FAQs:

**Adobe Photoshop 22.3 incompatibility with Mac M1 computers and Logitech Options**

Logitech Options software is not compatible with the recent update from Adobe Photoshop 22.3, with native support for Apple M1 computers. We have not observed issues with Intel-based Mac computers.

Adobe Photoshop 22.3 has been confirmed to work with the Logitech Options plugin when you open it using Rosetta 2. Use the following steps:

1. Install the latest Logitech Options software.
2. Install Adobe Photoshop 22.3.
3. Connect any plugin-supported device.
4. Navigate to **Applications** > **Adobe Photoshop 2021** > **Adobe Photoshop 2021**.
5. Right-click on Photoshop.
6. Select **Open using Rosetta**.
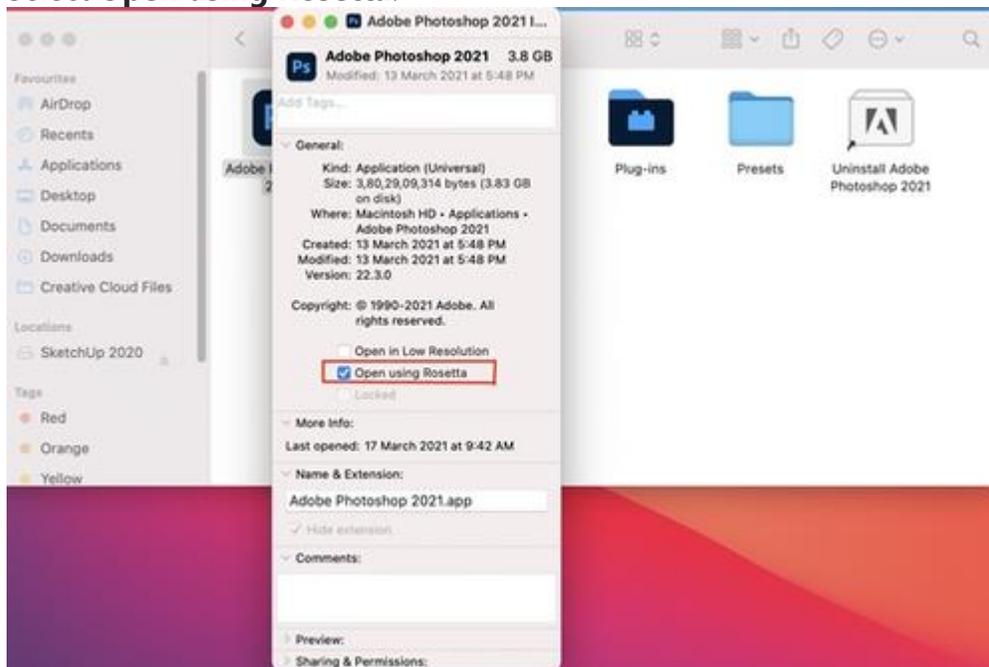
The plugin actions should now work.

Logitech Keyboard, Presentation and Mice Software - macOS 11 (Big Sur) Compatibility

Apple has announced a forthcoming update macOS 11 (Big Sur) due to be released in the fall of 2020.

Logitech Options
Version: 8.36.76

Fully Compatible

Click to learn more

Logitech Control Center (LCC)
Version: 3.9.14

Limited Full Compatibility

Logitech Control Center will be fully compatible with macOS 11 (Big Sur), but only for a limited compatibility period.

macOS 11 (Big Sur) support for Logitech Control Center will end early 2021.

Click to learn more

Logitech Presentation Software
Version: 1.62.2

Fully Compatible

Firmware Update Tool
Version: 1.0.69

Fully Compatible

Firmware Update Tool has been tested and is fully compatible with macOS 11 (Big Sur).

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Unifying Version: 1.3.375 **Fully Compatible** Unifying software has been tested and is fully compatible with macOS 11 (Big Sur).	**Solar App** Version: 1.0.40 **Fully Compatible** Solar app has been tested and is fully compatible with macOS 11 (Big Sur).

Does MagSpeed scrolling on MX Master 3 work on iPadOS?
You can use the MagSpeed scroll wheel when going through long PDFs or webpages on your iPad. Note that line-by-line scrolling isn't supported on iPadOS but you can still scroll slowly enough to read an email or article.

This might be because your onscreen keyboard is disabled.

1. To resolve this, go to **Settings** > **Accessibility** > **AssistiveTouch** > **Pointer Devices**.
2. Slide the toggle to enable **Show Onscreen keyboard**.
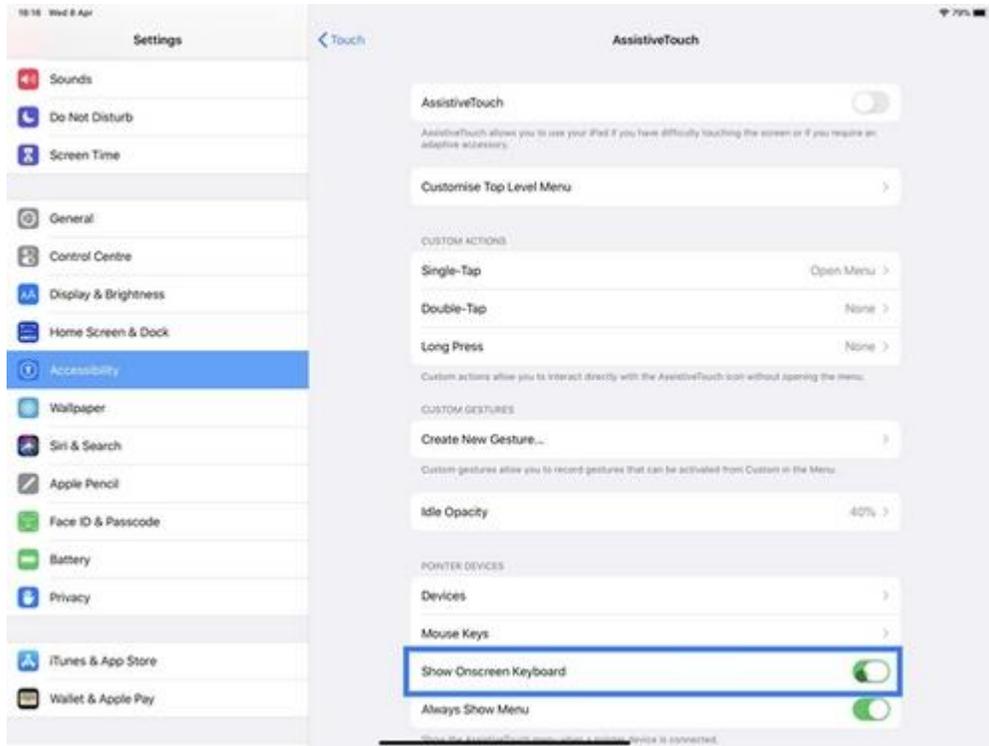
Pair Logitech mouse to iPad using Bluetooth

To pair your mouse to iPad, do the following:

1. Turn your mouse ON.
   The LED should start blinking fast. If it doesn't, perform a long press on the Easy-Switch button on the mouse.
2. Open the iPad Settings and tap **Bluetooth** settings.
3. Choose your mouse in the list of **Devices**.

Forward or Back button does not work

Likely Cause(s):

- Potential hardware issue
- Operating system or Logitech software settings
- Application-specific or Internet browser settings
- USB port issue
- Logitech Control Center was installed or updated on macOS Mojave 10.14 or later and user permissions have not been set. See Logitech Control Center permission prompts on macOS Mojave for more information.

Symptom(s):

- Single-click results in double-click

- Button gets stuck or responds intermittently
- The assigned function does not work
- The button doesn't respond at all
- Forward or Back function behavior is erratic or does not work

Possible solutions:

1. Clean the button(s) with compressed air.
2. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
3. Unpair/repair or disconnect/reconnect hardware.
4. Upgrade firmware if available.
5. In [Setpoint](#) or [Logitech Control Center](#):
- Assign a different function to the button. If it works, the problem is probably application-specific. If it doesn't work, then it may be a hardware issue.
6. **Windows only** — Try a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
7. 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. If it doesn't work on another computer, then it may be a hardware issue.
- **Mac only** — if it works on a different Mac, then try to check for Mac OS X updates. If it doesn't work in a different Mac, then it may be a hardware issue.

NOTE: If you have macOS Mojave 10.14 or later and the scroll wheel stopped working after you installed or updated Logitech Control Center update, please set the user permissions following these [steps](#).

Manual or mode shift button does not work
Likely Cause(s):

- Potential hardware issue
- Operating system or Logitech software settings
- Logitech Options was installed or updated on macOS Mojave 10.14 or later and user permissions have not been set. See [Logitech Options permission prompts on macOS Mojave](#) for more information.

Symptom(s):

- Manual or mode shift function does not work
- Ratched or hyper-fast mode does not work

Possible solutions:

1. Check if the setting in Logitech Options for Manual shift button (Mode shift) are correctly assigned following the steps here.
2. Assign a different function to the button. If it works, the problem is probably an application-specific issue. If it doesn't work, then the problem may be due to a hardware issue.
3. Verify the device or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
4. Unpair/repair or disconnect/reconnect hardware.
5. Upgrade the firmware if one is available.
6. **Windows only** — try a different USB port. If it makes a difference, try updating the motherboard USB chipset driver.
7. 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.

NOTE: If you have macOS Mojave 10.14 or later and the scroll wheel stopped working after you installed or updated Logitech Control Center update, please set the user permissions following these steps.

Middle or scroll button does not work
Likely Cause(s):

- Potential hardware issue
- Operating system or software settings
- USB port issue
- Logitech Control Center was installed or updated on macOS Mojave 10.14 or later and user permissions have not been set. See Logitech Control Center permission prompts on macOS Mojave for more information.

Symptom(s):

- Single-click results in a double-click
- Middle-click scroll erratic behavior
- Button gets stuck or responds intermittently
- The assigned function does not work
- The button doesn't respond at all

Possible solutions:

1. Clean the button with compressed air.
2. Verify the device or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
3. Unpair/repair or disconnect/reconnect hardware.
4. Upgrade firmware if available.
5. In [Setpoint](#) or [Logitech Control Center](#).
• Adjust scroll settings
• Assign a different function to the scroll button
• Disable Smooth Scrolling
6. Please also check [Erratic scrolling with SetPoint when using Chrome, Internet Explorer, or Windows 8 Start screen apps](#).
7. Windows only — try using a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
8. 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. If it doesn't work on a different computer, then it may be a hardware issue.
• **Mac only** — if it works on a different Mac, then check for Mac OS X updates. If it doesn't work in a different Mac, then it may be a hardware issue.

NOTE: If you have macOS Mojave 10.14 or later and the scroll wheel stopped working after you installed or updated Logitech Control Center update, please set the user permissions following these [steps](#).

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:

1. Open **Device Manager** and make sure your product is listed.
2. If the receiver is plugged into a USB hub or extender, try plugging it into a port directly on the computer
3. **Windows only** — try a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
4. If the receiver is Unifying, identified by this logo, open Unifying Software and check if the device is found there.
5. If not, follow the steps to [connect the device to a Unifying receiver](#).

6. Try using the receiver on a different computer.
7. 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:

1. Recharge the device if it's rechargeable.
2. 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.
3. If possible, try with a different USB charging cable or cradle and connect to a different power source.
4. 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)

  Wired devices

  1. Plug the device into a different USB port on your computer. If possible, don't use a USB hub or other similar device. If using a different USB port works, try updating the motherboard USB chipset driver.
  2. Windows only — Disable USB Selective Suspend:
  - Click **Start** > **Control Panel** > **Hardware and Sound** > **Power Options** > **Change Plan Settings** > **Change Advanced Power Settings** > **USB Settings** > **USB Selective Suspend Setting**.
  - Change both settings to **Disabled**.
  3. Update firmware if available.
  4. Try testing the device on a different computer.

  Unifying and non-Unifying devices

  1. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
  2. Move the device closer to the USB receiver. If your receiver is in the back of your computer, it may help to relocate the receiver to a front port. In some cases the receiver signal gets blocked by the computer case, causing a delay.
  3. Keep other electrical wireless devices away from the USB receiver to avoid interference.
  4. Unpair/repair or disconnect/reconnect hardware:
  - If you have a Unifying receiver, identified by this logo, see Unpair a mouse or keyboard from the Unifying receiver.

- If your receiver is non-Unifying, it cannot be unpaired. However, if you have a replacement receiver, you can use the [Connection Utility software](#) to perform the pairing.
5. Update the firmware for your device if available.
6. **Windows only** — check if there are any Windows updates running in the background that may cause the delay.
7. **Mac only** — check if there are any background updates that may cause the delay.
8. Try on a different computer.