

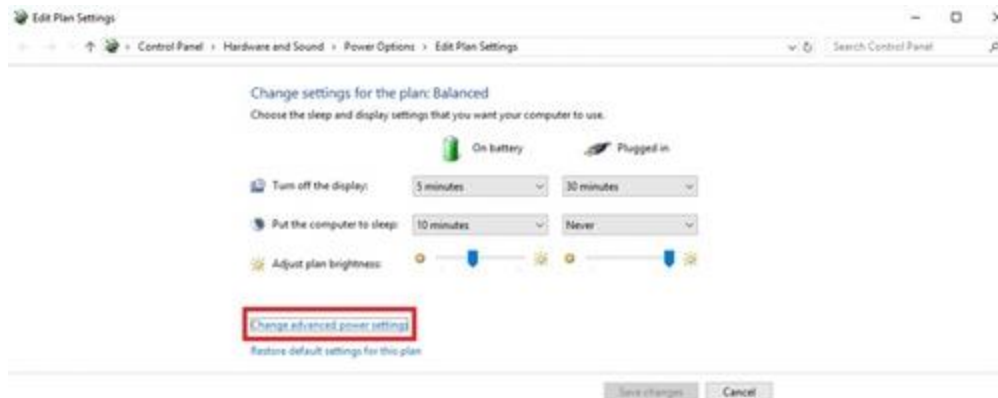
# Frequently Asked Questions

- **+G502 - Troubleshooting - Scroll/Gesture Issue: Faulty scroll wheel**

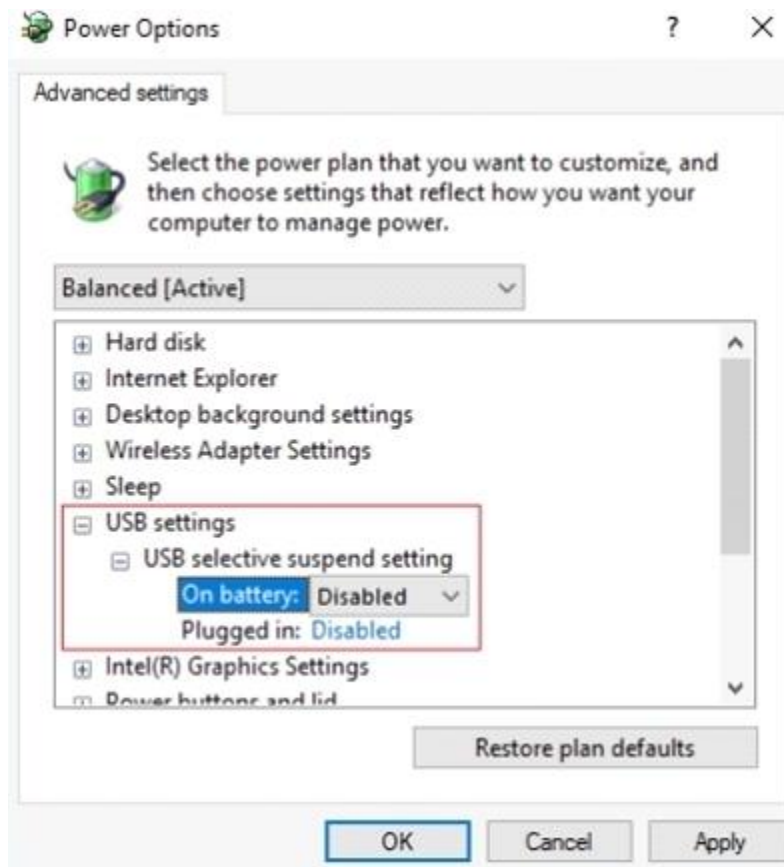
- We recommend that you plug the mouse directly into a USB port on the motherboard or a USB port on the computer case while troubleshooting. Please avoid using hubs of any kind, powered or not. This includes hubs that can be found on monitors.
- Confirm the scroll mode the G502 mouse is in:
  - Single-click precision scrolling
  - Hyper-fast continuous scrolling
  - Toggle button highlighted in red
- Try using compressed air to clean the area around the scroll wheel.
- Try on a different computer (if available).
- Uninstall LGS or G HUB, uninstall G502 mouse driver, and reinstall:
  1. Uninstall LGS or Logitech G HUB.
  2. Press the Windows key and type "Device Manager", then select **Device Manager**.
  3. Expand the **Mice and other pointing devices** tree.
  4. If more than one mouse is plugged into the computer, unplug all mice except for the G502.
  5. Right-click the G502 mouse and select **Uninstall device**.
  6. Unplug the G502 mouse from the computer.
  7. Reboot the computer.
  8. Reinstall the latest version of LGS or Logitech G HUB.
  9. Plug the G502 mouse back into the computer.

- **+G502 - Troubleshooting - Connection Issue: Intermittently working**

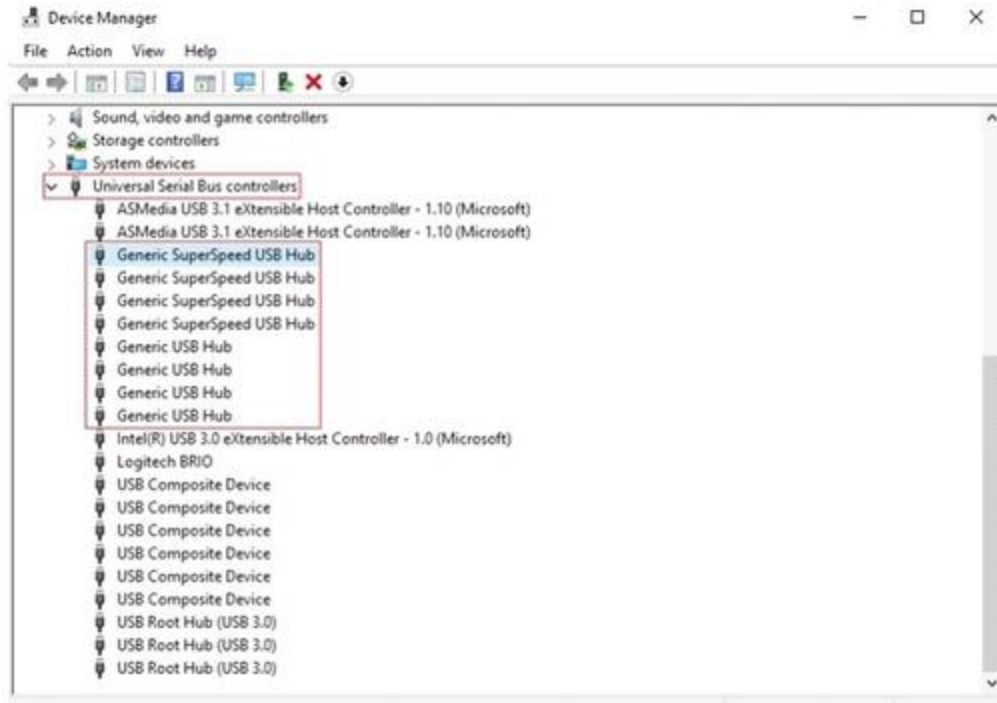
- We recommend that you plug the mouse directly into a USB port on the motherboard or a USB port on the computer case while troubleshooting. Avoid using hubs of any kind, powered or not. This includes hubs that can be found on monitors.
- Try a different USB port on the motherboard or computer case.
- Try the mouse on another computer (if available).
- Disable "USB Selective Suspend":
  1. Press the Windows key, type "Edit power plan" and press **Enter**.



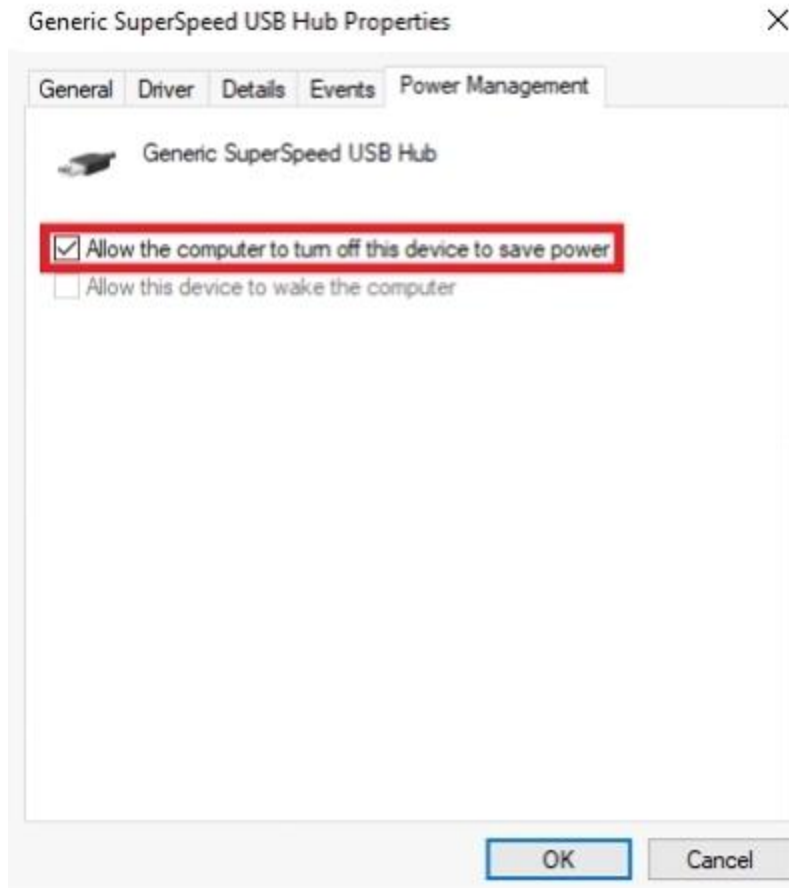
2. Select "Change advanced power settings".
3. Expand the tree for "USB settings", then expand the tree for "USB selective suspend setting". Disable the option for On battery and Plugged in as shown:



- Power Management for USB hubs:
  1. Press the Windows key, type "Device Manager" and press **Enter**.
  2. Expand the tree for "Universal Serial Bus controllers".



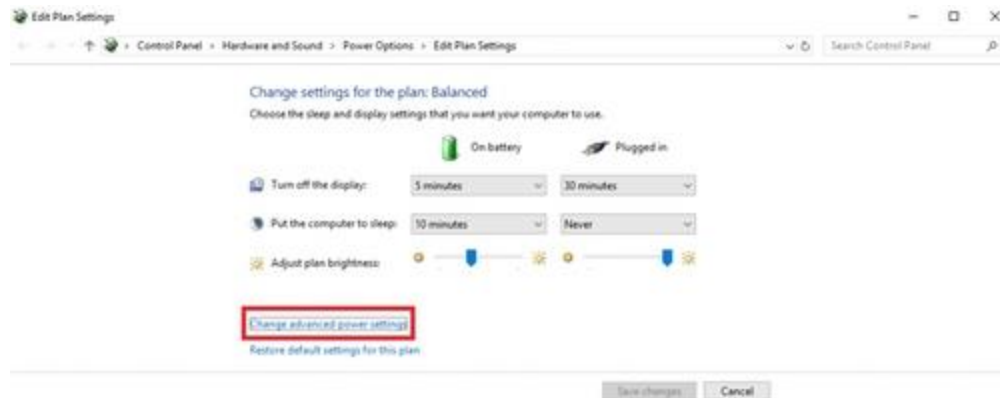
3. Right-click on a hub and select **Properties**.
4. Under the **Power Management** tab, uncheck the setting "Allow the computer to turn off this device to save power".



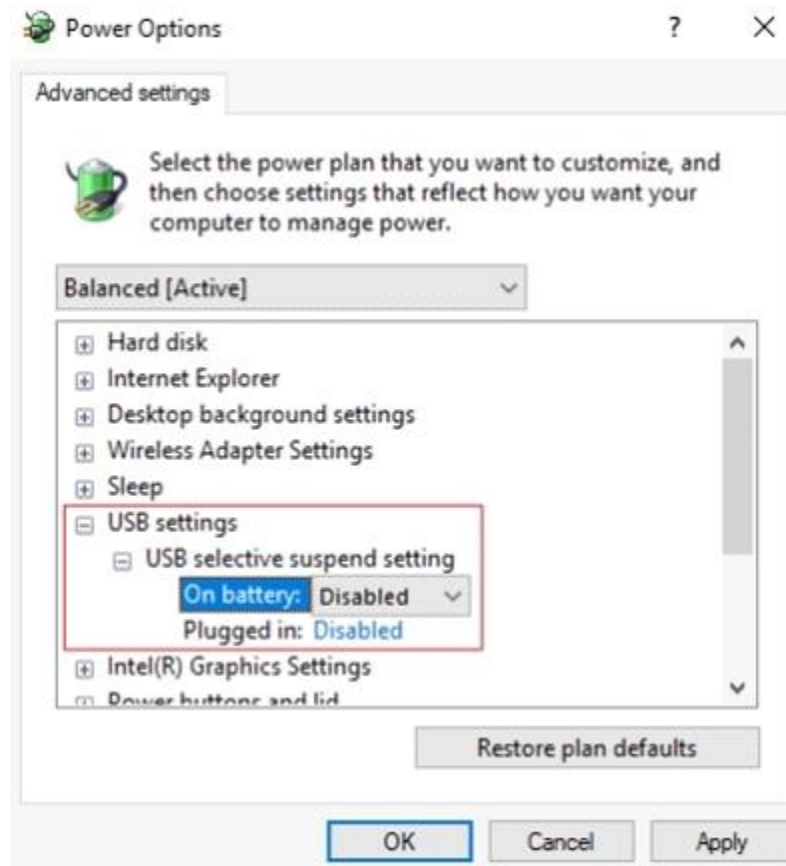
5. Repeat the above steps for all items listed as hubs.
6. Try updating the motherboard chipset drivers. See [Update your motherboard USB and chipset drivers](#) for more information

- **+G502 - Troubleshooting - Connection Issue: Mouse not detected/recognized by computer**

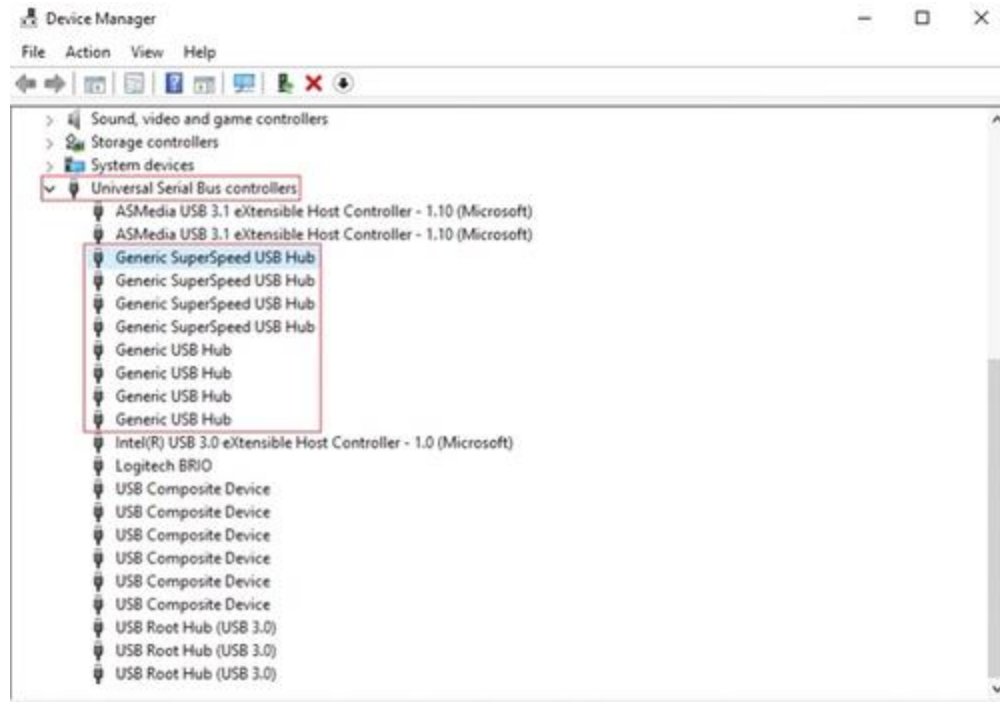
- We recommend that you plug the mouse directly into a USB port on the motherboard or a USB port on the computer case while troubleshooting. Please avoid using hubs of any kind, powered or not. This includes hubs that can be found on monitors.
- Try a different USB port on the motherboard or computer case.
- Try the mouse on another computer (if available) to ensure that the computer is recognizing mice in general.
- Disable "USB Selective Suspend":
  1. Press the Windows key, type "Edit power plan" and press **Enter**.



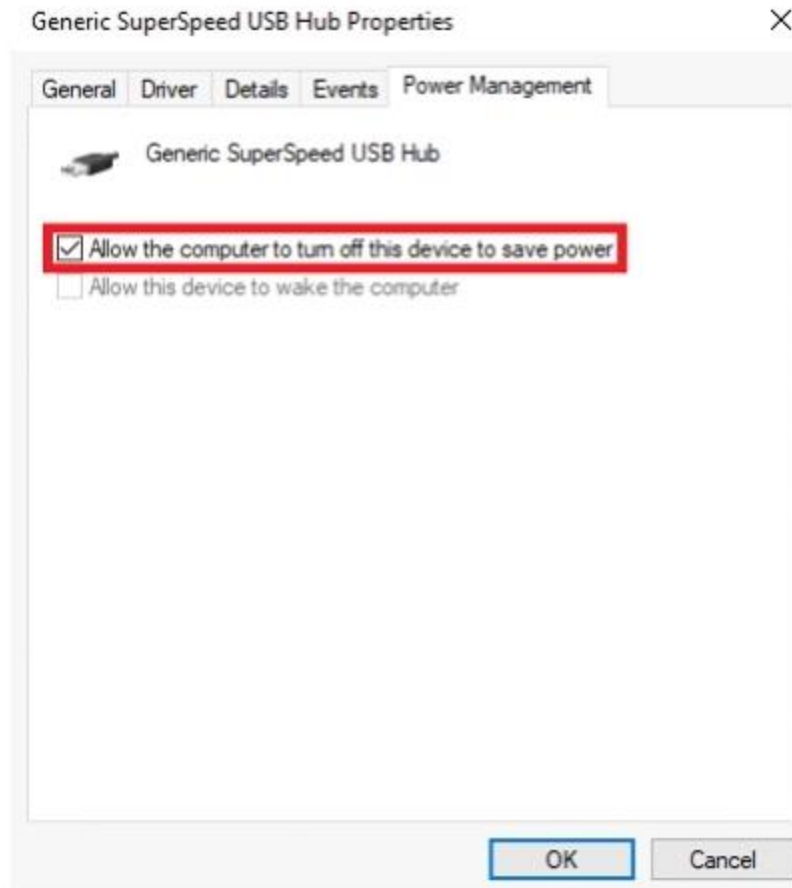
2. Select "Change advanced power settings".
3. Expand the tree for "USB settings", then expand the tree for "USB selective suspend setting". Disable the option for **On battery** and **Plugged in** as shown:



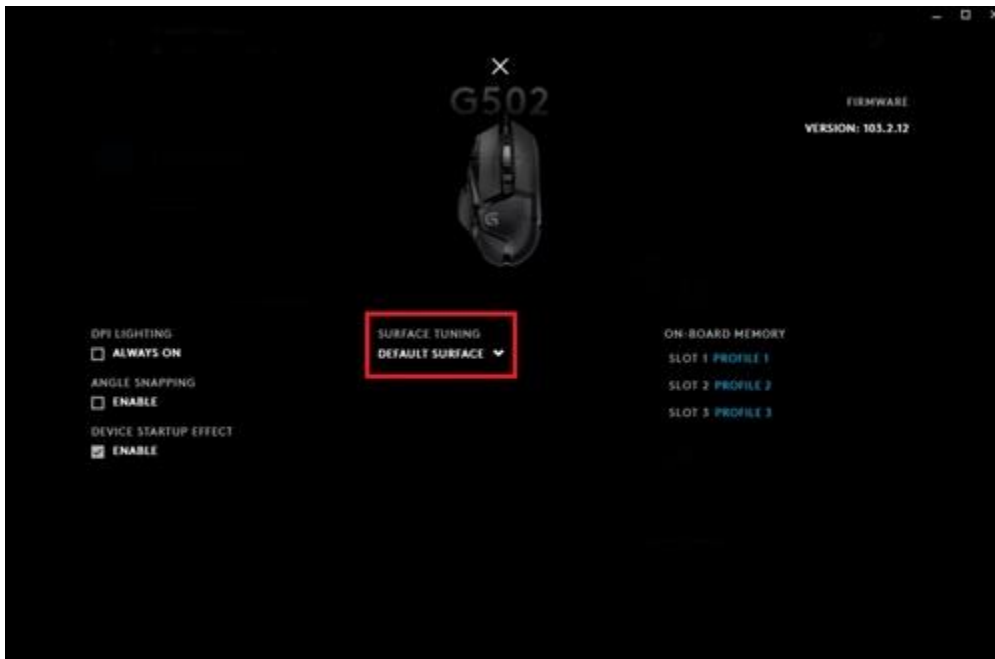
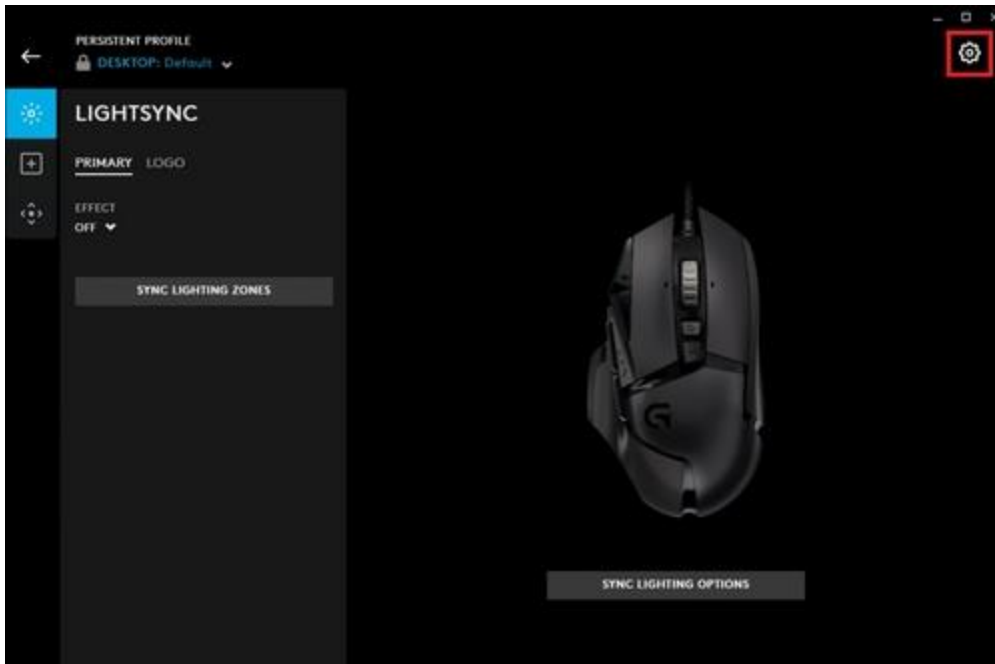
- Power Management for USB hubs:
  1. Press the Windows key, type "Device Manager" and press **Enter**.
  2. Expand the tree for "Universal Serial Bus controllers".



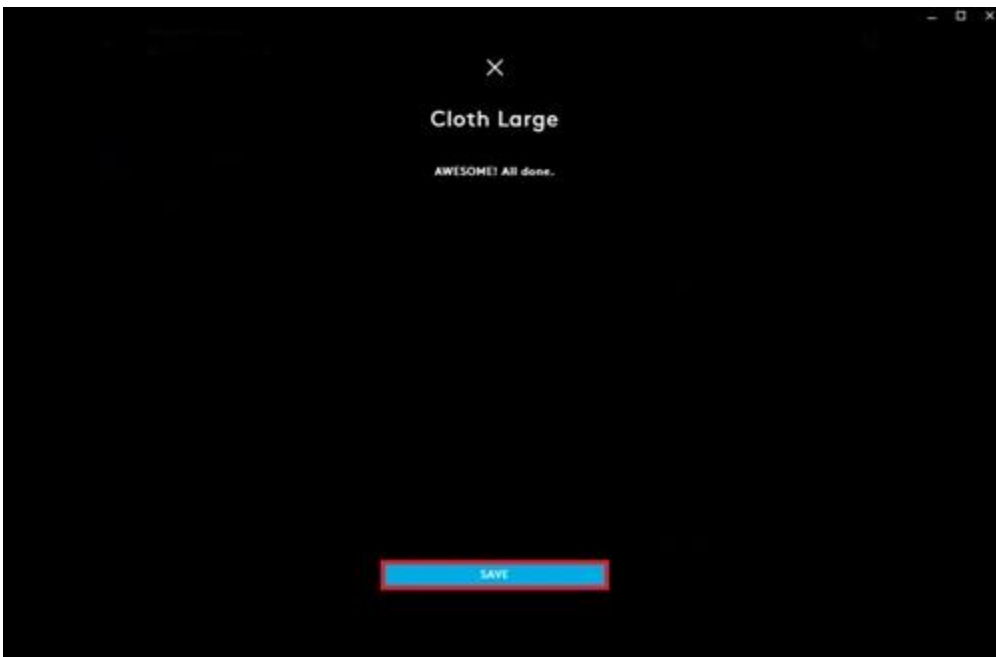
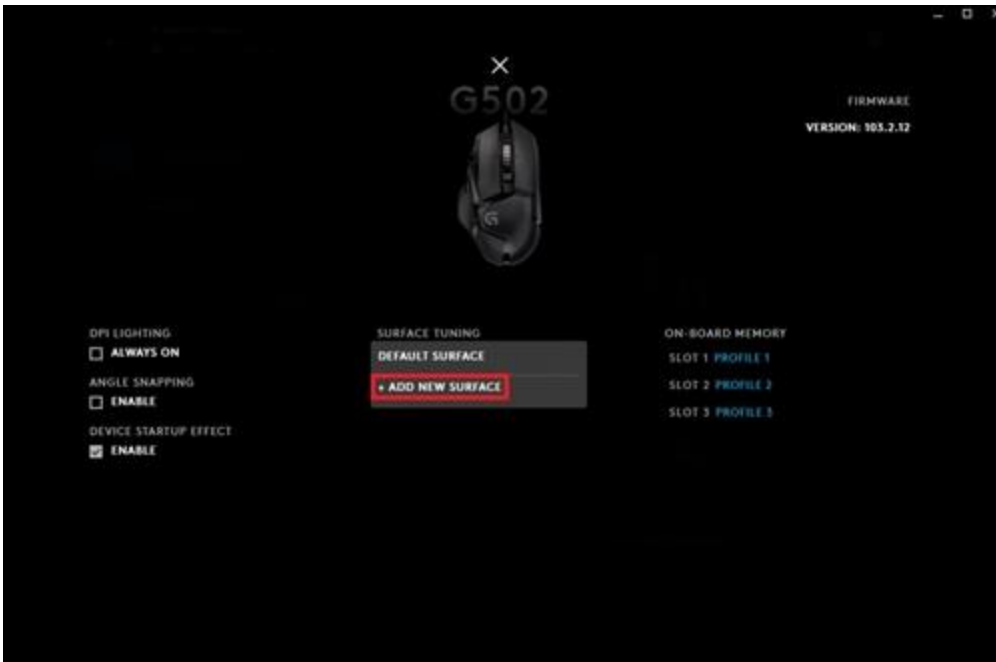
3. Right-click a hub and select **Properties**.
4. Under the Power Management tab, uncheck the setting "Allow the computer to turn off this device to save power".

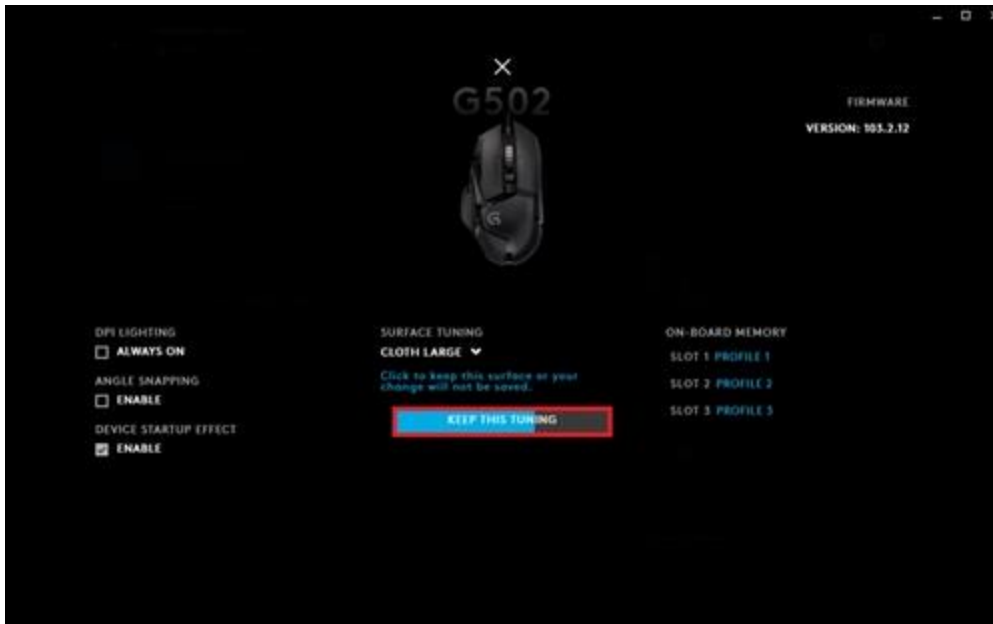


5. Repeat steps for all items listed as hubs.
- Try updating the motherboard chipset drivers. See [Update your motherboard USB and chipset drivers](#) for more information.
  - **+G502 - Troubleshooting - Cursor Tracking: Lag during cursor movement**
    - We recommend that you plug the mouse directly into a USB port on the motherboard or a USB port on the computer case while troubleshooting. Please avoid using hubs of any kind, powered or not. This includes hubs that can be found on monitors.
    - Turn your mouse over and thoroughly clean any dirt or lint around the sensor lens.
    - Try a different USB port on the motherboard or computer case.
    - Uninstall LGS or Logitech G HUB. Reinstall the latest version of the software available.
    - Try using the mouse on a plain white piece of paper.
    - Try surface tuning in LGS or in G HUB (G502 HERO does not have this option). See [Surface tuning the G502 gaming mouse](#) for more information.



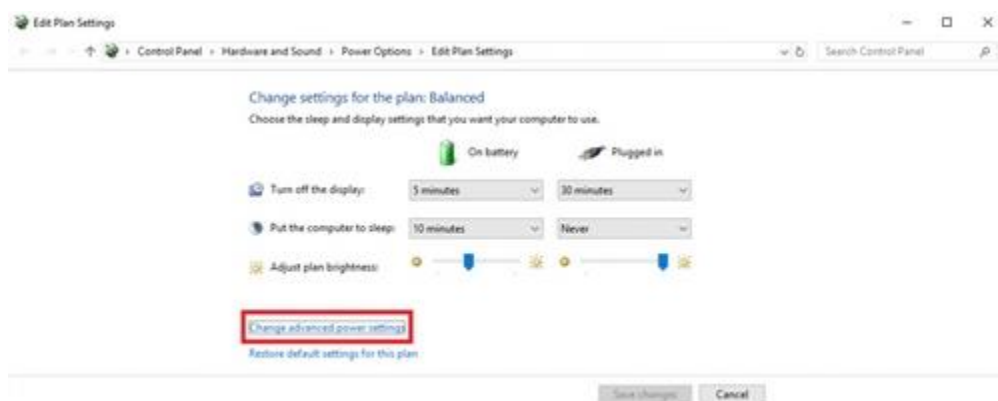




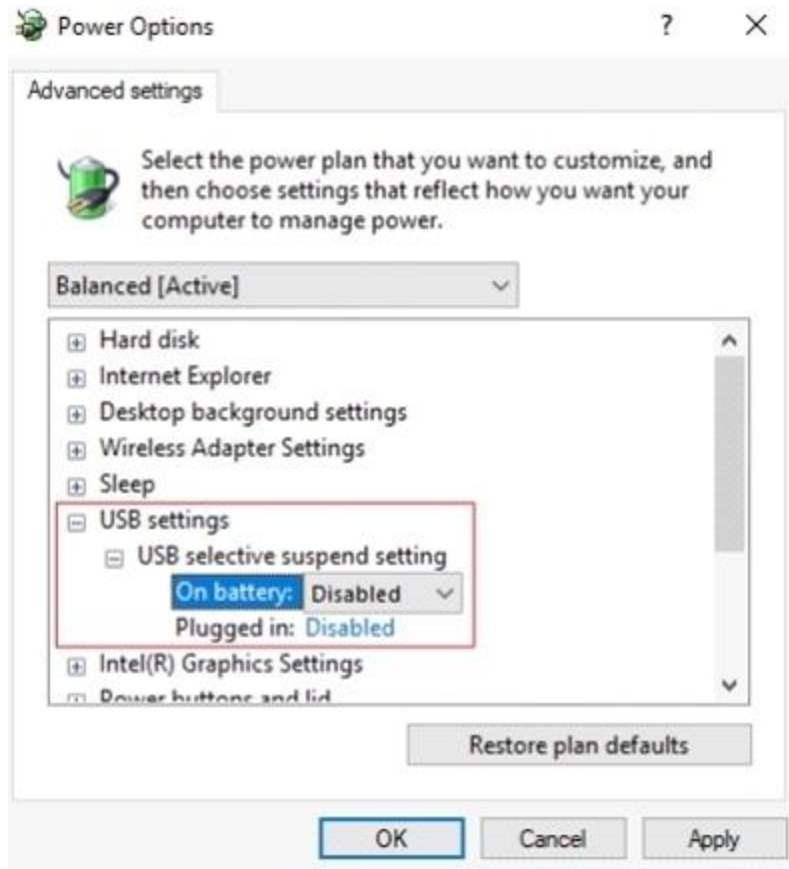


- **+G502 - Troubleshooting - Connection Issue: Mouse auto disconnects from computer**

- We recommend that you plug the mouse directly into a USB port on the motherboard or a USB port on the computer case while troubleshooting. Please avoid using hubs of any kind, powered or not. This includes hubs that can be found on monitors.
- Try a different USB port on the motherboard or computer case.
- Try the mouse on another computer (if available).
- Disable "USB Selective Suspend":
  1. Press the Windows key, type "Edit power plan" and press **Enter**.



2. Select "Change advanced power settings".
3. Expand the tree for "USB settings", then expand the tree for "USB selective suspend setting". Disable the option for On battery and Plugged in as shown:



- Power Management for USB hubs:
  1. Press the Windows key, type "Device Manager" and press **Enter**.