

## Troubleshooting Tips

### 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)

Troubleshooting steps for:


- [Wired devices](#)
- [Wireless devices: Unifying and non-Unifying devices](#)
- [Wireless devices: Bluetooth devices](#)

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### 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.
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## 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.

## Connect your Logitech Bluetooth device

The following steps show you how to prepare your Logitech device for Bluetooth pairing and then how to pair it to computers or devices running:

- [Windows](#)
- [macOS](#)
- [Chrome OS](#)
- [Android](#)
- [iOS](#)

**Prepare your Logitech device for Bluetooth pairing** Most Logitech products are equipped with a **Connect** button and will have a Bluetooth Status LED. Usually the pairing sequence is started by holding down the **Connect** button until the LED starts blinking rapidly. This indicates that the device is ready for pairing.

NOTE: If you're having trouble starting the pairing process, please refer to the user documentation that came with your device, or visit the support page for your product at [support.logitech.com](https://support.logitech.com).

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### Windows

Select the version of Windows you're running and then follow the steps to pair your device.

- [Windows 7](#)
- [Windows 8](#)
- [Windows 10](#)

## Windows 7

1. Open the **Control Panel**.
2. Select **Hardware and Sound**.
3. Select **Devices and Printers**.
4. Select **Bluetooth Devices**.
5. Select **Add a device**.
6. In the list of Bluetooth devices, select the Logitech device you want to connect to and click **Next**.
7. Follow the onscreen instructions to finish pairing.

## Windows 8

1. Go to **Apps**, then find and select **Control Panel**.
2. Select **Devices and Printers**.
3. Select **Add a device**.
4. In the list of Bluetooth devices, select the Logitech device you want to connect to and select **Next**.
5. Follow the onscreen instructions to finish pairing.

## Windows 10

1. Select the Windows icon, then select **Settings**.
2. Select **Devices**, then **Bluetooth** in the left pane.
3. In the list of Bluetooth devices, select the Logitech device you want to connect to and select **Pair**.
4. Follow the onscreen instructions to finish pairing.

NOTE: It may take up to five minutes for Windows to download and enable all drivers, depending on your computer's specifications and your internet speed. If you have not been able to connect your device, repeat the pairing steps and wait a while before you test the connection.

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## macOS

1. Open **System Preferences** and click **Bluetooth**.
2. Select the Logitech device you want to connect to from the Devices list and click **Pair**.
3. Follow the onscreen instructions to finish pairing.

Upon pairing, the LED light on your Logitech device stops blinking and glows steady for 5 seconds. The light then turns off to save energy.

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## Chrome OS

1. Click the status area in the lower right corner of your desktop.

2. Click **Bluetooth enabled** or **Bluetooth disabled** in the pop-up menu. NOTE: If you had to click on **Bluetooth disabled**, that means the Bluetooth connection on your Chrome device needs to first be enabled.
3. Select **Manage devices...** and click **Add Bluetooth device**.
4. Select the name of the Logitech device you want to connect to from the list of available devices and click **Connect**.
5. Follow the onscreen instructions to finish pairing.

Upon pairing, the LED light on your Logitech device stops blinking and glows steady for 5 seconds. The light then turns off to save energy.

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## Android

1. Go to **Settings and Networks** and select **Bluetooth**.
2. Select name of the Logitech device you want to connect from the list of available devices and click **Pair**.
3. Follow the onscreen instructions to finish pairing.

Upon pairing, the LED light on the Logitech device stops blinking and glows steady for 5 seconds. The light then turns off to save energy.

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## iOS

1. Open **Settings** and click **Bluetooth**.
2. Tap on the Logitech device you want to connect to from the **Other Devices** list.
3. The Logitech device will be listed under **My Devices** when paired successfully.

Upon pairing, the LED light on the Logitech device stops blinking and glows steady for 5 seconds. The light then turns off to save energy.

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

To begin troubleshooting, please select your operating system:

- [Windows](#)
- [Mac](#)

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## Windows

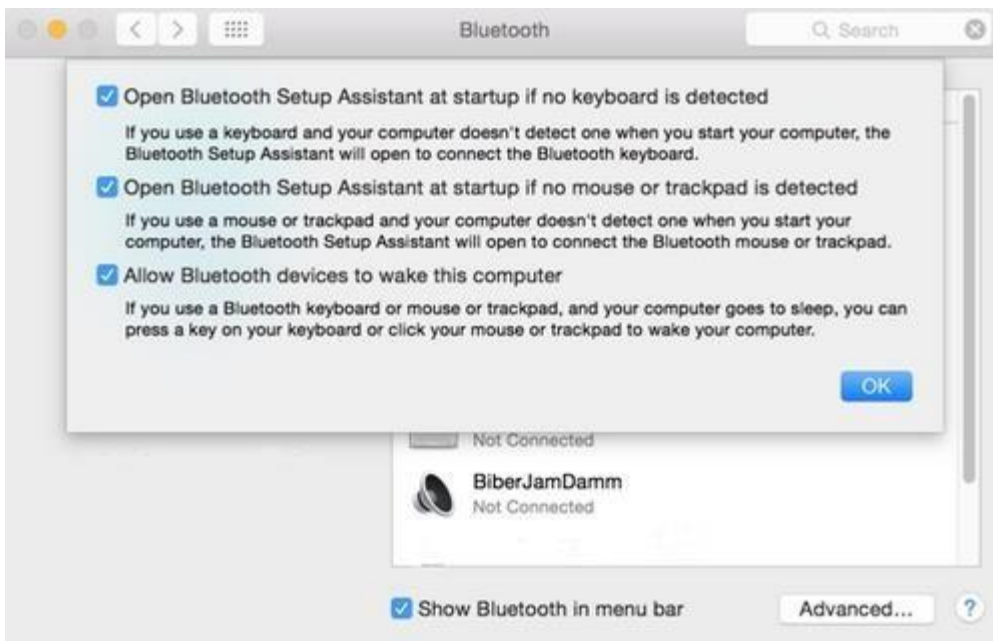
1. In the **Device Manager**, change the Bluetooth wireless adapter power settings:
  - Go to **Control Panel > System and Security > System > Device Manager**
2. In Device Manager, expand **Bluetooth Radios**, right-click on the Bluetooth wireless adapter (ex. Dell Wireless 370 adapter), and then click **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.

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## 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**.