

FAQ

Logitech Options and Logitech Control Center macOS message: Legacy System Extension

If you are using Logitech Options or Logitech Control Center (LCC) on macOS you may see a message that legacy system extensions signed by Logitech Inc. will be incompatible with future versions of macOS and recommending to contact the developer for support. Apple provides more information about this message here: [About legacy system extensions](#).

Logitech is aware of this and we are working on updating Options and LCC software to ensure we comply with Apple's guidelines and also to help Apple improve its security and reliability.

The Legacy System Extension message will be displayed the first time Logitech Options or LCC loads and again periodically while they remain installed and in use, and until we have released new versions of Options and LCC. We do not yet have a release date, but you can check for the latest downloads

Scrolling issues with Windows 8.1 Consumer Preview version

Initial testing with Windows 8.1 Consumer Preview version reveals a scrolling issue with IE11 and Windows 8 apps, as well as on the Windows Start screen itself:

Moderate to fast scrolling can become unresponsive until you stop scrolling. Then, the page will jump a long distance, usually to either the beginning or the end.

We're working with Microsoft to resolve this issue.

As a workaround, you can modify your scrolling settings in IE11. Here's how:

Launch IE11.

Open Internet Options and select the Advanced tab.

In the Browsing section, clear "Use smooth scrolling".

In the Security section, clear "Enable Enhanced Protected Mode", and then click OK.

Restart your computer.

Cleaning your Logitech device

Logitech recommends that you clean your Logitech device on a regular basis, either daily, weekly or monthly, especially if you have a light colored device.

In the event your Logitech device needs cleaning we have some recommendations.

Warning! Don't use bleach, acetone/nail polish remover, strong solvents or abrasive cleaning products. Logitech does not recommend using any of these, although strong solvents or abrasives, such as degreasers, may help remove tough stains. Please consult the cleaning product instructions and guidelines before use, as damage can occur to your Logitech product if used incorrectly. If you do choose to use bleach, acetone/nail polish remover, strong solvents, or abrasives Logitech is not liable for any damage that may occur and any damage would be considered out of warranty.

Before You Clean

If your device is cabled, please unplug your device from your computer first.

If your device has user-replaceable batteries, please remove the batteries.

Be sure to switch off your device and then wait 5-10 seconds before starting to clean.

Don't put cleaning liquids directly on your device.

For devices that are not waterproof, please keep moisture to a minimum and avoid any liquid dripping or seeping into the device

When using cleaning sprays, spray the cloth and wipe — do not spray the device directly. Never submerge the device in a liquid, cleaning or otherwise.

Don't use bleach, acetone/nail polish remover, strong solvents, or abrasives

Wireless product not working properly when also using a USB 3.0 device

When using a USB 2.0 2.4GHz wireless peripheral device (such as a mouse, keyboard, or headphones) with a PC that also has a USB 3.0 peripheral device plugged in, you may experience erratic operation caused by interference. This is especially likely to happen when using USB 3.0 remote hard drives or flash drives.

This interference may result in:

Delayed response to mouse or keyboard inputs

Missing keyboard characters or mouse commands

Decreased operating distance between the USB 2.0 wireless device and its receiver

There are some techniques that can help early adopters of USB 3.0 to mitigate potential problems with their existing 2.4GHz wireless devices:

If your PC has multiple USB 2.0 connectors available, separate your USB 3.0 and USB 2.0 receivers by as much distance as possible. For example, if your PC has a choice of USB 2.0 connectors, use the one on the opposite side of the PC from the USB 3.0 connector.

Position your USB 2.0 receiver as close as possible to your wireless peripheral (mouse, keyboard, headphones, etc.).

Use a standard, USB-extender cable to position your USB 2.0 wireless receiver as far away as possible from your USB 3.0 connector.

A USB-extender cable is available for Logitech customers who are experiencing this problem ([click here](#) for more information).

NOTE: A USB 3.0 connector sometimes referred to as Super Speed USB or SS, normally has a blue plastic insert in the connector. Unlike a USB 2.0 connector which has 4 pins within the connector, a USB 3.0 connector has 9 pins.

Move your USB 2.0 wireless receiver to the opposite side of your computer:

Make sure your USB 2.0 wireless receiver is in the USB 2.0 connector closest to your wireless peripheral:

Use a USB extended cable to position your wireless receiver as far away from your USB 3.0 peripheral as possible:

Operating distance for the M185 mouse

In an ideal environment, your mouse can operate up to 30 feet (10 meters) away from the receiver in a clear line of sight.

If you're not getting this distance, try these suggestions:

- Replace the battery/batteries or make sure your mouse or keyboard is fully charged.

- Move devices that emit radio waves or could cause radio interference away from your work area. (Examples: cell phones, radios, wireless routers, and microwaves.)

To determine if something in your environment is shortening the operating range, try using your device in a different environment to see if the distance improves. If it does, look for other possible sources of interference that you can remove from your work area.

Supported operating systems for the M185

The M185 is supported by these operating systems:

- Windows 7

- Windows XP

- Windows Vista

- Macintosh 10.5 +

- Linux Kernel 2.6+

NOTE: The M185 is not supported on Windows 98, Windows ME, Windows 2000, and UNIX.

M185 battery life and replacement

Battery Requirements:

- Requires 1 AA alkaline battery

- Expected battery life is up to 12 months (1 year)

Checking battery status

You can check the battery status for your mouse using the Logitech SetPoint mouse and keyboard software. See answer 360023241914 for instructions.

Installing New Battery

When you install the battery for your mouse, make sure it faces the correct direction

Extending battery life

Your mouse enters standby mode to conserve power when it's not in use. Here are some other ways you can help extend the battery life:

- Use only alkaline batteries. Non-alkaline batteries (such as NiMH or NiCd) operate at a lower voltage and may affect the battery life.

- Avoid using your mouse on dark or transparent surfaces, such as glass. These surfaces cause the optical sensor to use more power.

- Make sure replacement batteries are new and within the manufacturer's expiration date