

Frequently Asked Questions

Keystroke ghosting on Logitech membrane keyboards

The two most common Logitech keyboards are mechanical and membrane, with the primary difference being how the key activates the signal that is sent to your computer.

With membrane, the activation is made between the membrane surface and circuit board and these keyboards can be susceptible to ghosting. When certain multiple keys (usually three or more*) are pressed simultaneously, not all of the keystrokes will appear and one or more may disappear (ghosted).

An example would be if you would type XML very rapidly but don't release the X key before pressing the M key and subsequently press the L key, then only X and L would appear.

Logitech Craft, MX Keys and the K860 are membrane keyboards and may experience ghosting. If this is a concern we would recommend to try a mechanical keyboard instead.

*Pressing two modifier keys (Left Ctrl, Right Ctrl, Left Alt, Right Alt, Left Shift, Right Shift and Left Win) together with one regular key should still work as expected

Bluetooth mouse or keyboard not recognized after reboot on MacOS (FileVault)

If your Bluetooth mouse or keyboard does not reconnect after a reboot at the login screen and only reconnects after the login, this might be related to FileVault encryption.

When FileVault is enabled, Bluetooth mice and keyboards will only re-connect after login.

Potential solutions:

If your Logitech device came with a USB receiver, using it will solve the issue.

Use your MacBook keyboard and trackpad to login.

Use a USB keyboard or mouse to login.

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:

Clean the button/key with compressed air.

Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.

Unpair/repair or disconnect/reconnect hardware.

Upgrade firmware if available.

Windows only — try a different USB port. If it makes a difference, try updating the motherboard USB chipset driver.

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.

Unable to pair to Unifying receiver

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

STEP A:

Make sure the device is found in Devices and Printers. If the device is not there, follow steps 2 and 3.

If connected to a USB HUB, USB Extender or to the PC case, try connecting to a port directly on the computer motherboard.

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.

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:

Open Device Manager and make sure your product is listed.

If the receiver is plugged into a USB hub or extender, try plugging it into a port directly on the computer

Windows only — try a different USB port. If it makes a difference, try updating the motherboard USB chipset driver.

If the receiver is Unifying, identified by this logo, Unifying Logo open Unifying Software and check if the device is found there.

If not, follow the steps to connect the device to a Unifying receiver.

Try using the receiver on a different computer.

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.

Troubleshooting for power and charging Issues

Symptom(s):

- Device does not power on
- Device powers on intermittently
- Battery compartment damage
- Device does not charge

Likely Cause(s):

- Dead batteries
- Potential internal hardware issue

Possible solutions:

Recharge the device if it's rechargeable.

Replace with new batteries. If this doesn't resolve the problem, check the battery compartment for possible damage or corrosion:

If you find damage, please contact Support.

If there's no damage, there could be a hardware issue.

If possible, try with a different USB charging cable or cradle and connect to a different power source.

If the device powers on intermittently there could be a break in the circuit. This could cause a possible hardware issue.

Troubleshooting for connection issues

Symptom(s):

- Device connection drops
- Device doesn't wake up computer after sleep
- Device is laggy
- Delay when using the device
- Device cannot be connected at all

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 keyboard on metal surfaces
- Radio frequency (RF) interference from other sources, such as wireless speakers, cell phones, and so on
- Windows USB port power settings
- Potential hardware issue (device, batteries or receiver)