

FAQ - G522 LIGHTSPEED Gaming Headset

Support Video



G522 LIGHTSPEED Gaming Headset - Unboxing and Setup

▶ Logitech G522 LIGHTSPEED Unboxing and Setup

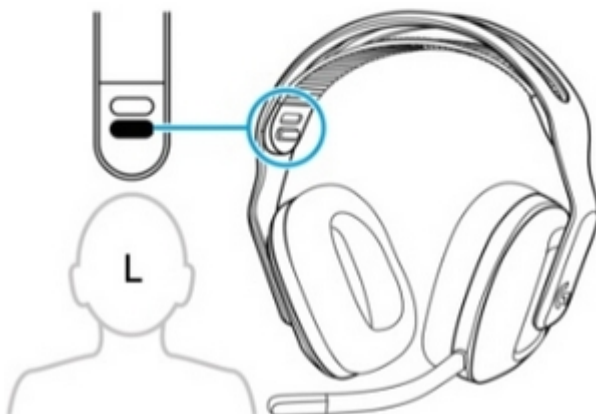
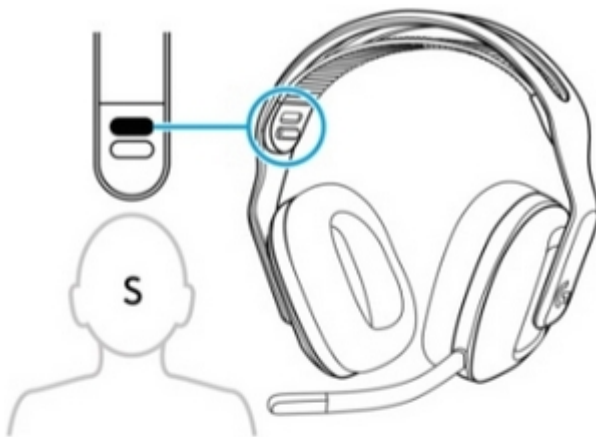
FAQ - G522 LIGHTSPEED Gaming Headset

Frequently Asked Questions

+How do I adjust the headband strap?

The elastic suspension headband is designed to accommodate a wide range of head sizes and shapes.

The headband can be attached at two anchor points of different lengths to fine tune the tension when worn, and to better suit your level of comfort.



+What is Blue VO!CE?

BLUE VO!CE is an advanced set of broadcast style filters and effects that makes sure you are heard loud and clear. There are a couple of different elements that make up BLUE VO!CE: Mic EQ, signal cleanup, and modulation Effects.

+How do I switch between two Bluetooth devices?

Once the headset is paired to multiple devices, you can switch between them by going into the Bluetooth devices list on the device you'd like to listen on, and choosing the G522 headset in the list.

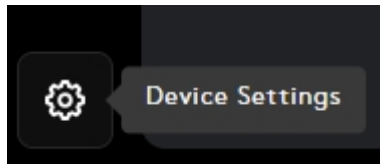
For example, if you're listening to audio on Device 1 and want to switch to Device 2, go to the Bluetooth devices list on Device 2 and select G522 from the list. This will disconnect the headset from Device 1 and connect it to Device 2.

+What is battery protection mode?

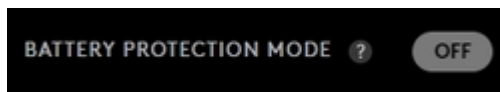
Battery protection mode increases the overall lifetime of your battery by limiting the charging capacity to 80% of the overall battery capacity. This means you will get somewhat shorter times between needing to charge, but your battery should last much longer before needing to be replaced.

To enable battery protection mode:

- Click the gear icon at the bottom left of your G522 product screen within G HUB.



- In the G522 Device Settings, toggle Battery Protection Mode to ON.



- This will cause your headset to restart in order for the new setting to take effect.

+What are the buttons on the G522 LIGHTSPEED Headset?



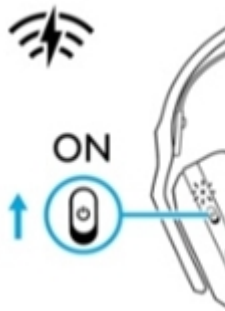
1. Status Indicator
Keep track of your battery status, as well as your LIGHTSPEED connection status.
2. Power Switch
Slide up to power on, down to power off.
3. Bluetooth
Pair up to 10 devices, and have G522 switch between each automatically.
4. Volume Wheel
Adjust the headset volume
5. Mute
Mute status can be seen on your boom.
6. Audio over USB
Listen to audio over USB while simultaneously recharging.

1. Status indicator LED

When the power is on, the LED will glow solid green for five seconds when the battery power $\geq 30\%$. If the battery power is $\leq 30\%$, the LED glows red for five seconds. To save battery life, the headset will power down automatically if there is no audio after 30 minutes. To resume use, turn the power off, then back on again. The timeout value can be adjusted in G HUB.

2. Power switch

Slide to power on/ off. The headset is in power on state when the blue mark is showing, and in power off when the red mark is showing.



1. Turn on headset by sliding power switch up.
2. Out of the box, the headset will be in LIGHTSPEED wireless mode by default.
3. LED indicator will be white indicating USB wireless mode.

3. Bluetooth / LIGHTSPEED Toggle

Press to toggle between Bluetooth and LIGHTSPEED modes. The LED indicator glows steady blue for five seconds when put into Bluetooth mode, white for five seconds when put into LIGHTSPEED mode, or cyan when in USB wired mode.

Short press the Bluetooth / Wireless toggle button — the LED indicator shows which mode the headset is in:

Blue = Bluetooth mode



White = LIGHTSPEED wireless mode



Cyan = USB wired mode



4.

NOTE: Headset will only switch to USB wired mode when connected via a USB cable. LIGHTSPEED wireless mode cannot be switched to or used while the headset is connected via USB cable.

5. Volume wheel

- Rotate up to increase the operating system volume
 - Rotate down to decrease operating system volume
6. When using on Windows/Mac the headset volume will sync with the operating system volume. When using on Playstation or Switch (docked mode) the headset will control its own volume independently of the console system volume.
7. Microphone mute toggle
- Microphone is active when red is not visible. The microphone is muted when red is visible. Red LED will light at the end of the mic boom when the mic is muted.
8. USB C port
- Use provided USB A to USB C charging cable to charge the headset by plugging into a USB port on the computer.
 - When plugged into a PC or console via the USB cable, the headset will automatically switch to USB wired audio mode.
9. Microphone
- For optimal voice pickup, place the end of the mic boom approximately two fingers' width from the corner of your mouth.
 - Blue VO!CE functionality can be enabled using G HUB software.

+How do I hardware reset my G522 LIGHTSPEED Headset?

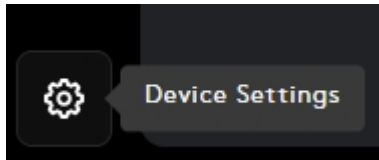
Here's how to perform a hardware reset:

1. Power on the headset.
2. Remove the left ear pad.
3. Insert a pin into the pin-hole labeled Reset. The headset will blink and chime.

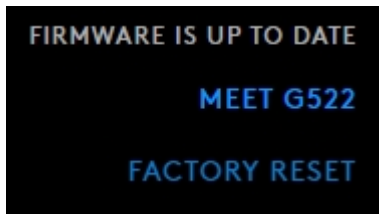
+How do I factory reset my G522 LIGHTSPEED?

Press and hold the Bluetooth button for ten seconds to initiate a factory reset. The status LED will fast blink white for two seconds when complete.

Alternatively, you can initiate a factory reset by going into the Device Settings in G HUB. Click the gear icon at the bottom left of the G HUB window.



Once in the Device Settings page, you'll see a factory reset option on the right side of the page.



+My G522 LIGHTSPEED headset takes a while to connect to my computer when I use the LIGHTSPEED wireless adapter

This is normal behavior. The LIGHTSPEED wireless adapter and headset takes time to establish a connection.

+Can I use the receiver from a different headset if I misplace or lose my G522 adapter?

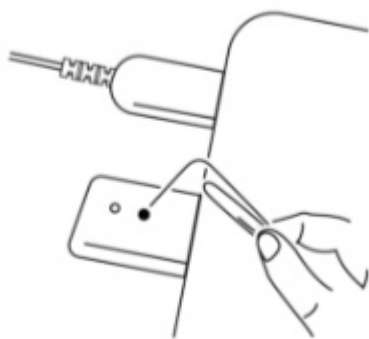
If you've misplaced or broken your LIGHTSPEED wireless adapter, contact Customer Care to make sure you get a replacement receiver that will work with your headset.

NOTE: Each headset can only be paired with a specific model of receiver.

+How do I pair my G522 LIGHTSPEED headset to a new LIGHTSPEED wireless adapter?

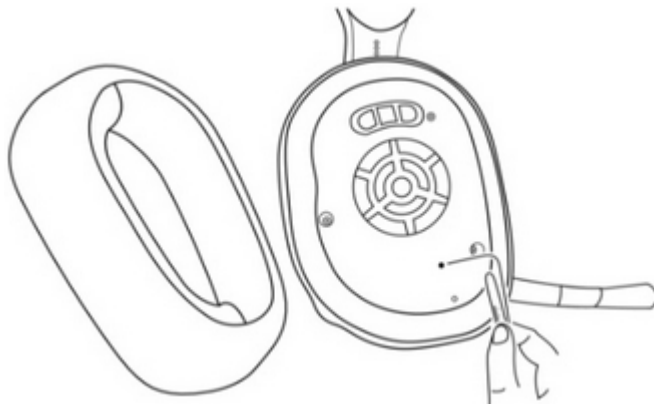
If your device becomes unpaired or you receive a replacement LIGHTSPEED wireless adapter, do the following to pair your device:

1. Plug in the LIGHTSPEED wireless adapter.
2. Insert a pin into the reset port on the LIGHTSPEED wireless adapter to initiate pairing mode. The light on the adapter will blink.



3. Turn on the headset.
4. Remove left ear pad on headset

5. Insert pin into pin-hole located below the speaker driver labeled Pairing.



6. Wait 10-15 seconds for pairing to complete — blinking stops on both headset and adapter and you will hear a chime in the headset to indicate pairing is complete.

✚How do I switch between Bluetooth and LIGHTSPEED connectivity mode on my G522 LIGHTSPEED headset?

Press the Bluetooth logo button on the left ear cup to toggle between LIGHTSPEED and Bluetooth. The light will flash blue when in Bluetooth mode and white when in LIGHTSPEED mode (or cyan if in USB wired mode).

NOTE: When plugged in via USB Wired mode, LIGHTSPEED mode is not available, and the mode toggle button will toggle between Bluetooth mode and USB wired mode.

+How do I use the G522 headset in wired mode?

To use your headset in wired mode:

1. Ensure your headset is in LIGHTSPEED mode. If you are not in LIGHTSPEED mode, press the Bluetooth mode button until you hear the “LIGHTSPEED” voice prompt and the status LED glows white.
2. Use the included USB-C to USB-A cable. Plug the USB-C end of the cable into the headset, and plug the USB-A side of the cable into your PC or Playstation.



3. Your device will automatically switch your primary audio source to USB wired. The status LED will begin to shine Cyan.



Even if your LIGHTSPEED USB adapter is still plugged in, the USB wired connection will take priority.

NOTE: LIGHTSPEED cannot be used while USB wired mode is active.

+Can I pair my G522 LIGHTSPEED headset with two or more Bluetooth devices?

Yes, you can pair two or more Bluetooth devices to the headset and switch between them. However, there can only be one active Bluetooth device at a time. Once you've paired your headset to multiple devices, you can switch between them by going into the Bluetooth devices list on the device you'd like to listen on, and choosing the G522 headset in the list.

For example, if you're listening to audio on Device 1 and want to switch to Device 2, go to the Bluetooth devices list on Device 2 and select G522 from the list. This will disconnect the headset from Device 1 and connect it to Device 2.

+Audio is interrupted when I plug my G522 LIGHTSPEED headset into my PC or console via USB cable

When plugged into a PC or console the G522 headset will prioritize the wired USB connection. This means the headset will disable the LIGHTSPEED connection and re-initialize using the USB wired connection. You will lose audio temporarily while this transition is being made. Additionally, the “wired mode” device name will appear in your audio devices list instead of the “wireless mode” device name.

NOTE: LIGHTSPEED cannot be used while USB wired mode is active.

+Can I mix Bluetooth and LIGHTSPEED audio sources using my G522 LIGHTSPEED headset?

No. You cannot mix LIGHTSPEED and Bluetooth sources. You can only switch between each mode.

+G522 LIGHTSPEED headset volume is turned all the way up but does not sound loud

The volume is adjusted using the roller on the left ear cup. This only adjusts the headset’s total volume, not the volume of your source. You’ll need to make sure the volume on your computer is at maximum too. A minimum of 50% volume is recommended.

+How to customize surround sound for G522 LIGHTSPEED headset with Logitech G HUB

To utilize DTS Headphone X Spatial audio, you must download and install the DTS Sound Unbound app. You can find links to download it [here](#). You can also find it in the Microsoft store. The app is free to download.

Once installed, the app will detect that your headset is a licensed product for use with DTS Headphone X, and will automatically unlock the spatial sound settings within the app.

NOTE: DTS Sound Unbound is only available on Windows.

+Does Blue VO!CE work on the G522 LIGHTSPEED headset when using Bluetooth or on PS5?

Yes, Blue VO!CE microphone EQs and signal cleanup elements are now processed on the headset itself, which means they are available when using LIGHTSPEED or Bluetooth. Additionally, Blue VO!CE mic EQs are also available on PC whether or not G Hub is running, as well as on PS5.

NOTE: Other Blue Vo!ce elements such as voice modulation, still require a connection with G Hub to function.

- To use Blue VO!CE features, download G HUB and enable Blue VO!CE under the MICROPHONE tab in G HUB. **NOTE:** G HUB can only be downloaded on Mac and Windows.
- Alternatively, download the G Mobile app and enable Blue Vo!ce mic EQs in the Microphone section of the mobile app.

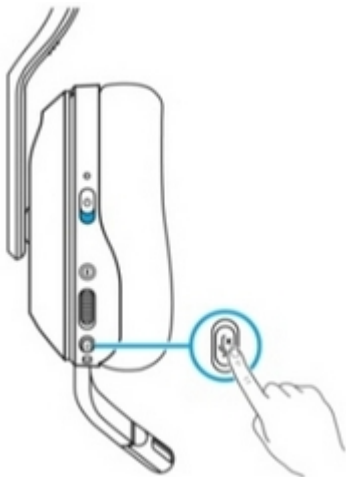
NOTE: G HUB desktop will only communicate with the headset in LIGHTSPEED “wireless mode”, or USB “wired mode”. G Mobile will communicate with the headset while in any mode.

✚How do I mute and unmute my G522 LIGHTSPEED headset microphone?

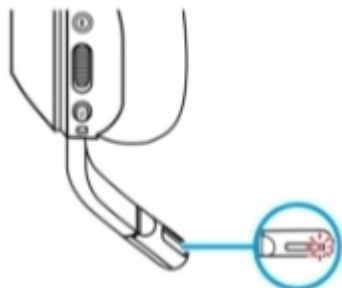
To mute and unmute the microphone, press the mute button located below the volume roller on the left ear cup.

When the red ring around the button is visible, the microphone will be muted.

When the button is in the state where the red ring is not visible the microphone will be unmuted. There will also be a sound notification when muting or unmuting.



Additionally, a red LED will light at the end of the mic boom when the headset is in the mute state.



+How do I check the battery level and charge my G522 LIGHTSPEED?

To charge your headset:

1. Plug the USB-C cable into the port at the bottom of the left ear cup, located between the microphone and mute button.
2. Connect the USB-A end into a USB port on the computer.
 - The power light will illuminate green and pulse while charging.
 - The power light will slowly blink red for low battery ($\leq 15\%$).

The battery status can also be checked within G Hub by going into the settings page of the headset.

+G522 LIGHTSPEED headset takes a long time to reach full charge despite little usage

The headset is designed to trickle charge at no more than 500 mA. This helps preserve the battery's lifetime and allows it to charge across most USB ports. When powered off, the G522 LIGHTSPEED headset will take approximately 4 hours and 45 minutes to go from zero charge to full charge.

+My G522 headset takes a long time to power on

It takes about 3-5 seconds for your headset to power on. If it takes any longer than ten seconds, please reach out to Customer Care for assistance.

+How do I remove the earpads from the G522 LIGHTSPEED headset?

Here's how to remove the earpads from your headset:

1. Place the headset on a table with the inside of the ear cups facing up so that the "L" and "R" characters are visible.
2. Place your thumbs inside one of the ear cups while your other fingers grip onto the seam between the ear pad fabric and the plastic frame, then gently pull straight up. The parts separate at the base of the fabric wrap.
NOTE: To prevent damage, do not pull on the elastic material or fabric directly.

+How do I keep my G522 LIGHTSPEED headset fabric surfaces and mic boom clean from makeup?

- Makeup spills must be removed immediately from the headset fabric and microphone boom.
- Remove excess makeup by blotting with a dry paper towel or tissue without smearing.
- Remove any remaining makeup with makeup remover (ex. Clinique's All About Clean, Neutrogena's Makeup Remover, and so on), or 70% isopropyl alcohol (or higher) as a second option.