down arrow next to **Enabled**.



4. Select **Disabled**. Your change is automatically saved.



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- **+Unifying devices not detected after updating to macOS 10.12.1 Sierra**

After you update from macOS 10.12 Sierra to macOS Sierra 10.12.1, Logitech Options software may not detect supported Unifying devices on some computers.

To fix this issue, unplug the Unifying receiver and then plug it back into the USB port. If Logitech Options still doesn't detect the device, you may also need to reboot your computer.

- **+Check for Bluetooth Low Energy support**

There are two ways to check if your computer supports Bluetooth Low Energy (also called Bluetooth 4.0 or later):

- [Use Logitech Options Software to check](#)
- [Check directly in the computer advanced settings \(experienced users\)](#)

Use Logitech Options Software to check

You can use Logitech Options to find out if your computer supports Bluetooth Low Energy technology. If you don't have Logitech Options software installed, you can [download](#) it.

After you've installed Logitech Options, open it, and in the lower right corner, click **Add Devices**. In the **Add a device** window, in the right pane under **Set up a Bluetooth device**, you should see a message letting you know whether or not your computer supports Bluetooth Smart devices.

If your computer doesn't support Bluetooth Low Energy, you can still use your device using Logitech's Unifying technology. Click **Add Unifying Device** and follow the on-screen instructions.

Check directly in the computer advanced settings

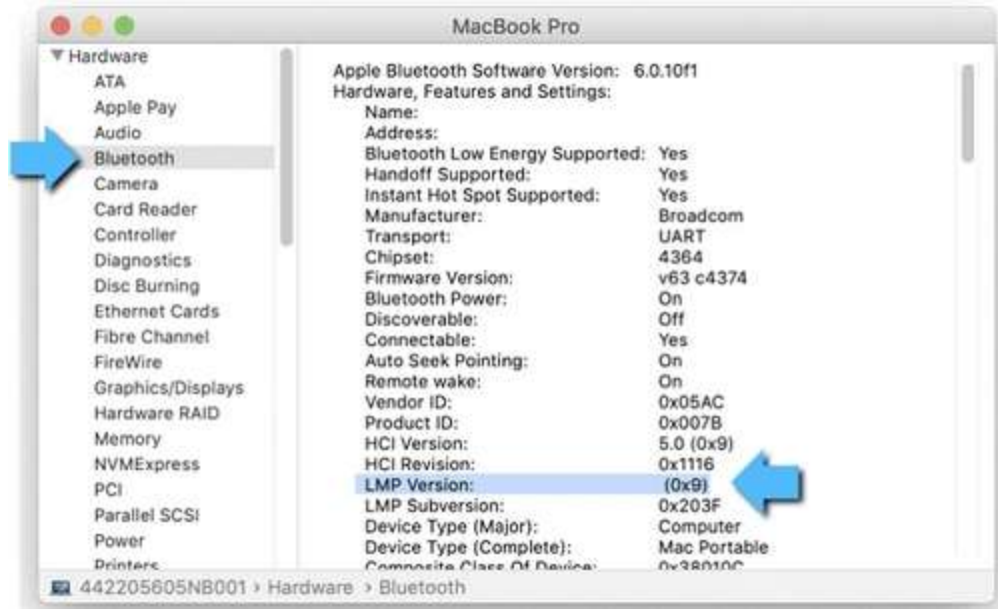
On a Mac

As a general rule, your Mac should support Bluetooth Low Energy (Bluetooth 4.0) if you have a:

- MacBook (early 2015 and later)
- MacBook Air (mid-2012 and later)
- MacBook Pro (mid-2012 and later)
- Mac mini (mid-2011 and later)
- iMac (late 2012 and later)
- Mac Pro (late 2013 and later)

You can also check in the advanced settings:

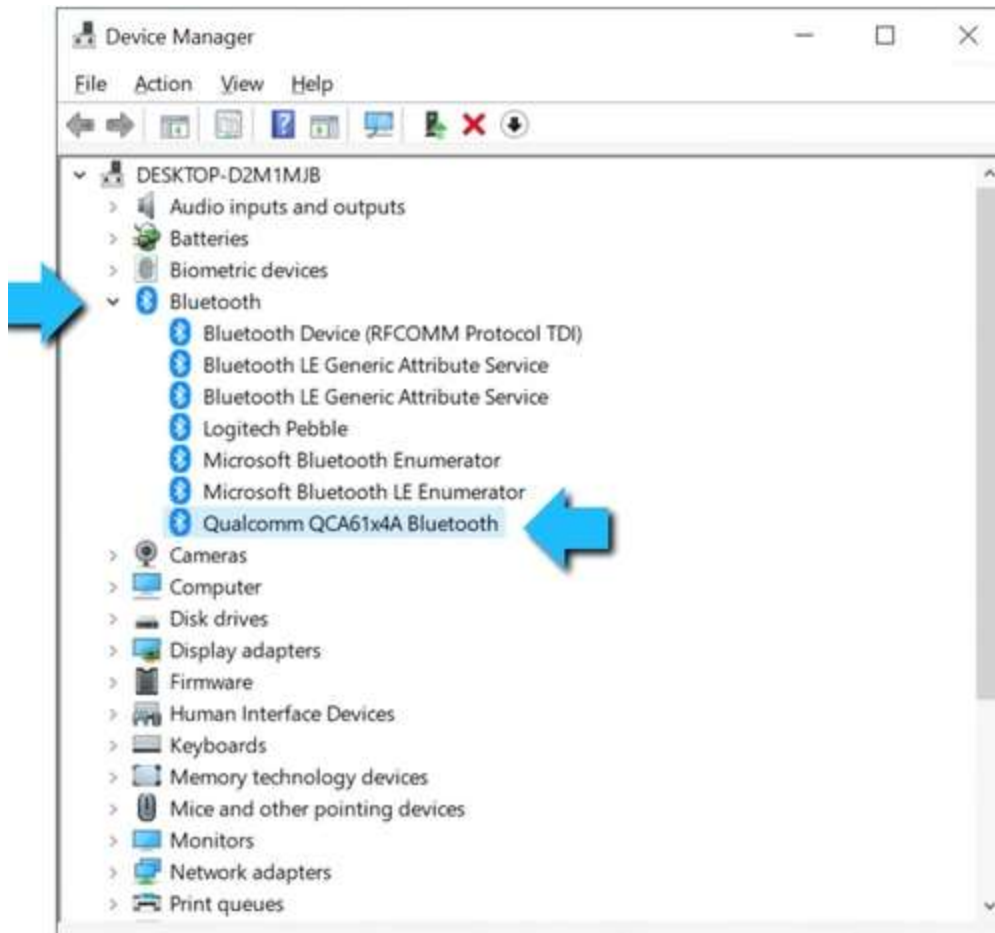
- Go to **Apple Menu > About This Mac > System Report**
- Click on **Hardware > Bluetooth**
- Check the **LMP Version**:
 - If the value is 4.0 (0x6) or greater then the Mac supports Bluetooth Low Energy.



LPM Version	Supports Bluetooth Low Energy (Bluetooth 4.0 or later)
2.0 (0x3)	No
2.1 (0x4)	No
3.0 (0x5)	No
4.0 (0x6)	Yes
4.1 (0x7)	Yes
4.2 (0x8)	Yes
5.0 (0x9)	Yes
5.1 (0xa)	Yes

On Windows

- Go to the search box on the taskbar, type **Device Manager**, then select from the menu. In Device Manager, expand **Bluetooth**, right-click on the Bluetooth wireless adapter (ex. “Qualcomm QCA61x4 Bluetooth” or “Intel(R) Wireless Bluetooth”), and then click **Properties**.



- In the Properties window, click the **Advanced** tab. In Firmware, if the LMP number is 6 or greater than 6 (ex. here 8) then the PC supports Bluetooth Low Energy.



- **+Add a device to an Easy-Switch channel**

If you wish to add another device to the Easy-Switch channel on your device, but you've already used all of the channels, you'll need to remove one of the devices first. Do the following to remove a device and add a new one:

1. Press and hold the Easy-Switch button for three seconds to delete the previous setting on the channel.
2. When the LED light starts blinking rapidly, the channel is in pairing mode.
3. Connect your device using [Bluetooth](#) or the [Unifying](#) receiver.

- **+How to customize mouse buttons with Logitech Options**

You can use Logitech Options software to:

- [Customize the buttons on your mouse](#)
- [Adjust how your mouse moves](#)

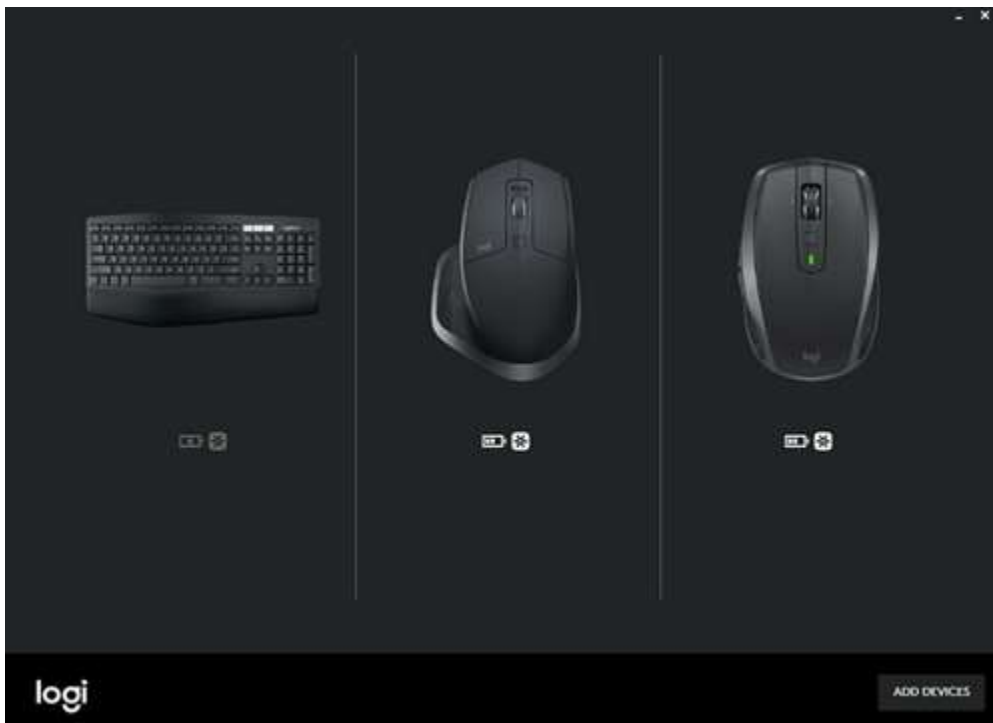
You can get Logitech Options software from your product's [Download](#) page.

Customize the mouse buttons

NOTE: Your customizable options and settings will vary depending on the mouse you have connected.

To change the specific function or task assigned to a mouse button:

1. Launch Logitech Options: **Start > Programs > Logitech > Logitech Options.**
2. If you have more than one device that uses Logitech Options, click on the mouse you want to configure.



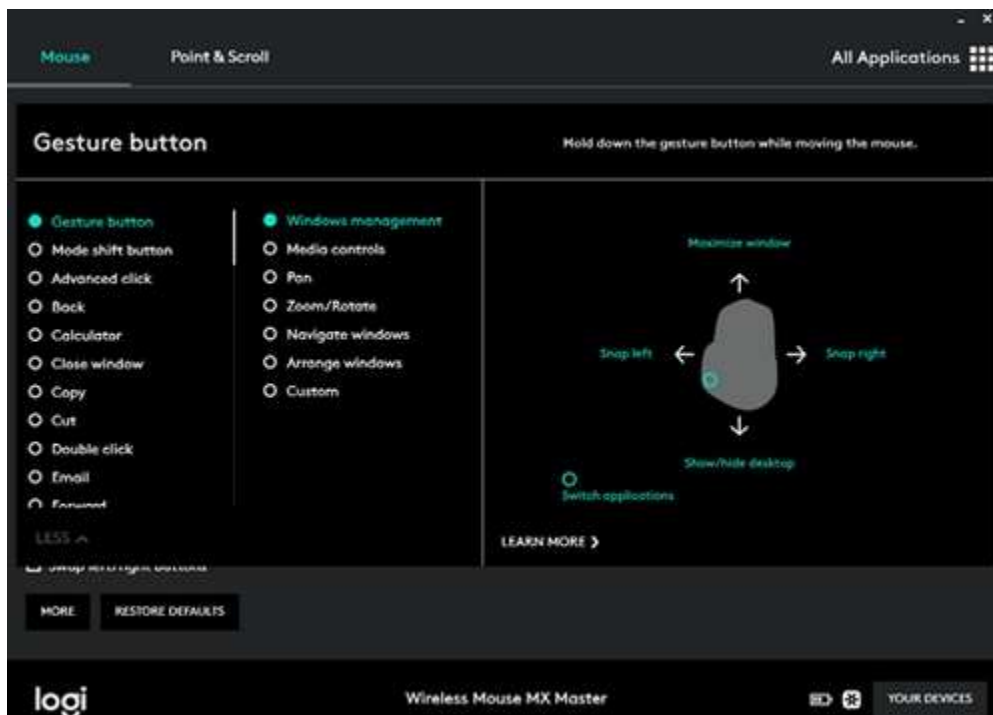
3. In the upper left of the window, click on the **Mouse** tab and then click on the button you would like to customize:
 - [Gesture button](#)
 - [Manual shift button \(Mode shift\)](#)
 - [Middle button](#)
 - [Thumb Wheel \(horizontal scroll\)](#)
 - [Forward and back buttons](#)



Gesture button

You can use the Gesture button to manage Windows, control media (ex. volume up and volume down), pan, zoom and rotate, navigate and arrange windows (ex. maximize/minimize), and assign other custom settings. To perform a gesture, hold down the Gesture button and then move the mouse up or down, left or right.

NOTE: The default assignment for this button is **Windows management**.

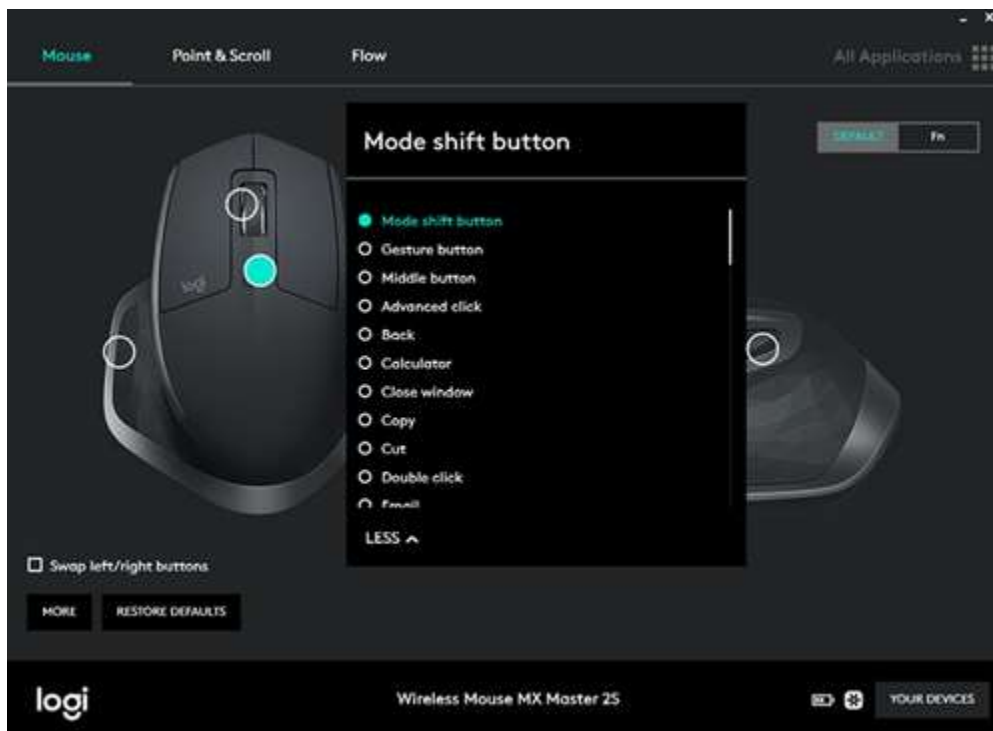


When you're done configuring the button, click anywhere below the Gesture button menu. Your changes are automatically saved.

Manual shift button (Mode shift)

By default, the Mode shift button lets you switch between SmartShift modes. When SmartShift is

enabled, you can use the scroll wheel in either ratchet mode or hyper-fast spin mode. See [Adjusting your mouse movements](#) for more information. You can also assign a different action to the Mode shift button if you wish.

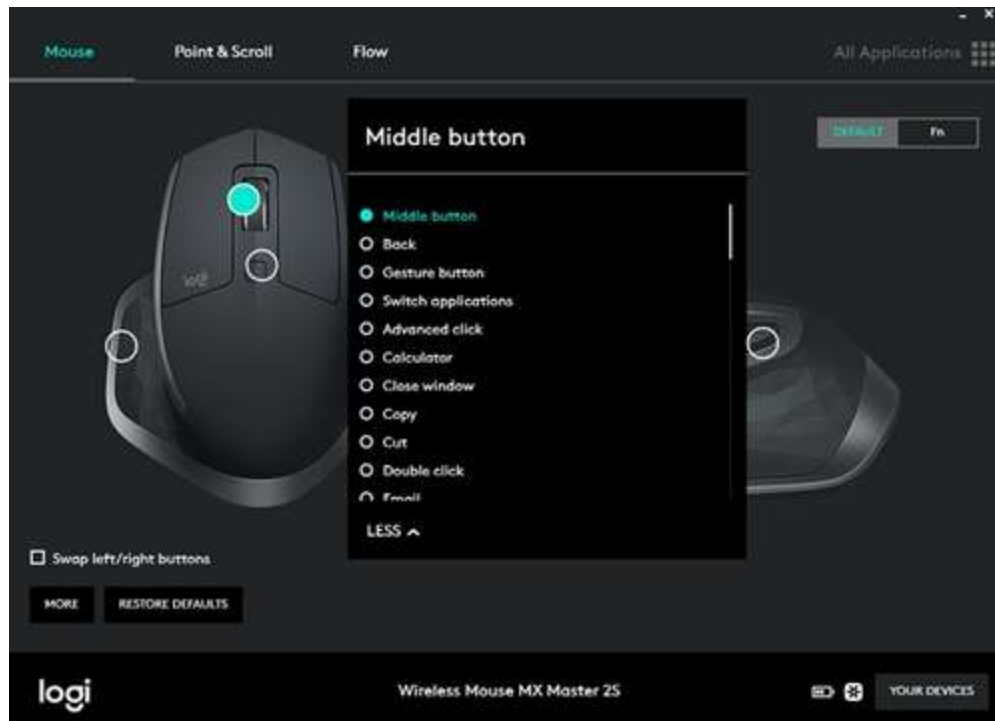


NOTE: Click **More** and then scroll down to see the full list of available settings.

Speed-adaptive control wheel (Middle button)

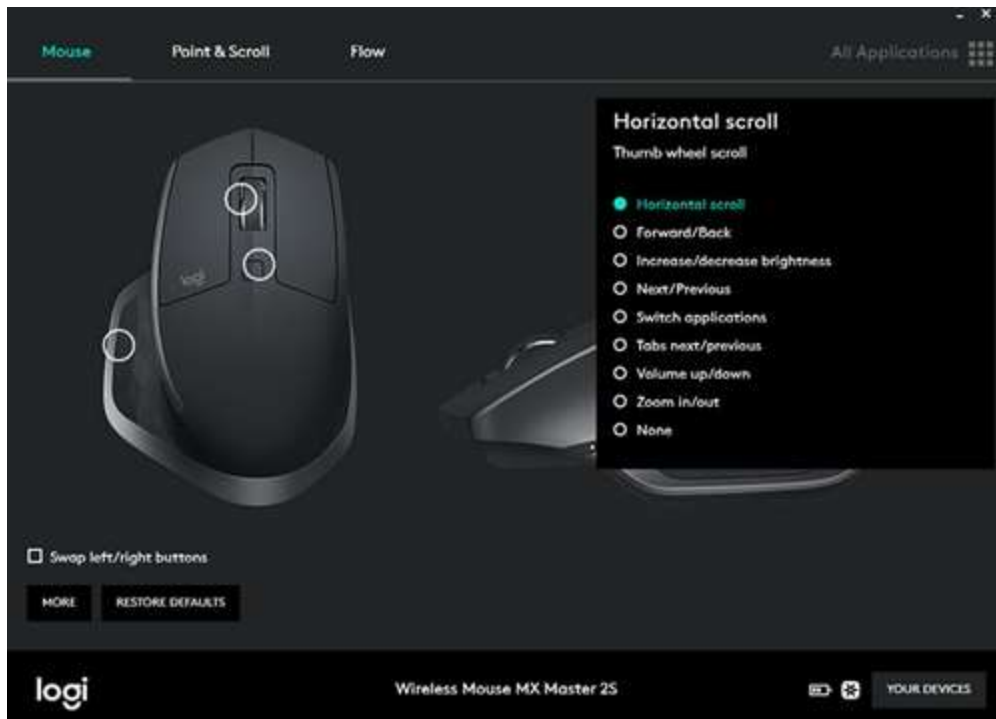
In addition to using the control wheel for scrolling, you can also assign functions to it, just as with any other button. For example, if you assign the action “Close window”, when you press the scroll wheel, the current window will close. The default setting for the control wheel is **Middle button**.

To fine-tune how your scroll wheel works and feels, see [Adjusting your mouse movements](#).



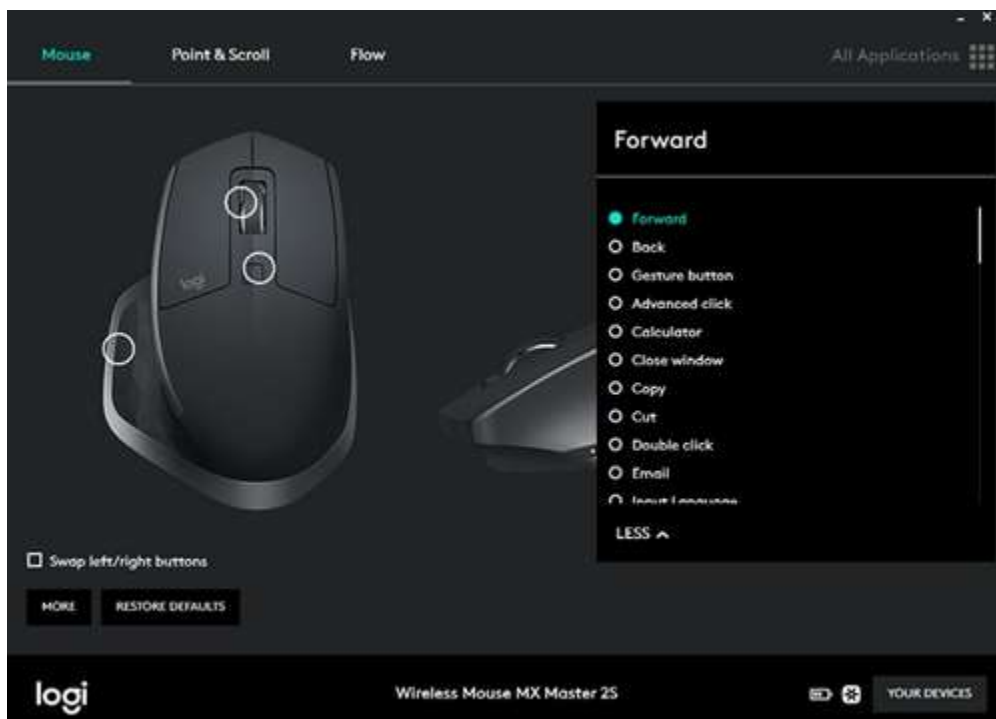
Thumb Wheel (Horizontal scroll)

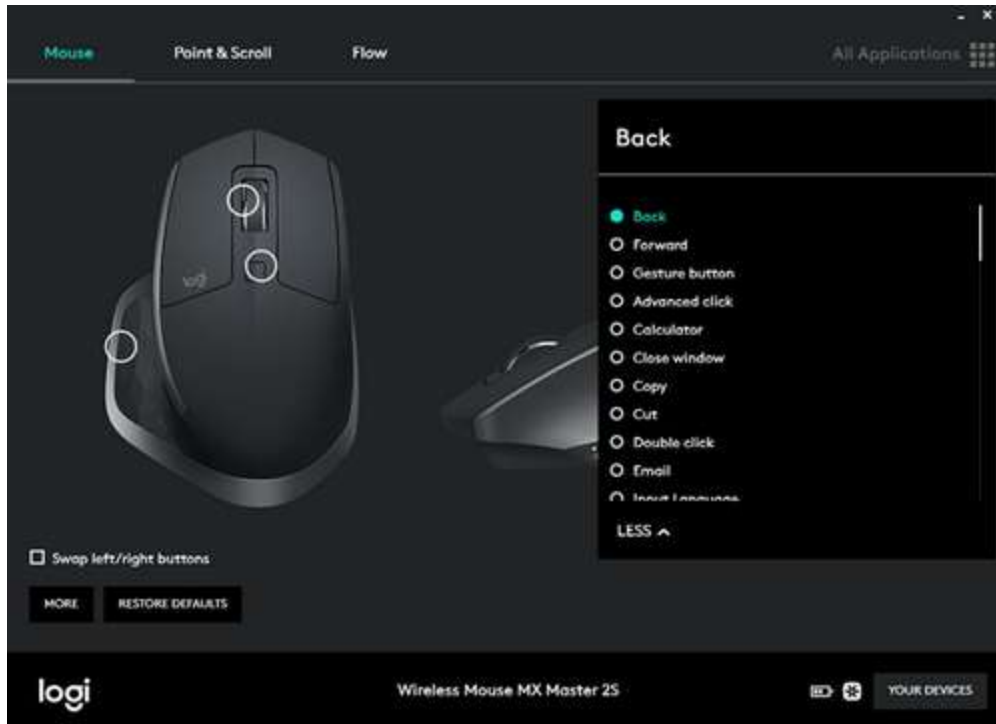
The Thumb wheel is located on the side of the mouse. You can use the wheel for horizontal scrolling and adjust the scroll speed. Or, you can assign a different task to the wheel, such as controlling the screen brightness or turning the volume up and down. The default setting is **Horizontal scroll**.



Forward and back buttons

The forward and back buttons help you to navigate through web or document pages. Or, you can configure the buttons to zoom in or out, assign a keystroke to a button, or select from other options in the list.

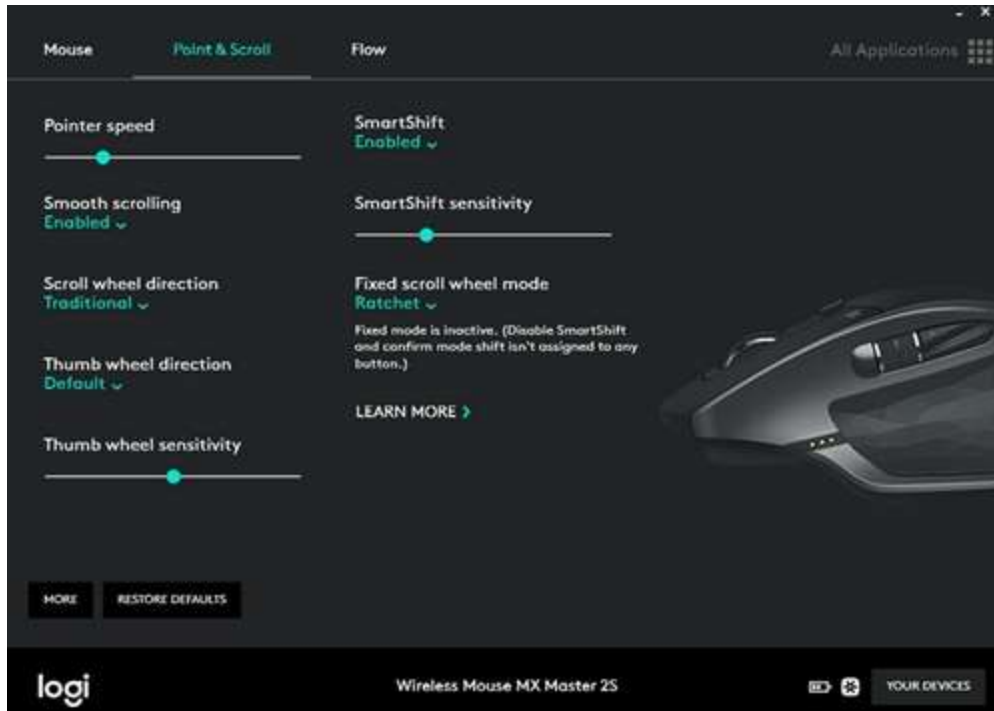




Adjusting your mouse movements

To change your pointer speed, enable or disable SmartShift, and access other scroll settings:

1. Open Logitech Options
2. If you have more than one device that uses Logitech Options, click on the image for Wireless Mouse MX Master.
3. Click the **Point & Scroll** tab.



4. Use the sliders to adjust speed and SmartShift sensitivity. You can also change the direction of the scroll and thumb wheel, and set the scroll wheel to Ratchet or Freespin:
 - Ratchet — use for precise navigation of items or lists
 - Freespin — use to quickly navigate through long documents and web pages

NOTE: When SmartShift is enabled, your mouse will automatically switch between Freespin and Ratchet modes. Otherwise, you can press the Mode shift button to change modes.

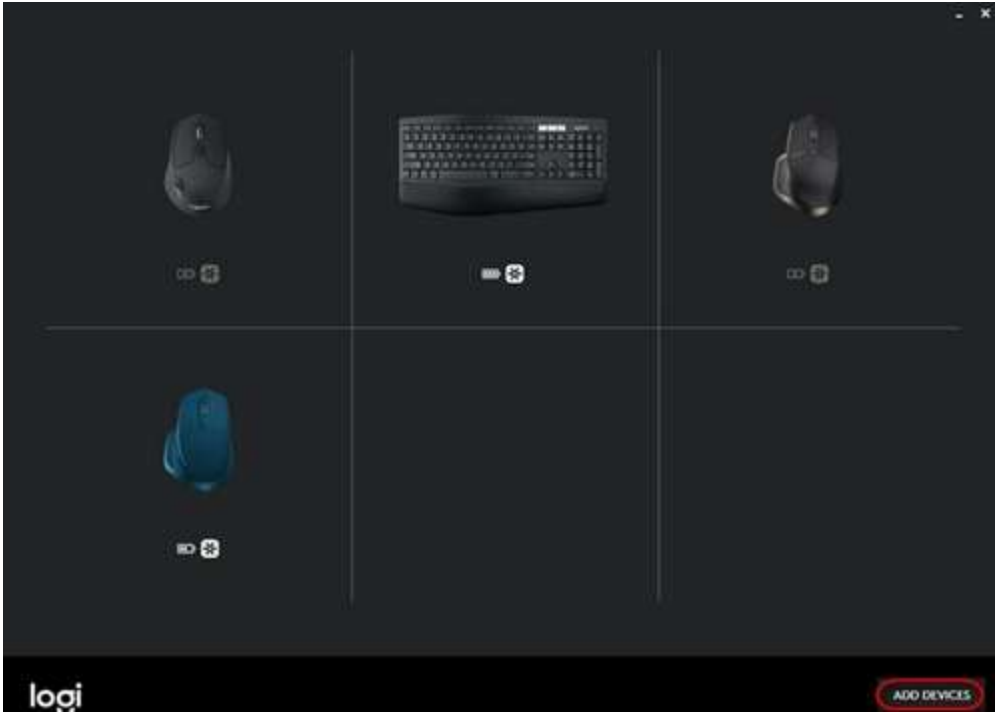
- **+Connectivity range of the Unifying receiver**

The connectivity range for your mouse is 10 meters (33 feet) from the Unifying receiver. Moving the mouse closer will improve connectivity.

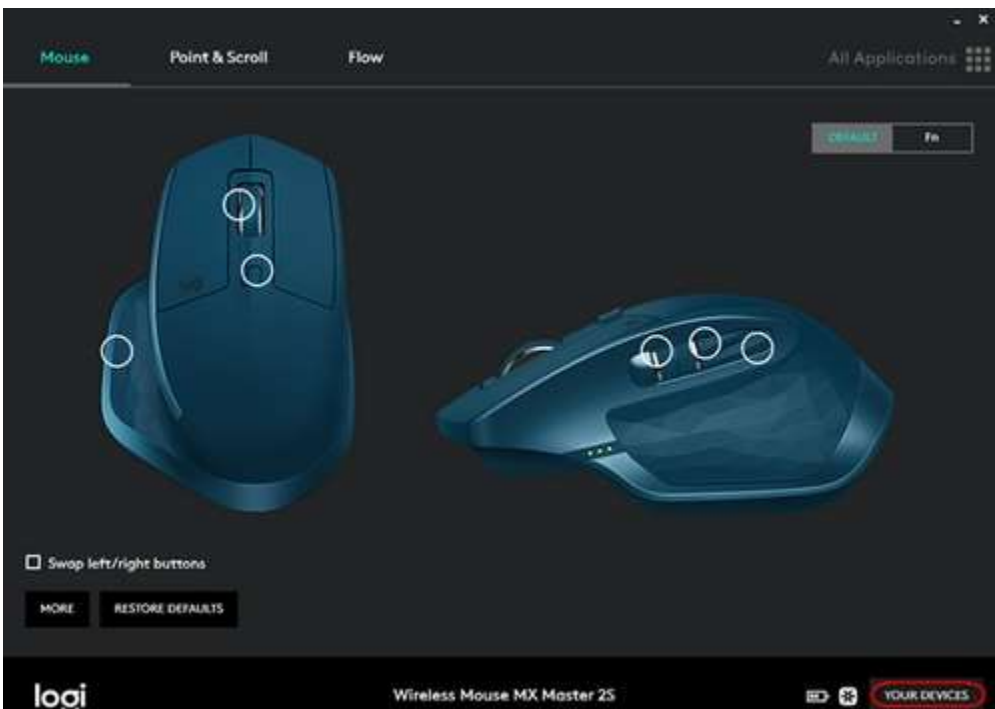
- **+How to add a new Logitech device with Logitech Options**

To add a new Logitech device:

1. Open Logitech Options.
2. If this is the first device to pair with your Unifying receiver, click **Add Devices**.



3. If you already have one or more devices paired, click **Your Devices** in the bottom right corner of the window, and then **Add Devices**.



4. Follow the on-screen instructions to finish connecting your device.

- **+Mouse battery status indicators**

Your mouse uses LED lights to indicate battery status. When you turn the mouse on, the LEDs light up to let you know the battery status and then turn off to conserve battery power.

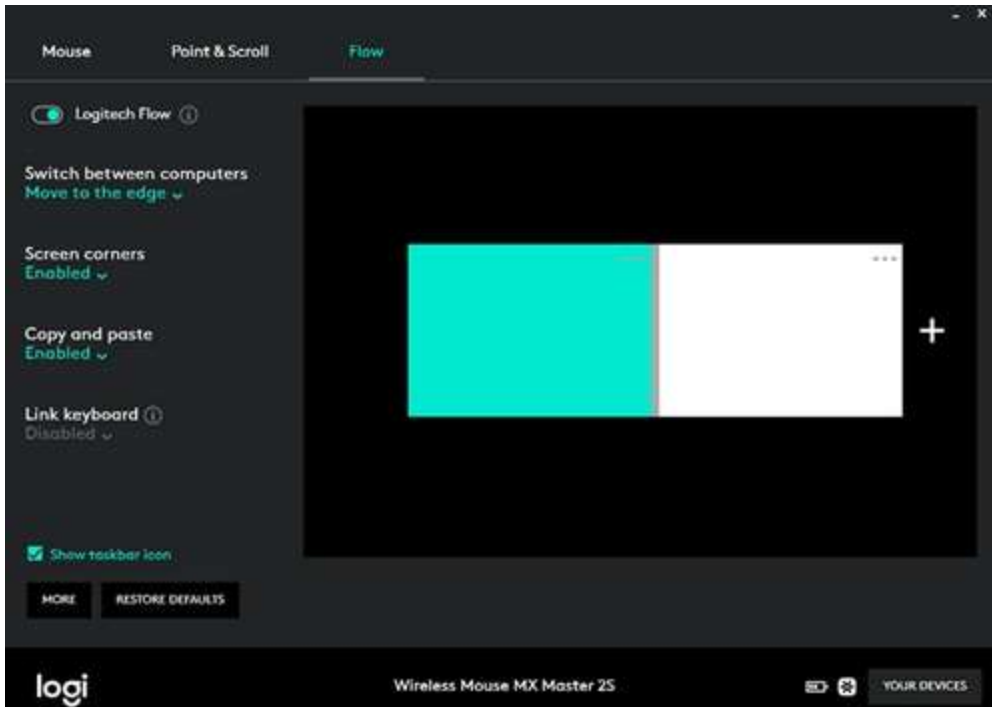
LEDs	Description
Three green	100% Charge
Two green	66% Charge
One green	33% Charge
One red	10% Charge

You can also use Logitech Options to receive battery status notifications, including low charge warnings. If you don't have Logitech Options, you can get it from your product's Download page.

- **+Customize desktop layout with Logitech Flow**

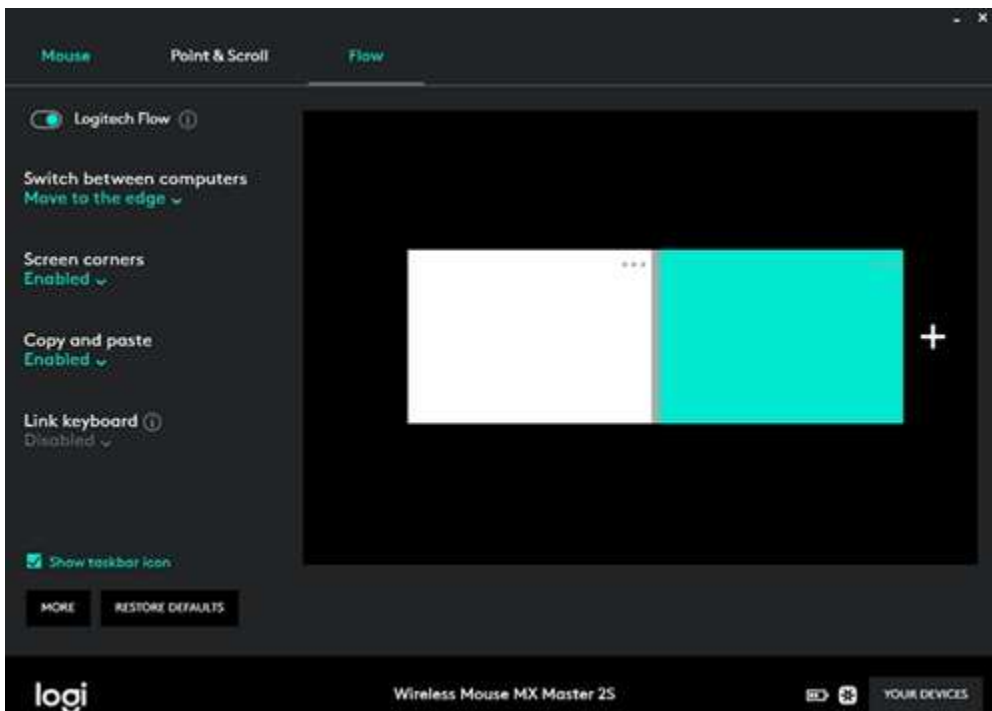
You can customize the layout of your computers in Logitech Flow. Here's how:

1. Open Logitech Options and select the **Flow** tab.
2. Rearrange your computer setup to match your desktop layout by dragging the screens displayed in the right panel and dropping them to the desired position.



NOTE: Logitech Flow supports two or three computers.





3. To switch how your mouse flows to the other screen, click on the blue screen and drag it to the right until the white screen is on the left, as shown below.







- **+Determine if Logitech Flow is enabled**

The status icon lets you quickly know the status of your Logitech Flow setup and transfer progress. It also allows you to quickly disable and re-enable Logitech Flow. The icon will change depending on the current status:

PC Status Icons

			
Logitech Flow is enabled and the mouse is connected to this computer.	Logitech Flow is enabled and the mouse is connected to another computer.	Logitech Flow is disabled. You won't be able to automatically switch or transfer content across computers.	Logitech Flow encountered a problem and is not working properly. Check to make sure your computers are connected to the same network.

Mac Status Icons

			
Logitech Flow is enabled and the mouse is connected to this computer.	Logitech Flow is enabled and the mouse is connected to another computer.	Logitech Flow is disabled. You won't be able to automatically switch or transfer content across computers.	Logitech Flow encountered a problem and is not working properly. Check to make sure your computers are connected to the same network.

- **+Move from one screen to another with Logitech Flow**

There are a couple of ways to switch between computers:

- Move your mouse to the edge of your screen to the right (or left if you have changed the order of your screens), and you should automatically flow over into the screen of your second computer.
- Hold the **Ctrl** key on your keyboard and move the mouse cursor to the edge of the screen. See [Control screen switching with Logitech Flow](#) for more information.