

## 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.

[CLOSE](#)

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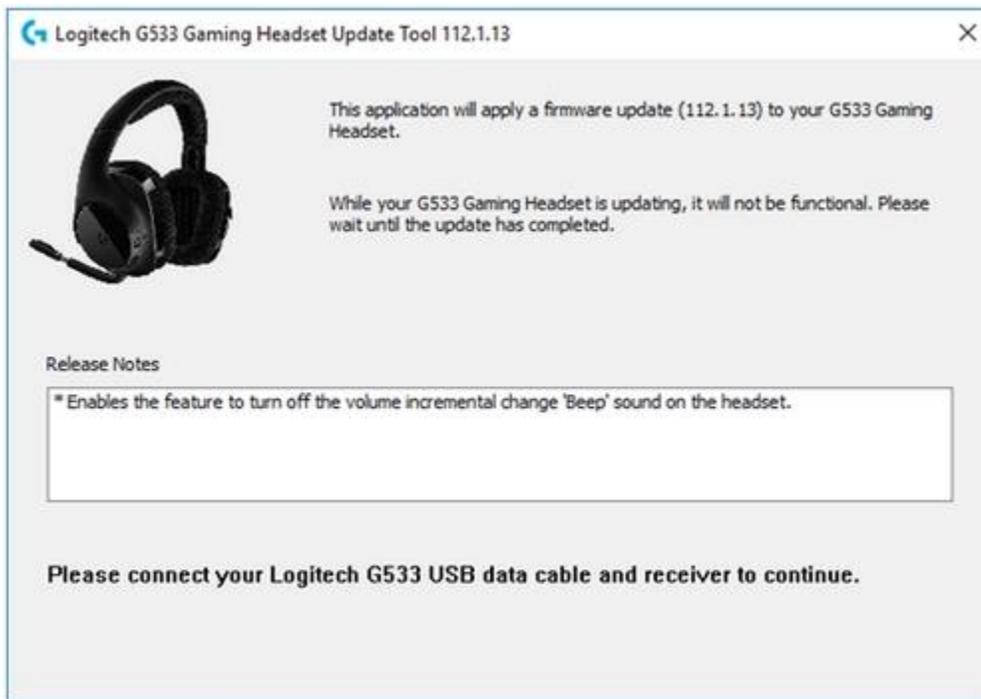
## Recover a non-responsive G533 gaming headset

If you have a G533 gaming headset that is not functioning at all (ex. does not charge, does not turn on, does not connect, etc.), try the following steps to recover the device:

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

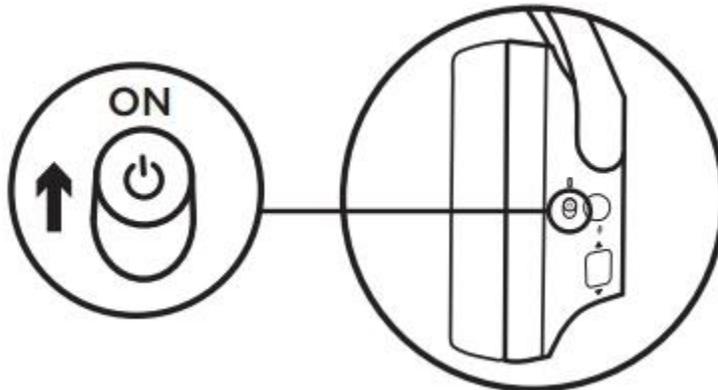


3. Navigate to C:\Program Files\Logitech Gaming Software\FWUpdate\G533 and double-click **G533Update\_v13.exe** to launch the firmware update. The following window appears:



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

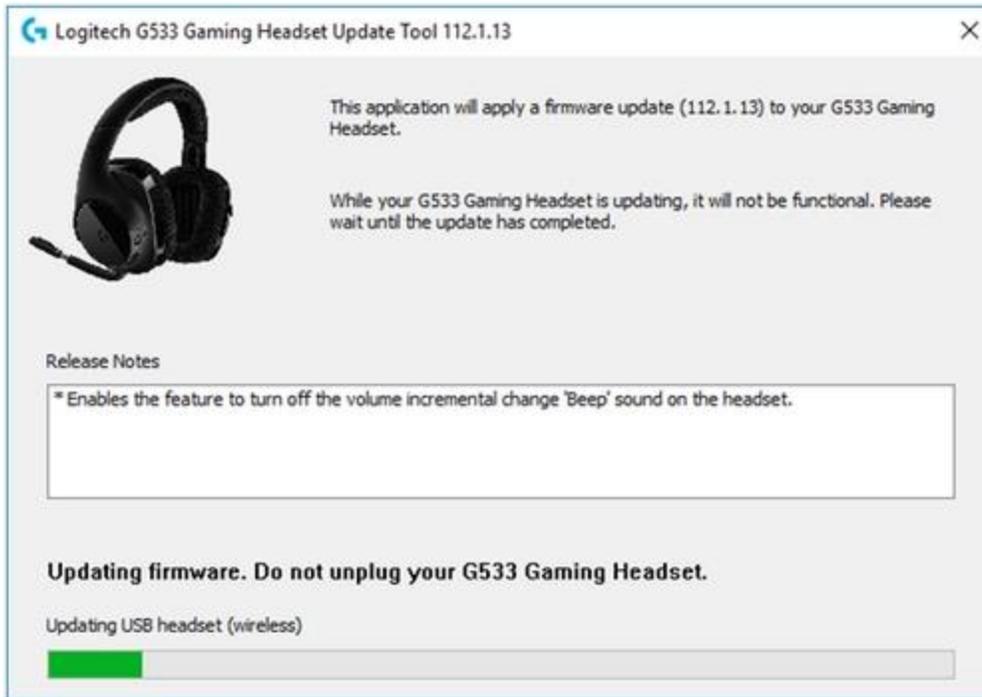
4. Securely connect the G533 gaming headset to a USB port on your computer using the supplied cable.
5. Slide the power switch upwards to the **ON** position.



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



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



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

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

## Logitech device stops responding in Windows

If you notice that your Logitech device stops responding (ex: the mouse or headset disconnects) after fixed intervals of time, then the problem may be related to the power management settings. Perform all of the steps in the two sections below to resolve the issue:

- [Change Universal Serial Bus controllers settings](#)
- [Disable USB selective suspend](#)

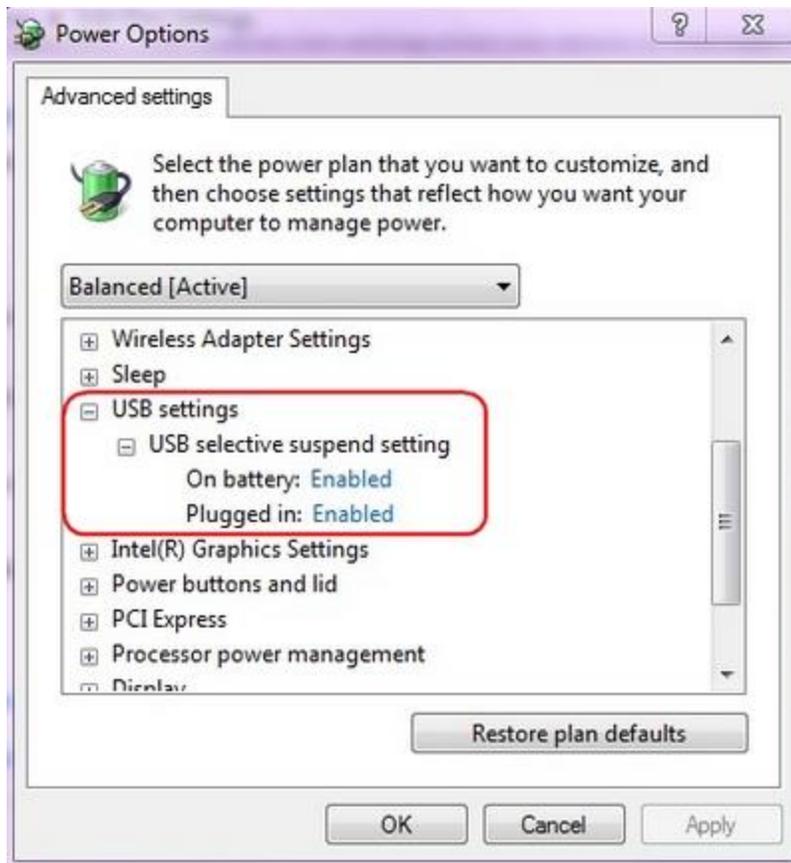
### Change Universal Serial Bus controllers settings

1. Click the Windows Start flag and type `device manager` in the search box. In the **Programs** list, click **Device Manager**. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
2. Click the arrow next to **Universal Serial Bus** controllers to expand the list, then right-click **USB Root Hub**, and click **Properties**.
3. In the **USB Root Hub Properties** window, click the **Power Management** tab. Uncheck **Allow the computer to turn off this device to save power** to disable the setting.

**NOTE:** Windows will reverse this setting when the device is unplugged from the USB port or the PC is restarted. To keep this from happening, follow the steps below so Windows will remember the power management setting.

### Disable USB Selective Suspend

1. Click **Start** and in the search box, type `power options`. In the **Programs** list, click **Power Options**.
2. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
3. Click **Change plan settings** for the power plan you use.
4. Click **Change advanced power settings**. The **Power Options** window appears.
5. In the **Power Options** window, expand **USB settings**, and then expand **USB selective suspend setting**.



6. (For laptop users only) To prevent Windows from turning off the USB root hub when the computer is running 'On battery' power, select **Disabled** in the **On battery** list.
7. To prevent Windows from turning off the USB root hub when the computer is 'Plugged in' to a power outlet, select **Disabled** in the **Plugged in** list and then click **OK**.

For more information, please refer to the Microsoft knowledge base: <http://support.microsoft.com/kb/930312>