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.
- Disable FileVault (see more details below).

To disable FileVault:

1. Go to **System Preference** > **Security & Privacy**.

2. In Security & Privacy, select the **FileVault** tab, then click **Turn Off FileVault**.
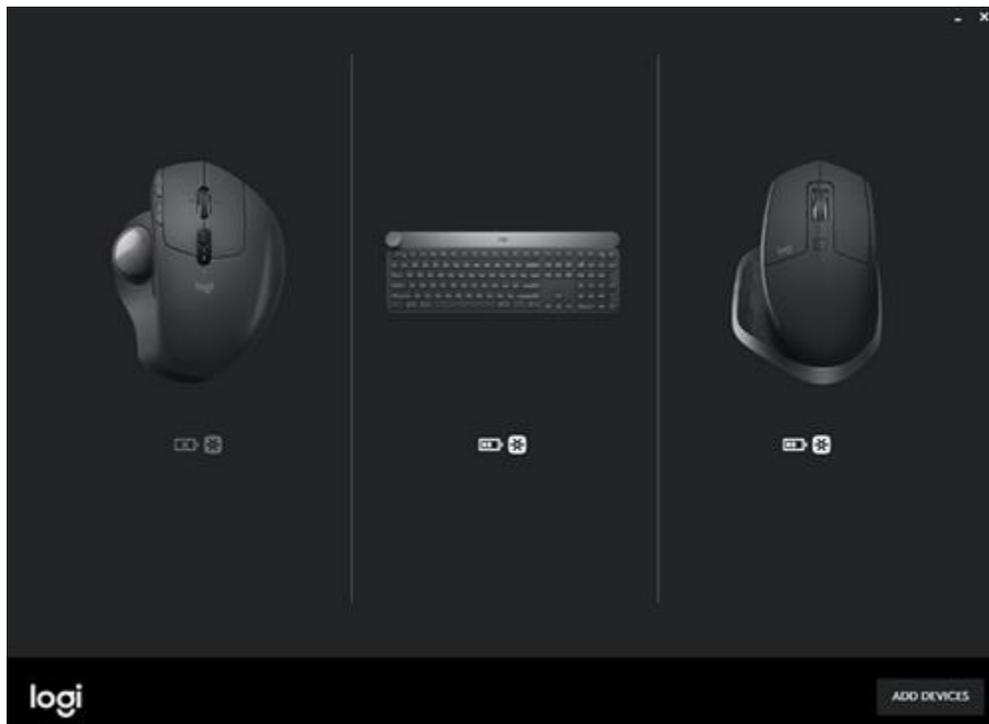
+**Logitech MX Ergo trackball gestures with Logitech Options**

The MX Ergo trackball uses a trackball for navigation instead of a traditional laser. You can use Logitech Options software to customize the Gestures feature.
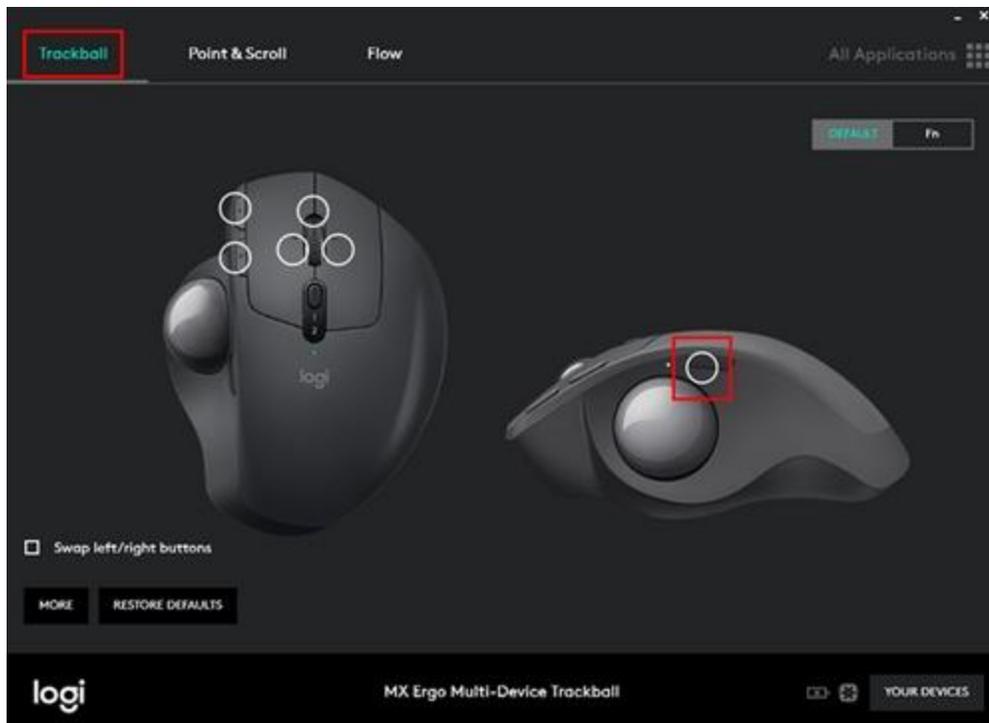NOTE: If you don't have Logitech Options, you can download the software from this product's Download page.
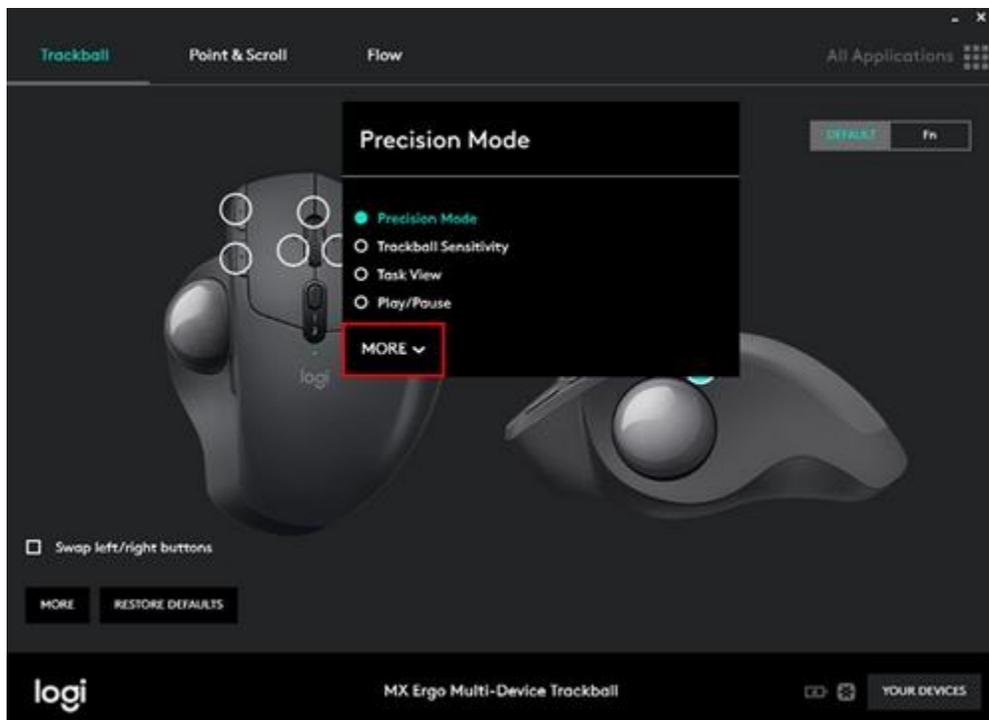
To customize gesture functionality:

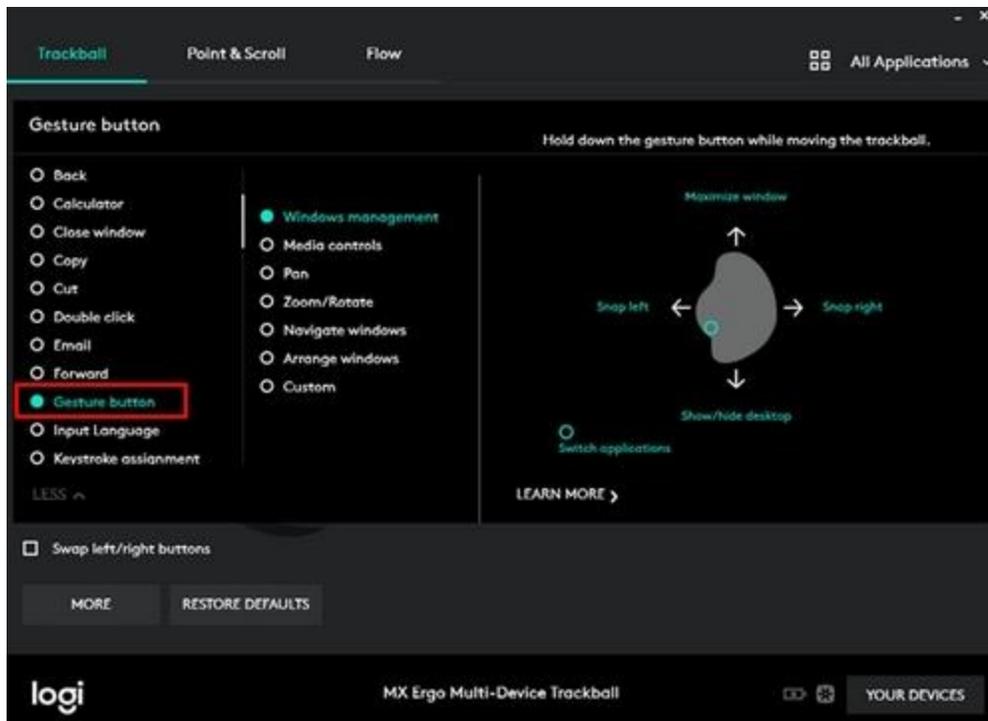1. Open Logitech Options and select the MX Ergo trackball.

2. Select the **Trackball** tab and then click on the trackball circle to access the gestures.

3. The Precision Mode drop-down menu appears. Click **More** to display the Gesture option and then select it.

4. The Gesture button window appears. Here you can customize the Gesture button. Your changes are automatically saved.

+**Clean the Logitech MX Ergo trackball**

Before you clean your device:

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

To clean your trackball:

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

To clean the ball on your trackball:

1. Remove the metal plate from the bottom.
   - To remove the metal place just gently pull the plate away from the mouse, the plate is attached with a powerful magnet but can be removed and placed back easily.

2. Eject the ball with the back of a pen, through the hole on the bottom.

- o The bottom of the hole can be easily accessed once the metal plate has been removed.

3. Wipe the ball and the white bearings so all dust is removed from the ball cup and the ball.
4. Put the ball back in the cup and place the metal plate with the rubber side facing the table. NOTE: The metal plate beneath the mouse is adjustable and stays firmly attached via magnetism.

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.

- +**Logitech MX Ergo trackball battery and power management**

Your MX Ergo trackball is rechargeable. A full charge gives up to four months of battery life.

To charge your trackball:

- Connect one end of the provided charging cable to the micro-USB port on the front of the trackball, as shown below, and the other end to a USB power source.

A minimum of charging for one minute gives you enough power for a full day of use.

The battery LED pulses red when MX Ergo needs to be recharged. While charging, the LED will blink green and then will steadily glow green when fully charged.

NOTE: You can also get on-screen notifications for your battery. See Check MX Ergo trackball battery status for more information.

+**Logitech MX Ergo trackball battery status LED**

Your trackball has an LED to indicate battery status. When you turn your trackball on, the LED lights up to let you know the battery status and then turns off to conserve battery power.
When the LED is:

- Glowing green — Up to 100% battery life
- Glowing red — 10% charge remaining

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 the product's Download page.
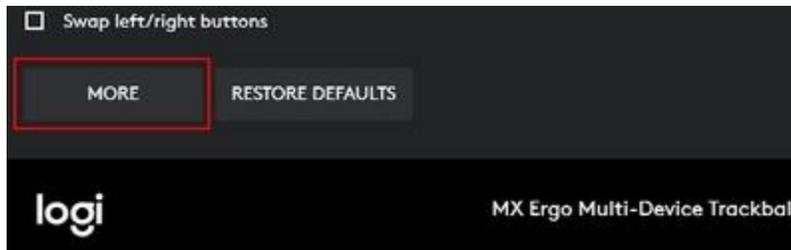
- +**Check the battery status on the Logitech MX Ergo trackball**

You can use Logitech Options to check the battery level of your device. if you don't have Logitech Options, you can download it from the [Download](#) page.
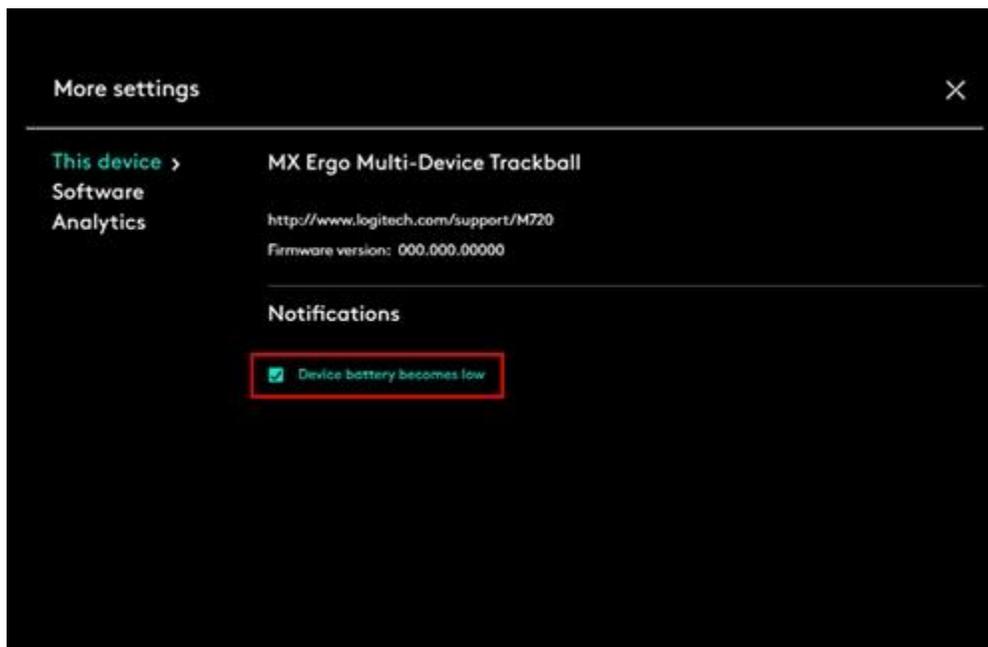
You can also disable or enable the battery status notification in Logitech Options. This lets you know when your battery level is critically low.

To enable the battery status notification:

1. Open Logitech Options, and in the lower left corner, click **More**.

2. In the **More settings** window, select **This device**, and under **Notifications**, check **Device battery becomes low** to enable onscreen notification of your trackball's battery status. Your change is automatically saved.

Uncheck the box to disable notification.

+Bluetooth device doesn't work after computer wakes from sleep mode

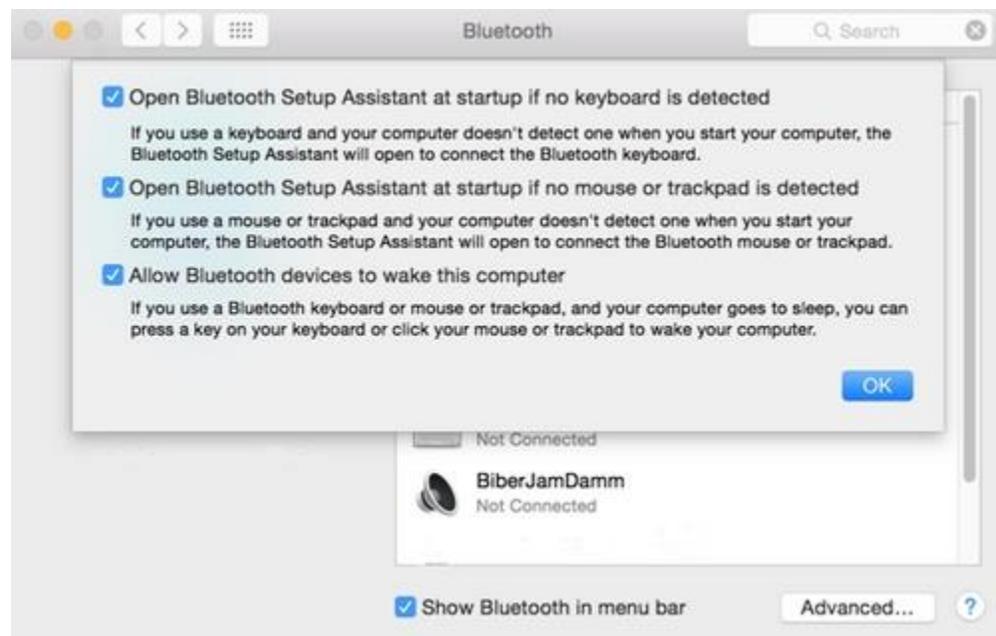To begin troubleshooting, please select your operating system:

- **Windows**
- **Mac**

Windows

1. In the **Device Manager**, change the Bluetooth wireless adapter power settings:
   - Go to **Control Panel** > **System and Security** > **System** > **Device Manager**
2. In Device Manager, expand **Bluetooth Radios**, right-click on the Bluetooth wireless adapter (ex. Dell Wireless 370 adapter), and then click **Properties**.
3. In the **Properties** window, click the **Power Management** tab and uncheck **Allow the computer to turn off this device to save power**.
4. Click **OK**.
5. Restart your computer to apply the change.

Macintosh

1. Navigate to the Bluetooth preference pane in **System Preferences**:
   - Go to **Apple Menu** > **System Preferences** > **Bluetooth**
2. In the bottom-right corner of the Bluetooth preference window, click **Advanced**.
3. 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.

4. Click **OK**.