Frequently Asked Questions

- **+Cleaning Logitech keyboards and mice**

Before you clean your device:

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

To clean your Touchpad, and other touch-sensitive and gesture-capable devices:

- Use lens cleaner to lightly moisten a soft, lint-free cloth and gently wipe down your device.

To clean your keyboard:

- Use compressed air to remove any loose debris and dust between the keys. To clean the keys, use water to lightly moisten a soft, lint-free cloth and gently wipe down the keys.

To clean your mouse:

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

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.

- **+Erratic scrolling with SetPoint when using Chrome, Internet Explorer, or Windows 8 Start screen apps**

SetPoint versions 6.50 and later include a smooth scrolling plug-in for Google Chrome and Internet Explorer. If you're having problems with erratic scrolling, please upgrade to SetPoint 6.52 or later, which improves scrolling for these browsers.

After upgrading to SetPoint version 6.52 or later, you may still experience erratic scrolling on individual web sites or pages that implement technologies differently. If you're using Start screen apps in Windows 8, it's also possible that the app you're using can't properly interpret the smooth scrolling function. In this case, you can also disable the SetPoint smooth scrolling plug-in.
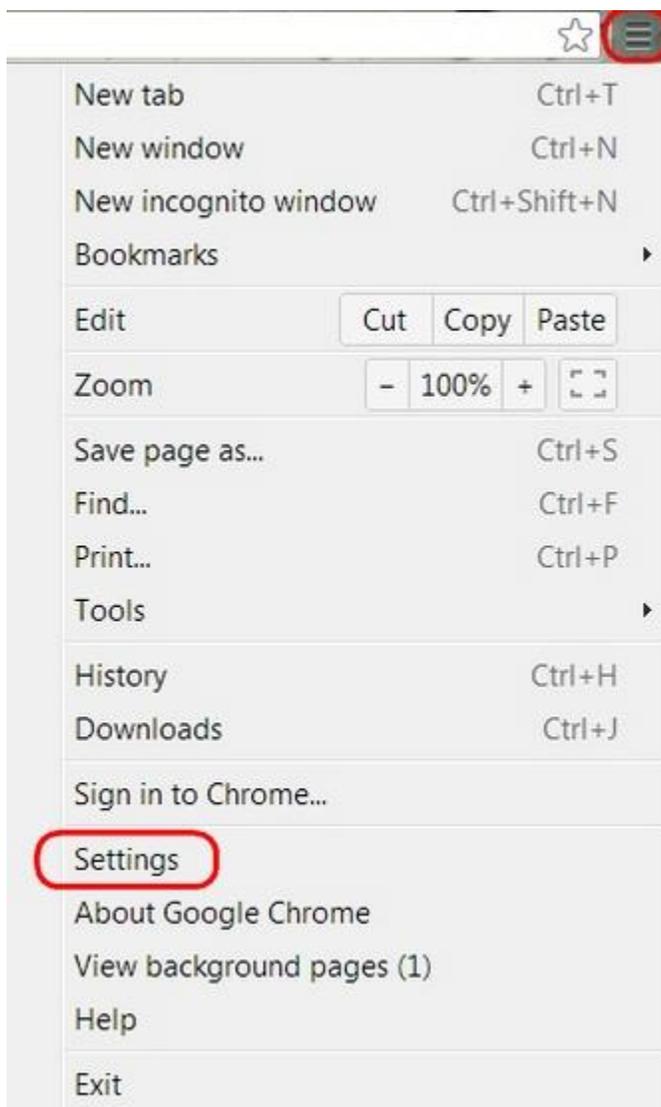
- [Google Chrome](#)
- [Internet Explorer](#)
- [Windows 8 Start screen apps](#)

NOTE: You can disable the SetPoint plug-in for the Internet Explorer and Chrome browsers individually, but if you disable smooth scrolling in SetPoint, it will be disabled for everything: Chrome, Internet Explorer, and the Windows 8 Start screen apps.

Google Chrome

To disable the Logitech SetPoint smooth scrolling plug-in for Google Chrome:

1. Launch Chrome.
2. Click the icon on the upper-right corner and select **Settings**.

3. Select **Extensions** > **Logitech SetPoint** and clear **Enabled**.

NOTE: To enable the smooth scrolling plug-in, follow the steps above, and in step 3, click **Enable**.

4. Close and re-open your browser for the settings to take effect.
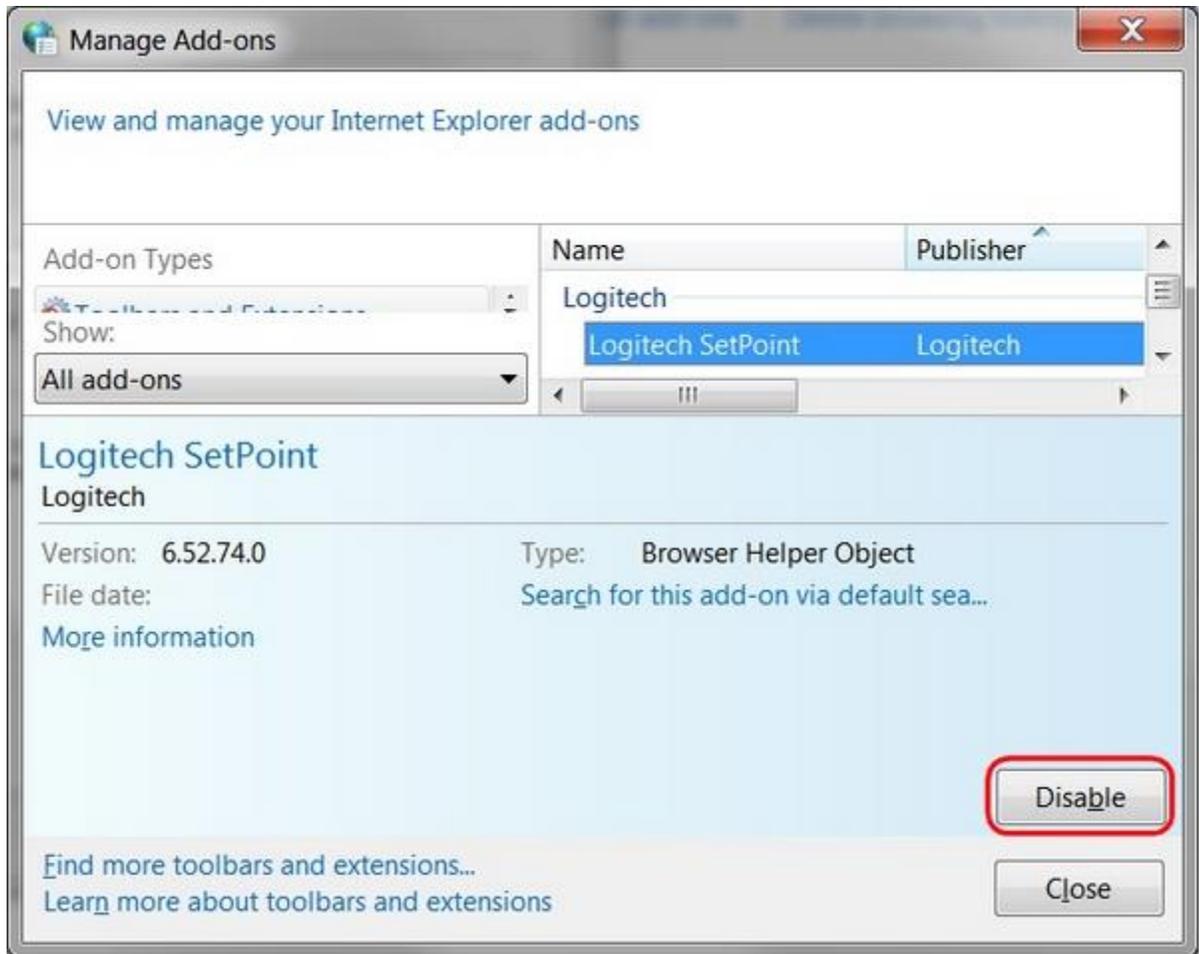

Internet Explorer

To disable the Logitech SetPoint smooth scrolling plug-in for Internet Explorer:

1. Select **Control Panel** > **Network and Internet** > **Internet Options**.
2. On the **Programs** tab, click **Manage add-ons**.

3. Select **Logitech SetPoint** and then click **Disable**.

NOTE: If the plug-in is currently disabled, the **Enable** button will appear instead.

4. Click **Close** to close the dialog box.

   NOTE: To enable the smooth scrolling plug-in, follow the steps above, and in step 4, click **Enable**.
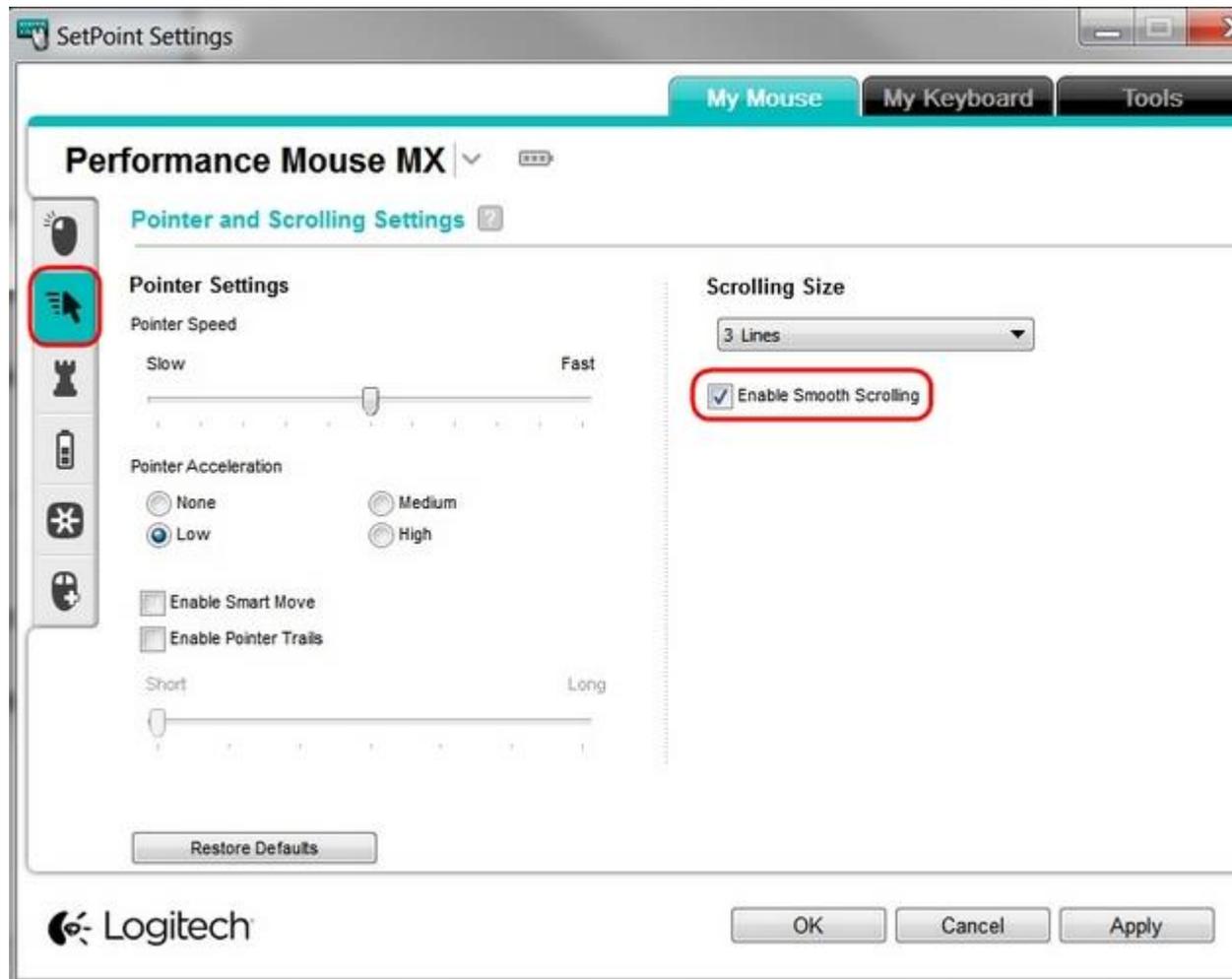
5. Close and re-open your browser for the settings to take effect.

Windows 8 Start screen apps

If scrolling is too fast or too slow with some of your Windows 8 Start screen apps, try the following:

- If your mouse has a Scroll Left and Scroll Right function, use that instead of the scroll wheel.
- Disable Smooth Scrolling in SetPoint:

1. Launch SetPoint by clicking the SetPoint icon in the Notification area and select **Mouse and Keyboard Settings**.
2. Click on **Pointer Settings**, and clear **Enable Smooth Scrolling**.

3. Click **Apply** and then **OK** to exit the SetPoint User Interface.

NOTE: When you disable smooth scrolling in SetPoint, it will be disabled for everything: Chrome, Internet Explorer, and the Windows 8 Start screen apps.

- +**Wireless product not working properly when also using a USB 3.0 device**

When using a USB 2.0 2.4GHz wireless peripheral device (such as a mouse, keyboard, or headphones) with a PC that also has a USB 3.0 peripheral device plugged in, you may experience erratic operation caused by interference. This is especially likely to happen when using USB 3.0 remote hard drives or flash drives.

This interference may result in:

- Delayed response to mouse or keyboard inputs
- Missing keyboard characters or mouse commands
- Decreased operating distance between the USB 2.0 wireless device and its receiver
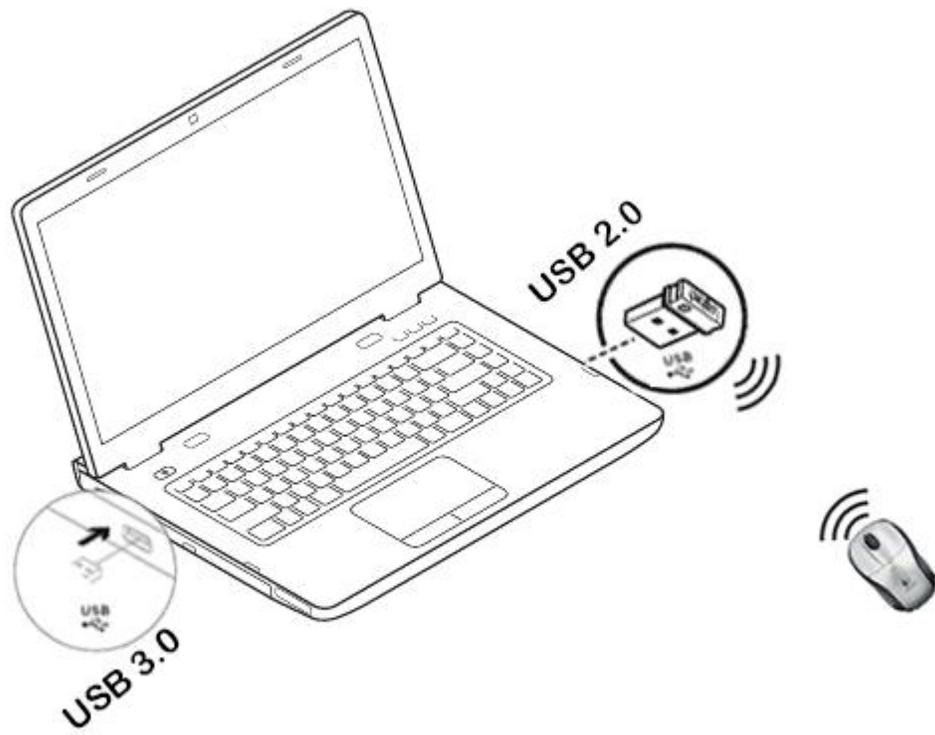
There are some techniques that can help early adopters of USB 3.0 to mitigate potential problems with their existing 2.4GHz wireless devices:

- If your PC has multiple USB 2.0 connectors available, separate your USB 3.0 and USB 2.0 receivers by as much distance as possible. For example, if your PC has a choice of USB 2.0 connectors, use the one on the opposite side of the PC from the USB 3.0 connector.
- Position your USB 2.0 receiver as close as possible to your wireless peripheral (mouse, keyboard, headphones, etc.).
- Use a standard, USB-extender cable to position your USB 2.0 wireless receiver as far away as possible from your USB 3.0 connector.
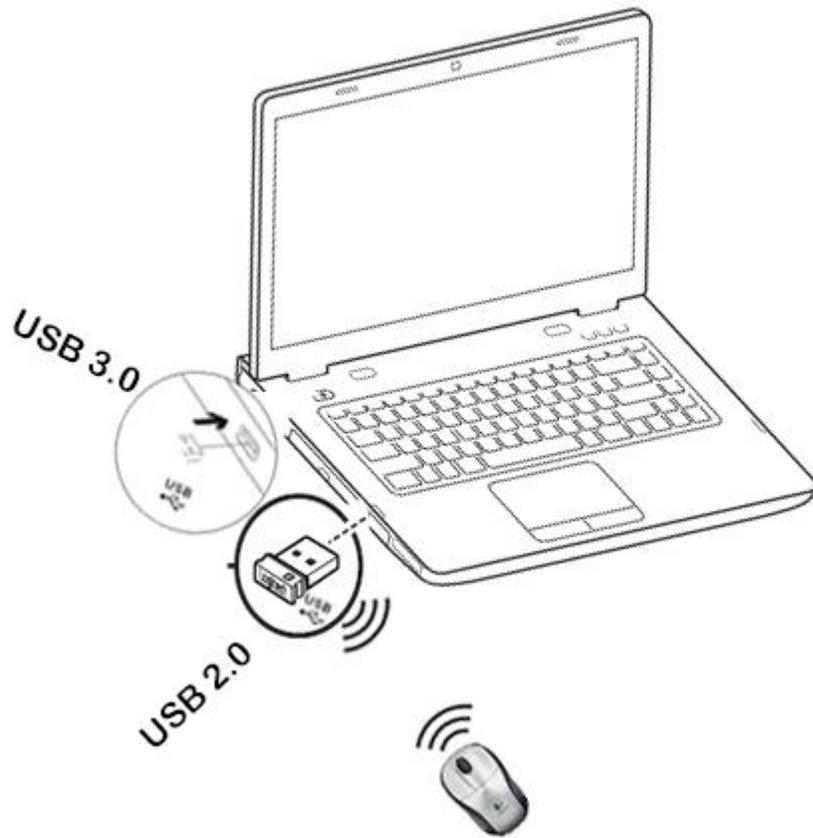
A USB-extender cable is available for Logitech customers who are experiencing this problem ([click here for more information](#)).

NOTE: A USB 3.0 connector sometimes referred to as Super Speed USB or SS, normally has a blue plastic insert in the connector. Unlike a USB 2.0 connector which has 4 pins within the connector, a USB 3.0 connector has 9 pins.
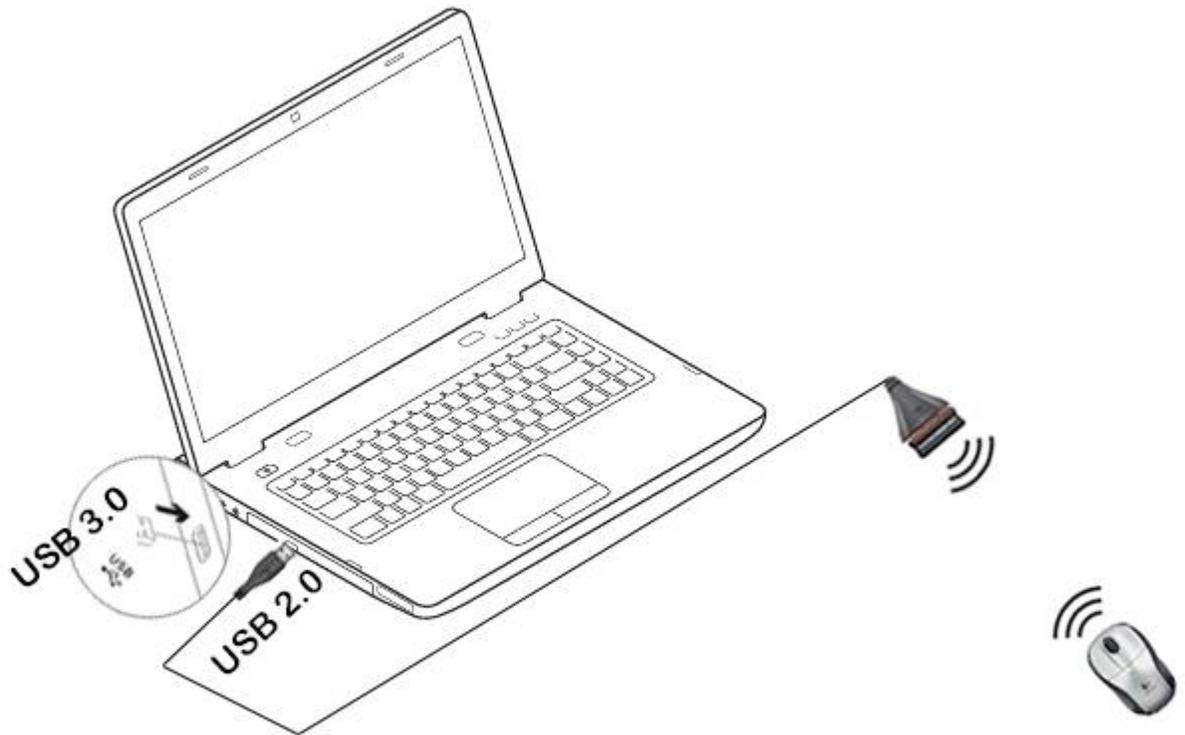

Move your USB 2.0 wireless receiver to the opposite side of your computer:

Make sure your USB 2.0 wireless receiver is in the USB 2.0 connector closest to your wireless peripheral:

Use a USB extended cable to position your wireless receiver as far away from your USB 3.0 peripheral as possible:

- +**Windows 8 and Windows 10 product support and device compatibility**

To check if your Logitech product works with Windows 8 or Windows 10, first select the appropriate product category from the list below.

- Mice and keyboards
- Tablet and laptop accessories
- Gaming products
- Harmony remotes
- Speakers
- Headphones and headsets
- Smart radios
- Squeezebox network music players
- Alert security cameras
- WiLife security cameras
- Webcams

- +**US, US International and United Kingdom keyboard layouts**

See the following for generic English-language keyboard layouts:

- [US](#)
- [US International](#)
- [United Kingdom](#)

- **+My Unifying mouse or keyboard wakes the computer even when it is set not to**

Symptom

After disabling the ability to wake-up the system in Windows Device Manager, the Unifying mouse or keyboard still brings the system out of sleep mode.

Solution

Even if you bought a mouse-only or keyboard-only product, the Unifying receiver that came with it still enumerates for both the mouse and keyboard interfaces.
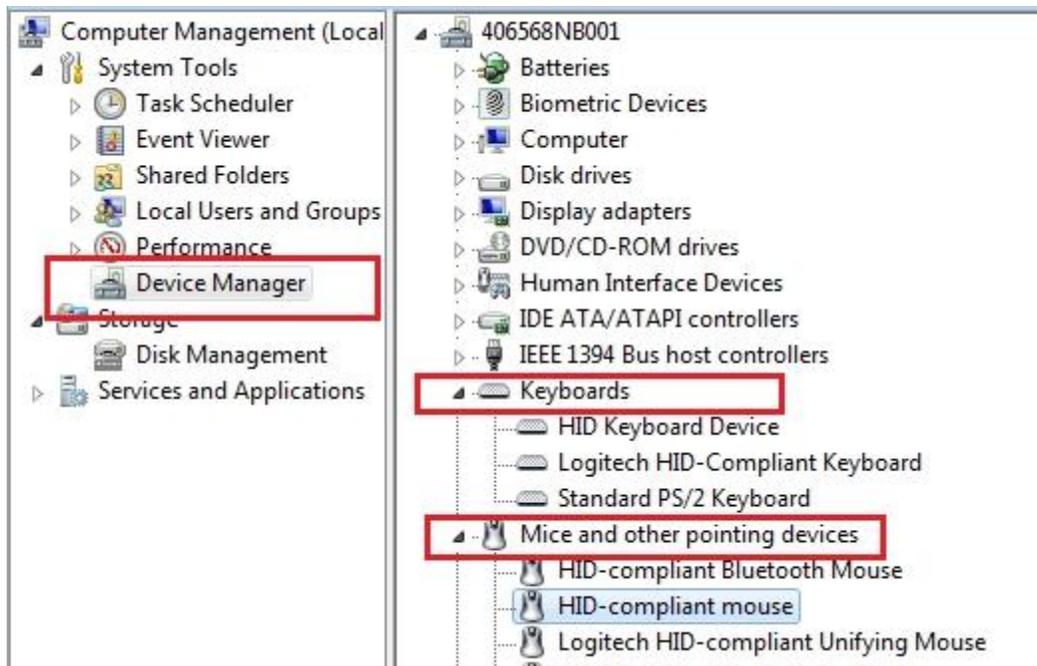
Example

If you have two mice attached, then you would need to uncheck the "Allow this device to wake the computer" option for both mice plus a keyboard in the Windows Device Manager.

Use the process below to identify and configure the Unifying devices to not wake up the system in Windows Device Manager.
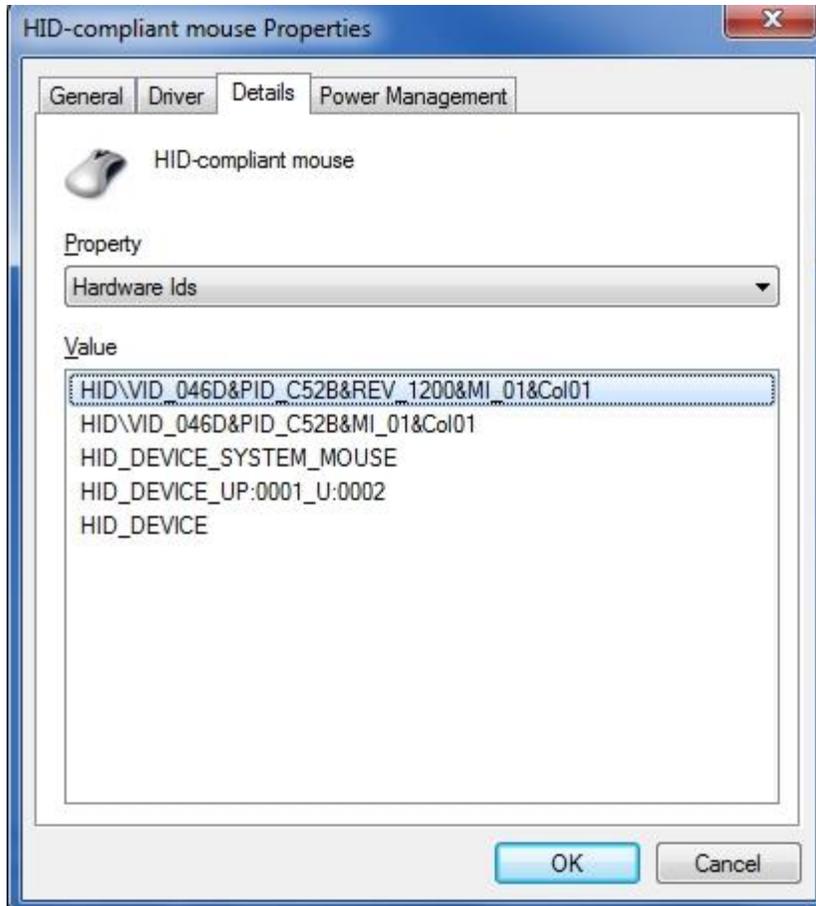
Changing wake-up settings in the Device Manager

To change the wake-up settings in Windows Device Manager, you'll need to launch it through Computer Management and then make your selections. Here's how:
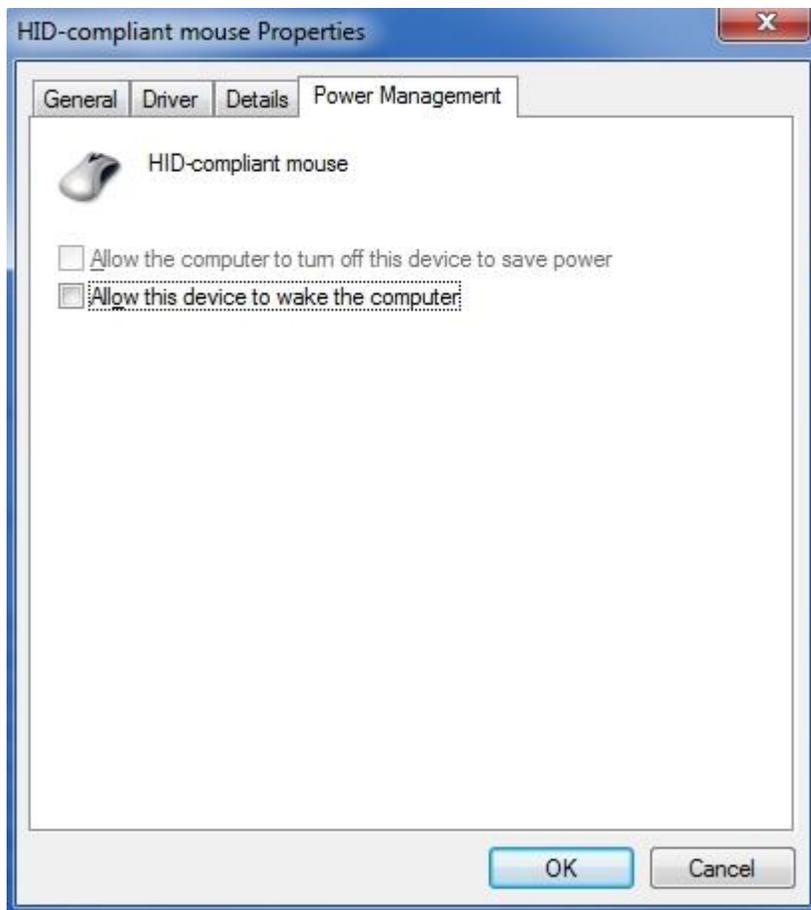
1. Click Start, right-click **Computer**, and then click **Manage**.
2. Click Device Manager in the navigation pane on the left.

3. Select and expand either the "Keyboards" or "Mice and other pointing devices" category.
4. Right-click on the first entry and go to Properties > Details tab > Hardware IDs under the Property section.
5. Make sure the Value section contains: **HID\VID_046D&PID_C52B**. If it doesn't, click **Cancel** and open the next mouse or keyboard entry in the list.

6. **Select** the "Power Management" tab and uncheck the "Allow this device to wake the computer" check box.

7. Repeat the same steps for all entries in both the "Keyboards" and "Mice and other pointing devices" categories.
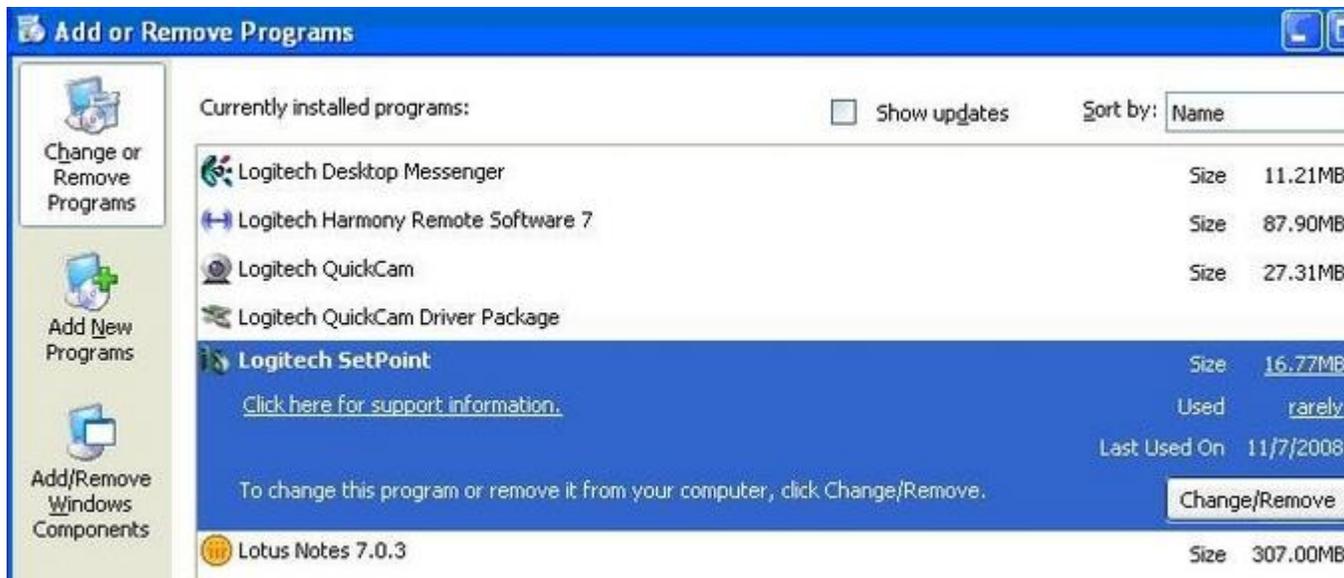
- +**Uninstalling the Logitech SetPoint software that came with my MK550**

To uninstall the Logitech SetPoint software, first select your operating system:

- Windows XP
- Windows Vista / Windows 7

Windows XP

1. Go to **Add or Remove Programs**:
    - Start menu view: Start > Control Panel > Add or Remove Programs
    - Classic start menu view: Start > Settings >Control Panel > Add or Remove Programs
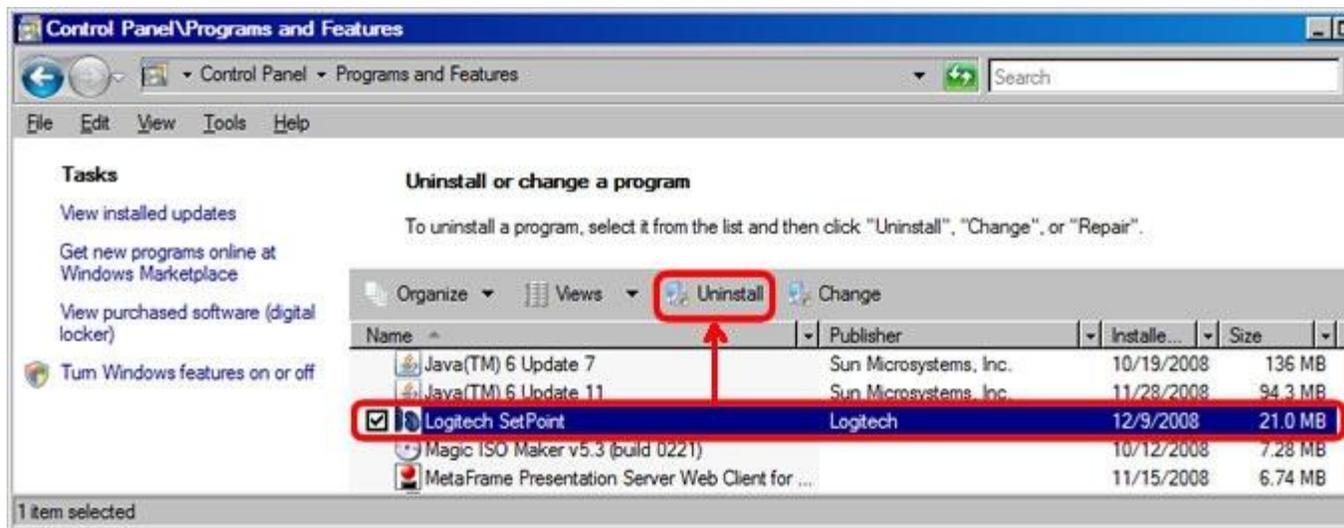2. Select **Logitech SetPoint** from the list (shown below).

3. Click the **Change / Remove** button.
4. Follow the on-screen instructions to remove SetPoint from your system.

   NOTE: You may need to restart your computer to finish uninstalling SetPoint.

Windows Vista / Windows 7

1. Go to **Uninstall** a program:
   o   Start menu view: Start > Control Panel > Uninstall a program
   o   Classic start menu view: Start > Settings >Control Panel > Programs and Features
2. Select **Logitech SetPoint** from the list (shown below).

3. Select the check box next to Logitech SetPoint.
4. Click **Uninstall** as shown above.

5. Follow the on-screen instructions to remove SetPoint from your system.

   NOTE: You may need to restart your computer to finish uninstalling SetPoint.

- +**MK550 operating distance**

In ideal situations, the MK550 can operate up to 30 feet (10 meters) with the receiver in clear sight of the keyboard and mouse.

If you are not getting this distance:

- Replace the batteries with a fresh set.
- Use the USB Receiver stand (included with your MK550) to move the USB receiver to a line of sight or change its positioning.
- Move devices such as cell phones, radios, wireless routers, microwaves, and other devices that emit radio waves or could cause radio interference (RF) away from your work area.

To determine if your environment is causing shorter than expected ranges, try using your MK550 in a different environment to see if the distance improves.

- +**MK550 battery life information**

Battery Information:

Keyboard:

- Requires 2 AA alkaline batteries.
- Expected battery life is up to 36 months.

Mouse:

- Requires 2 AA alkaline batteries.
- Expected battery life is up to 24 months.

Extending Battery Life

Although your keyboard and mouse have a standby mode to conserve power when not in use, there are other ways you can help extend the battery duration of your devices.

- Avoid using your mouse on dark or transparent surfaces such as glass. These surfaces cause the optical sensor to use more power.
- Use only alkaline batteries. Non-alkaline batteries, such as NiMH,or NiCd, operate at a lower voltage and may negatively impact your battery life.

- +**Turning my MK550 Keyboard on and off**

Your MK550 Desktop combo ships with a K350 Wave Keyboard. The keyboard is pre-set to be on and working, once you remove the little packing strip that preserves the initial battery charge.

To turn your keyboard off:

1. Flip the keyboard over and locate the power switch on the bottom.
2. Slide the power switch to the **OFF** position as shown below. You'll see a red background to the right of the switch to indicate that the keyboard is off.

To turn your keyboard on:

1. Flip the keyboard over and locate the power switch.
2. Slide the power switch to the **ON** position as shown below. You'll see a green background to the left of the switch to indicate that the keyboard is on.

AA

AA

OFF ON