

FAQ - MX Keys Mini

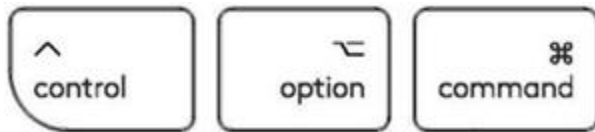
Frequently Asked Questions

- **+Understanding dual layouts on Logi keyboards**

A dual layout keyboard is one that is compatible across different operating systems (OS) such as macOS, Windows, iOS, Chrome, Android, and so on.

Some keys on a dual layout keyboard can perform actions on different operating systems while they maintain their original position. When a key is capable of performing different functions on different operating systems, the functions and operating system are indicated by label colors and split lines.

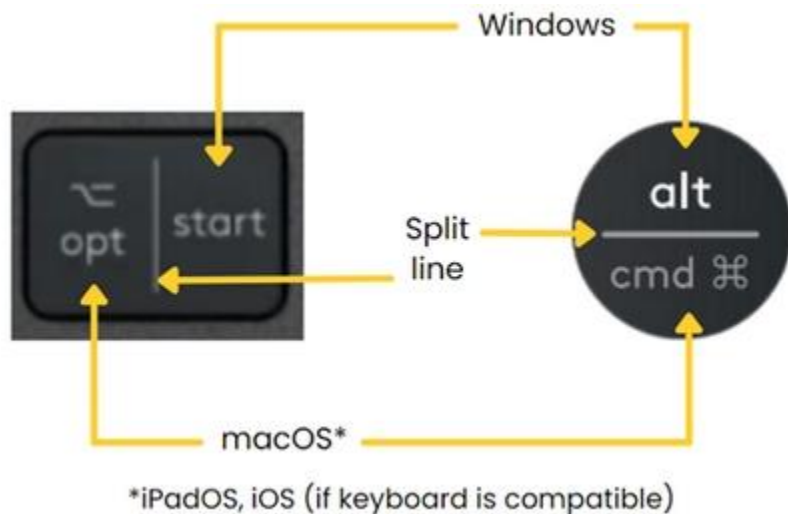
What are modifier keys, and what do they do?



Modifier keys are special keys on your keyboard that temporarily modify the normal action of another key when pressed together. By themselves, modifier keys usually do nothing; that is, pressing any of the $\hat{\uparrow}$ Shift, Alt, or Ctrl keys alone does not generally trigger any action from the computer.

Modifier keys on dual layout keyboards

While the Windows layout has an Alt key on either side of the space bar, macOS has a CMD key in the same positions. On a dual layout keyboard, the keys next to the space bar can do both the Alt and CMD actions, depending on what OS the keyboard is connected to. The label on these keys mention both OS-specific functions they can perform, separated by a line.



Key label color/format

Depending on the language layout of the keyboard, some symbols are accessed by pressing certain keys with dedicated modifiers. These key+modifier combinations can be identified by the similar color or text formats printed on them.

Example:



The @ sign is reserved for macOS. It is accessed by pressing the **OPT** key together with the **L** key. The **µ** symbol is reserved for Windows and is accessed by pressing **ALT GR** and **M** simultaneously.

For example, in the image above the keys outlined in yellow have symbols that are bold and on the left to indicate they are used by the specific OS. The keys that are outlined in blue have symbols on the right and aren't in bold, indicating they are used by a different OS.

• +Bluetooth - Pairing and Troubleshooting

What do you want to do today?

[I'd like to connect my device](#)

[I'd like troubleshooting tips](#)

Connect your device

- **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.
- Select your operating system to learn how to connect your Logitech device:
 - [Windows](#)
 - [macOS](#)
 - [Chrome OS](#)
 - [Android](#)
 - [iOS / iPadOS](#)

Windows

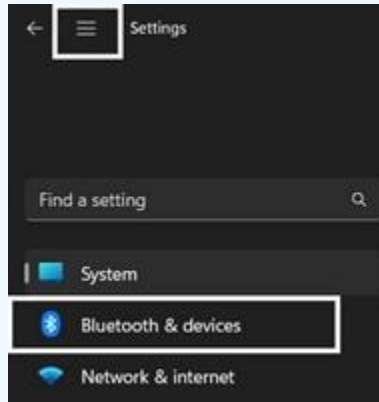
Select the version of Windows you're running and then follow the steps to pair your device.

- [Windows 11](#)
- [Windows 10](#)
- [Windows 8](#)

Windows 11

1. Click the Windows icon, then select **Settings**.

2. In the top left corner of the Settings window, click the Menu icon, and then select **Bluetooth & devices**.



3. Click **Add device**, select the Logitech device you want to connect to, and then click **Pair**.
4. 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.

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.

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.

macOS

1. Open **System Settings** and click **Bluetooth**.

2. Select the Logitech device you want to connect to from the Devices list and click **Connect**.
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.

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.

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.

iOS / iPadOS

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 troubleshooting tips

Try these steps to fix issues with your Logitech Bluetooth device:

- [My Logitech device doesn't connect with my computer, tablet or phone](#)
- [My Logitech device has already been connected, but frequently gets disconnected or laggy](#)

Other useful FAQs that may help to fix the issue:

- [Check for Bluetooth Low Energy Support](#)
- [Lag and disconnections on Bluetooth devices can be due to WiFi interference](#)
- [Resolve Bluetooth Wireless issues on Mac OS X](#)
- [Resolve Bluetooth wireless issues on macOS 12](#)
- [Resolve Bluetooth Wireless issues on Windows 10](#)
- [Resolve Bluetooth wireless issues on Windows 11](#)
- [Bluetooth device disconnects after Easy-Switch key is pressed multiple times](#)
- [Bluetooth device doesn't work after computer wakes from sleep mode](#)

Related Articles

- [Unifying Receiver & Software - Pairing and Troubleshooting](#)
- [All about Logi Bolt](#)
- [All about Logi Options+](#)
- [All about Logi Options](#)

- **+How do I use the Insert key on my MX Keys Mini?**

The Ins (Insert) key on MX Keys Mini is not a Function key, and is not controlled by a setting such as F1, F2, etc.

To use the Insert function, use the combination keystroke of Fn+Ins on your MX Keys Mini.

- **+MX Keys Mini Rose and Pale Gray keyboard backlighting changes by itself**

Your keyboard is equipped with an ambient light sensor that adapts the keyboard backlight according to the brightness of your room.

There are two default backlight levels that switch automatically:

- If the room starts getting dark (below 100 lux), the keyboard will set the backlighting to level 4. You can of course override this default level and increase or decrease the level.
- When the room is bright, over 100 lux, the backlighting will turn OFF as the contrast is no longer visible, and it won't drain your battery unnecessarily.

When your keyboard is kept ON, it will detect whenever your hands approach and the backlight will be turned back on. The backlighting won't turn back on if:

- Your keyboard has no more battery, below 10%.
- If the environment you're in is too bright.
- If you've turned it off manually or using Logitech Options software.

- **+Proximity detection and backlight behavior while charging the MX Keys Mini Keyboard**

Your keyboard is equipped with a proximity sensor that detects when your hands hover close to the keyboard.

Proximity detection will not work when the keyboard is charging — you have to press a key on the keyboard to turn the backlight on. Turning the keyboard backlight off while charging will help with the charging time.

The backlighting will stay on for five minutes after typing, so if you are working in the dark, the keyboard will not turn off while typing.

Once fully charged and the charging cable is removed, proximity detection will work again.

- **+Logi Bolt does not work or is not recognized**

If your device stops responding, first confirm that the Logi Bolt receiver is working properly. Use the steps below:

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 Logi Bolt ready, identified by this logo  open Logi Bolt Software and check if the device is found there.
5. If not, follow the steps to [connect the device to a Logi Bolt 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. Please contact Customer Support.

- **+Unable to pair to Logi Bolt Receiver**

If you're unable to pair your device to the Logi Bolt receiver, do the following:

STEP A:

1. Make sure the device is found in Devices and Printers. If the device is not there, follow steps 2 and 3.
2. If connected to a USB HUB, USB Extender, or to the PC case, try connecting to a port directly on the computer motherboard.
3. Try a different USB port; if a USB 3.0 port was used previously, try a USB 2.0 port instead.

STEP B:

Open Logi Bolt Software and see if your device is listed there. If it's not listed, follow the steps to connect the device to a Logi Bolt receiver. See [Connect a new device to a Logi Bolt USB receiver](#) for more information.

- **+How can I tell if my device is Logi Bolt ready?**

Logi Bolt devices can be recognized by this logo, found on the back of the device next to the Bluetooth logo:



- **+Are Logi Bolt devices compatible with Unifying USB receivers?**

Logi Bolt devices are not compatible with Unifying USB receivers, and Unifying devices are not compatible with Logi Bolt USB receivers.

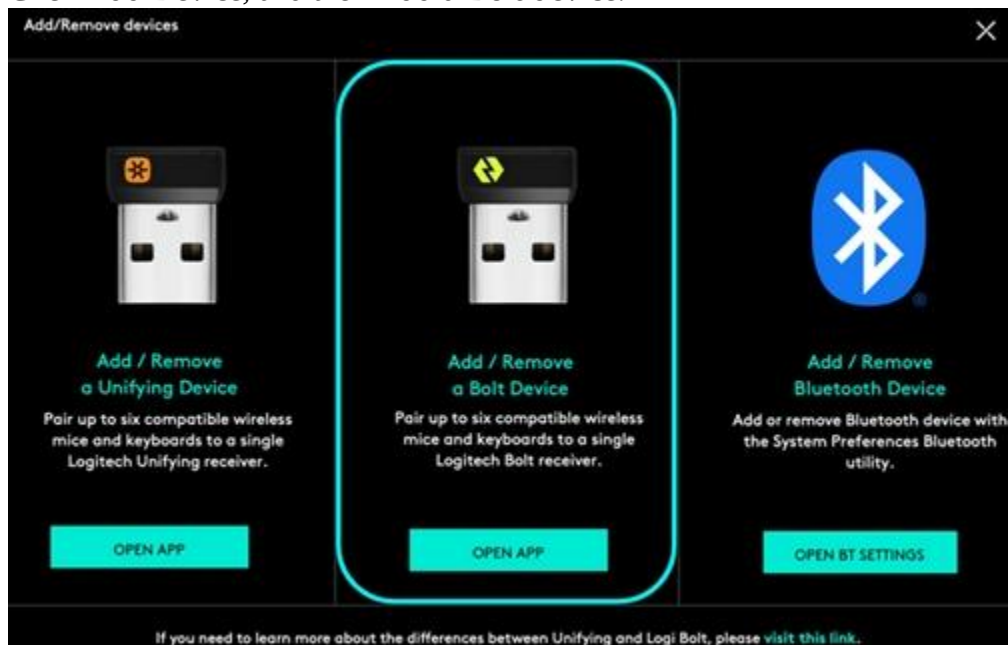


- **+Connect a new device to a Logi Bolt USB receiver**

Your Logi Bolt can host up to six devices.

To add a new device to an existing Logi Bolt receiver:

1. Open Logitech Options.
2. Click **Add Device**, and then **Add a Bolt device**.



3. Follow the on-screen instructions.
NOTE: If you don't have Logitech Options you can download it [here](#).

You can determine if your USB receiver is a Logi Bolt by the logo on the bottom right side:



- **+Pair your keyboard with a Logi Bolt receiver**

Your device is Logi Bolt compatible and can be connected using the wireless Logi Bolt USB receiver.

1. Make sure the keyboard is turned on.

The number 1 LED on the Easy-Switch button should blink rapidly. If it doesn't, press the button for three seconds (long press).



2. Plug the receiver into a USB port on your computer.
3. To adapt your keyboard to your operating system:
 - For Mac, press **Fn + O**
 - For Windows, press **Fn + P**

For information on how to pair a second computer, see [Pair to a second computer with Easy-Switch](#).

- **+Do I need a Bolt receiver to use a device that is Logi Bolt compatible?**

No, your device was designed to fully perform through Bluetooth connectivity. Logi Bolt is only recommended for users who work in crowded environments with many other wireless devices.

- **+What operating systems is my keyboard compatible with?**

You can find compatibility information for your keyboard on the product's page on [Logitech.com](#). On the product's page, scroll down to "SPECS & DETAILS". You'll find the operating system compatibility based on your connectivity choice, Bluetooth or USB receiver.

- **+Pair your Bluetooth keyboard to a different device with Easy-Switch**

Your keyboard can be paired with up to three different computers using the Easy-Switch button to change the channel.



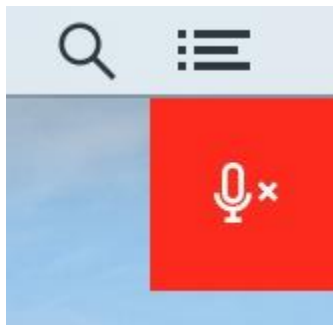
1. Select the channel you want and press and hold the Easy-Switch button for three seconds. This will put the keyboard in discoverable mode so that it can be seen by your computer. The LED will start blinking quickly.
2. Open the Bluetooth settings on your computer to complete the pairing. More details [here](#).
3. Once paired, a **short press** on the Easy-Switch button will allow you to switch channels.

- **+Mute / unmute microphone does not work**

First, make sure you have the latest version of Logitech Options+ or Logitech Options software installed. You can download them [here](#).

The mute and unmute microphone feature of your device can only be enabled once you have installed the software.

Mute/unmute microphone works on a system level, not on an application level. When you press the key to mute, you will see the image shown below on the top right corner of your screen.



This means your system's microphone is muted. If you are unmuted on a video conferencing app (ex. Zoom or Microsoft Teams) but can see this sign, you will not be heard when speaking. You'll need to press the mute/unmute once more to be unmuted.

- **+Logi Bolt**

Features from the Logi Bolt app have been moved to Logi Options+, enabling you to manage your device's software needs under one platform. Please install [Logi Options+](#) to connect and customize your device, or click [here](#) to see how.

General Info & How-Tos

- [Compatible operating systems with Logi Bolt wireless products](#)
- [What type of USB does the Logi Bolt receiver use?](#)
- [What version of the Bluetooth core specifications is Logi Bolt connectivity based on?](#)
- [What is the effective range of Logi Bolt?](#)
- [What Security Manager Protocols does Logi Bolt use for pairing, bonding, encryption and signing?](#)
- [Are PIN codes used for authentication with Logi Bolt?](#)

- [Does Logi Bolt use Just Works security mode?](#)
- [If the Logi Bolt device supports multiple pairings, does it use random/unique codes or static?](#)
- [Are Logi Bolt devices discoverable when actively initiated?](#)
- [Is the firmware of the Logi Bolt devices patchable should a vulnerability be discovered?](#)
- [Does Logi Bolt meet the security requirements of most companies in regulated industries such as financial services, healthcare?](#)
- [Has Logitech conducted security testing on its implementation of the Bluetooth stack in the Logi Bolt devices?](#)
- [Did Logitech fix Logitech Unifying wireless security issues in Logi Bolt?](#)
- [Corporate policy does not allow use of Bluetooth connections. Can we deploy Logi Bolt wireless products?](#)
- [Which products have Logi Bolt connectivity?](#)
- [Are Logi Bolt wireless products cross-compatible with Logitech Unifying wireless products?](#)
- [How do I use a combination of Logitech wireless products on the same computer?](#)
- [Why aren't Logi Bolt and Logitech Unifying cross-compatible?](#)
- [Is it possible to pair multiple devices with the same Logi Bolt receiver?](#)
- [Will Logitech continue to sell Logitech Unifying wireless products?](#)
- [Will Logitech continue to provide routine online, telephone and email support for Unifying products?](#)
- [How do I know if my device is Logitech Unifying or Logi Bolt?](#)
- [I lost my bolt receiver, how do I order a new one?](#)

Connection & Pairing

- [How to connect a Bolt device](#)
- [How to connect multiple Bolt devices to one receiver](#)
- [How to pair and unpair a Logi Bolt keyboard using the Logitech Options+ app](#)
- [How to pair and unpair a Logi Bolt mouse using the Logitech Options+ app](#)
- [How to pair and unpair a Logi Bolt device to Bluetooth on Windows](#)
- [How to pair and unpair a Logi Bolt device to Bluetooth on macOS](#)
- [How to pair and unpair a Logi Bolt keyboard using the Logi Bolt app/Logi Web Connect](#)
- [How to pair and unpair a Logi Bolt mouse using the Logi Bolt app/Logi Web Connect](#)

Logi Bolt app/Logi Web Connect & Options

- [How to install and uninstall the Logi Bolt app in Windows](#)
- [How to install and uninstall the Logi Bolt app on macOS](#)
- [How to change the Share diagnostics and usage data settings in the Logi Bolt app](#)
- [How to change language in the Logi Bolt app/Logi Web Connect](#)
- [How to check the app version and for updates in the Logi Bolt app](#)
- [How to stop the Logi Bolt app from running at startup in Windows](#)
- [How to stop the Logi Bolt app from running at startup on macOS](#)

- [What's changed in Options version 9.20 which has Logi Bolt bundled with Options?](#)
- [Why was the Logi Bolt app installed when I installed or updated the Logitech Options app?](#)
- [I don't have Logi Bolt supported devices, can I uninstall the Logi Bolt app?](#)
- [I don't want the Logi Bolt app running in the background, can I uninstall the Logi Bolt app? Can I download it when needed?](#)
- [Logi Bolt app has sharing diagnostics and usage data enabled, although I declined this during the Logitech Options installation.](#)
- [I have Logi Bolt wireless products and want to use Options.](#)
- [Logi Bolt App Release Notes](#)
- [Which browsers support Logi Web Connect?](#)
- [Which operating systems support Logi Web Connect?](#)
- [Does Logi Web Connect work offline?](#)
- [Logi Web Connect Release Notes](#)

Troubleshooting

- [How to troubleshoot Logi Bolt compatible devices on Windows and macOS](#)
- [How does the Dictation Key work on Logi Bolt keyboards?](#)
- [How to use the dictation key on Logitech keyboards?](#)
- [How can I use dictation if it doesn't work in my language?](#)
- [Will dictation work in my country/language? You promote dictation on your packaging.](#)
- [I tried to use the Microsoft Windows dictation feature but my language is not supported. Now my typing is garbled or incorrect.](#)
- [How to enable Microsoft Office Dictation in Logitech Options?](#)

• +All about Logi Options+

About Options+

- [Getting Started](#)
- [Supported devices & Specs](#)
 - [Release Notes](#)
 - [Updates](#)

[Download](#)

[Connecting your device](#)

[More FAQs](#)

[Flow](#)

[Smart Actions](#)

Troubleshooting

[Windows](#)

[macOS](#)

[Other Apps](#)

About Options+

- [What's different about Options+?](#)
- [Why is it called Options+ and do I have to pay for it?](#)
- [Does Options+ replace Options?](#)
- [Can I keep my Options settings when I install Logi Options+?](#)
- [Does Options+ support my products?](#)
- [What's next for Options+?](#)
- [How do I request a new feature or report an issue with Options+?](#)
- [Backup device settings to the cloud in Logitech Options+](#)
- [Logitech Options+ offline installer](#)

Connecting your device

- [Why is my device not detected in Options+?](#)
- [How do I connect my device to my computer?](#)
- [Resolve Bluetooth wireless issues on Windows 11](#)
- [Resolve Bluetooth wireless issues on macOS 12](#)
- [Logi Options+ permissions on macOS](#)
- [Logi Options+ issues recognizing devices on macOS when Secure Input is enabled](#)

Flow

- [What is Logitech Flow and how do I set it up and troubleshoot it?](#)
- [Unable to Flow into one of my computers after changing connection type or channel for that computer](#)
- [Flow screen does not load in Logi Options+. How can I resolve it?](#)
- [Flow does not work from macOS 12.4 onwards when my devices are connected via Bluetooth](#)
- [Flow for Logi Options+: Port Information](#)

Smart Actions

- [What are Smart Actions?](#)
- [How do I access Smart Actions?](#)
- [What are Templates?](#)
- [How do I manage Smart Actions?](#)
- [Backup Smart Actions](#)
- [Importing Smart Actions](#)
- [Creating new Smart Actions](#)
- [What is a Smart Actions Device Trigger?](#)
- [What is an Application action?](#)
- [What is a Keystroke action?](#)
- [What is a Text action?](#)
- [What is a System action?](#)
- [What is a Delay?](#)

Troubleshooting

Windows

- [Resolve Bluetooth wireless issues on Windows 11](#)
- [I tried to use the Microsoft Windows dictation feature but my language is not supported. Now my typing is garbled or incorrect.](#)
- [How to use the dictation action on Logitech mice and keyboards with Options+](#)

macOS

- [Logi Options+ permissions on macOS](#)
- [Logi Options+ issues recognizing devices on macOS when Secure Input is enabled](#)
- [Does Options+ have native support for Apple silicon \(M1\) computers?](#)
- [Check for firmware updates button does not do anything on my M1 Mac computer without Rosetta installed](#)
- [Why is Options+ showing up under Location Services on my Mac?](#)
- [Is Options+ compatible with macOS Universal Control? Why does my customization not work when I switch to a computer via Universal Control?](#)
- [Resolve Bluetooth wireless issues on macOS 12](#)
- [Unable to remove inactive Bluetooth device from the app on macOS 12](#)

- [Flow does not work from macOS 12.4 onwards when my devices are connected via Bluetooth](#)

Options+ with other apps (Adobe, MS Office & others)

- [Unable to create custom settings for my mouse for Microsoft Excel, Word, PowerPoint, Adobe Photoshop and Adobe Premiere Pro apps on my Windows computer. Plugins fail to install.](#)
- [How to remove LogiOptionsPlus Adobe plugin from Adobe Creative Cloud app after uninstalling Options+](#)
- [Even though I only created custom settings for Adobe Photoshop and Adobe Premiere Pro for my mouse, the Options+ Plus plugin shows Illustrator and Indesign apps on the Creative Cloud app](#)
- [I created custom mouse settings for Adobe Photoshop and use two versions of Photoshop. After I open both versions and close one of them, my custom mouse settings don't work on the open version.](#)
- [Unable to create Photoshop-specific settings on other admin accounts on M1 Mac computers](#)
- [Mouse button actions are performed twice when using Adobe Photoshop via Rosetta on M1 Mac computers](#)
- [I removed the custom mouse settings for Adobe Photoshop on my M1 computer but the plugin still remains connected.](#)

Updates & Other articles

- [Delete key on my keyboard does not work when I customize it](#)

• +Bluetooth mouse or keyboard not recognized after reboot on macOS (Intel-based Mac) - 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.

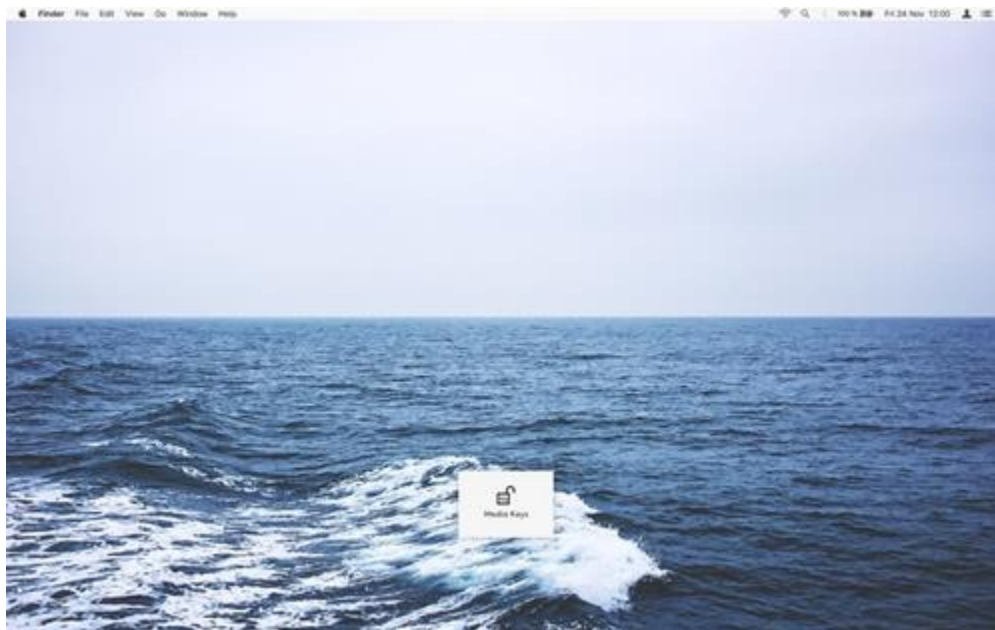
Note: This issue is fixed from macOS 12.3 or later on M1. Users with an older version might still experience it.

- **+How to enable direct access to F-keys**

Your keyboard has by default access to the Media and Hotkeys such as Volume Up, Play/Pause, Desktop view, and so on.

If you prefer to have direct access to your F-keys simply press **Fn + Esc** on your keyboard to swap them.

You can download Logi Options+ to get on-screen notifications when you swap from one to the other. Find the software [here](#).



- **+Keyboard backlight does not turn on**

Your keyboard backlight will automatically turn off under the following conditions:

- The keyboard is equipped with an ambient light sensor — it assesses the amount of light around you and adapts the backlight accordingly. If there is enough light, it turns the keyboard backlight off to prevent draining the battery.
- When your keyboard's battery is low, it turns the backlight off to allow you to continue working without disruption.

- **+Backup device settings to the cloud in Logitech Options+**

[INTRODUCTION](#)

HOW IT WORKS

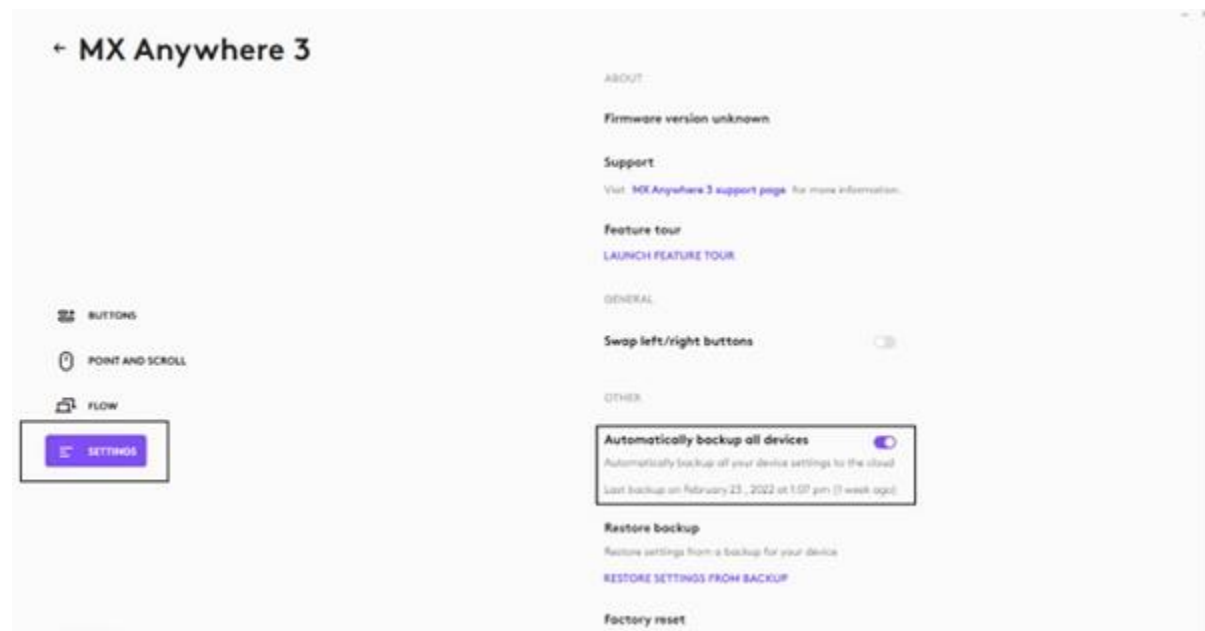
WHAT SETTINGS GET BACKED UP

INTRODUCTION

This feature on Logi Options+ allows you to backup the customization of your Options+ supported device automatically to the cloud after creating an account. If you are planning to use your device on a new computer or wish to go back to your old settings on the same computer, log into your Options+ account on that computer and fetch the settings you want from a backup to set up your device and get going.

HOW IT WORKS

When you are logged into Logi Options+ with a verified account, your device settings are automatically backed up to the cloud by default. You can manage the settings and the backups from the Backups tab under More settings of your device (as shown):



Manage settings and backups by clicking on **More > Backups**:

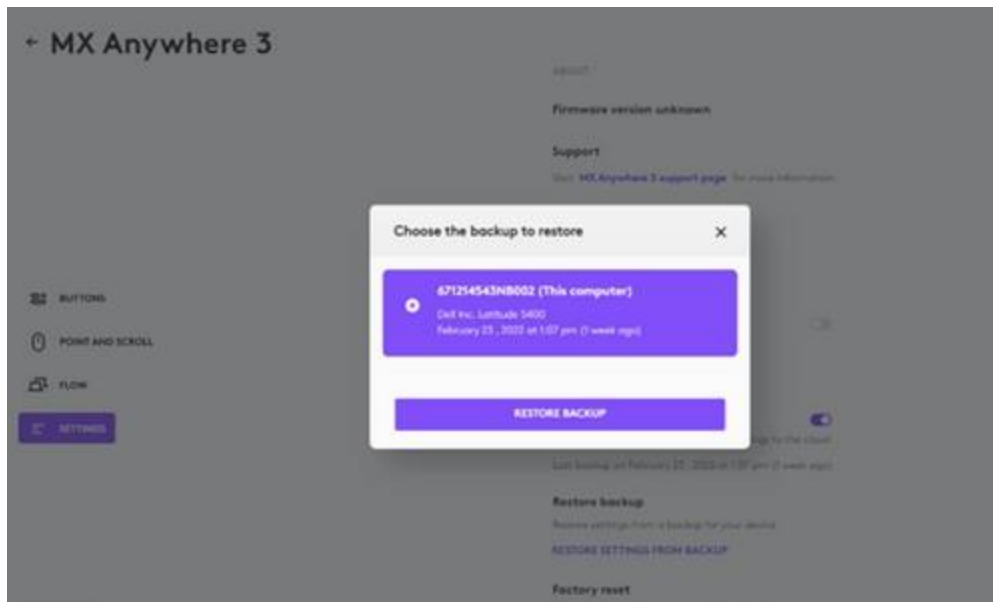
- **AUTOMATIC BACKUP OF SETTINGS** — if the **Automatically create backups of settings for all devices** checkbox is enabled, any settings you have or modify for all of your devices on that computer are backed up to the cloud automatically. The checkbox is enabled by default. You can disable it if you don't want the settings of your devices to be backed up automatically.
- **CREATE A BACKUP NOW** — this button allows you to backup your current device settings now, if you need to fetch them later.

- **RESTORE SETTINGS FROM BACKUP** — this button lets you view and restore all the available backups you have for that device that are compatible with that computer, as shown above.

The settings for a device are backed up for every computer that you have your device connected to and have Logi Options+ that you are logged into. Every time you make some modifications to your device settings, they get backed up with that computer name. The backups can be differentiated based on the following:

- Name of the computer. (Ex. John's Work Laptop)
- Make and/or model of the computer. (Ex. Dell Inc., Macbook Pro (13-inch) and so on)
- The time when the backup was made

The desired settings can then be selected and restored accordingly.



WHAT SETTINGS GET BACKED UP

- Configuration of all the buttons of your mouse
- Configuration of all the keys of your keyboard
- Point & Scroll settings of your mouse
- Any application-specific settings of your device

WHAT SETTINGS ARE NOT BACKED UP

- Flow settings
- Options+ app settings
- **+Keyboard/Mice - Buttons or keys do not work correctly**

Likely Cause(s):

- Potential hardware issue
- Operating system /software settings
- USB port issue

Symptom(s):

- Single-click results in double-click (mice and pointers)
- Repeating or strange characters when typing on the keyboard
- Button/key/control gets stuck or responds intermittently

Possible solutions:

1. Clean the button/key 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. **Windows only** — try a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
6. 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.

*Pointing devices only:

- If you're not sure if the problem is a hardware or software issue, try switching the buttons in the settings (left click becomes right click and right click becomes left click). If the problem moves to the new button it is a software setting or application issue and hardware troubleshooting cannot resolve it. If the problem stays with the same button it is a hardware issue.
- If a single-click always double-clicks, check the settings (Windows mouse settings and/or in Logitech SetPoint/Options/G HUB/Control Center/Gaming Software) to verify if the button is set to **Single Click is Double Click**.

NOTE: If buttons or keys respond incorrectly in a particular program, verify if the problem is specific to the software by testing in other programs.

• +Logitech Options permission prompts on macOS Monterey, macOS Big Sur, macOS Catalina, and macOS Mojave

- [Logitech Options permission prompts on macOS Monterey and macOS Big Sur](#)
- [Logitech Options permission prompts on macOS Catalina](#)
- [Logitech Options permission prompts on macOS Mojave](#)

- [Download](#) the latest version of Logitech Options software.
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Logitech Options permission prompts on macOS Monterey and macOS Big Sur

For official macOS Monterey and macOS Big Sur support, please upgrade to the latest version of Logitech Options (9.40 or later).

Starting with macOS Catalina (10.15), Apple has a new policy that requires user permission for our Options software for the following features:

- **Bluetooth Privacy prompt** needs to be accepted to connect Bluetooth devices through Options.
- **Accessibility** access is needed for scrolling, gesture button, back/forward, zoom, and several other features.
- **Input monitoring** access is needed for all the features enabled by the software such as scrolling, gesture button, and back/forward among others for devices connected via Bluetooth.
- **Screen recording** access is needed to capture screenshots using a keyboard or a mouse.
- **System Events** access is needed for the Notifications feature and Keystroke assignments under different applications.
- **Finder** access is needed for the Search feature.
- **System Preferences** access if needed for launching Logitech Control Center (LCC) from Options.

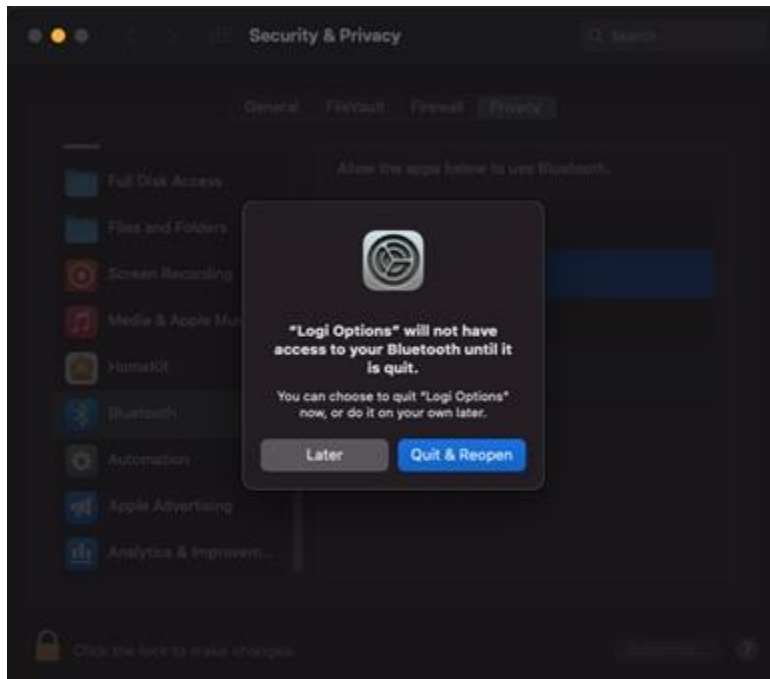
Bluetooth Privacy prompt

When an Options supported device is connected with Bluetooth/Bluetooth Low Energy, launching the software for the first time will show the below pop-up for Logi Options and Logi Options Daemon:



Once you click **OK**, you will be prompted to enable the checkbox for Logi Options in **Security & Privacy > Bluetooth**.

When you enable the checkbox, you will see a prompt to **Quit & Reopen**. Click on **Quit & Reopen** for the changes to take effect.

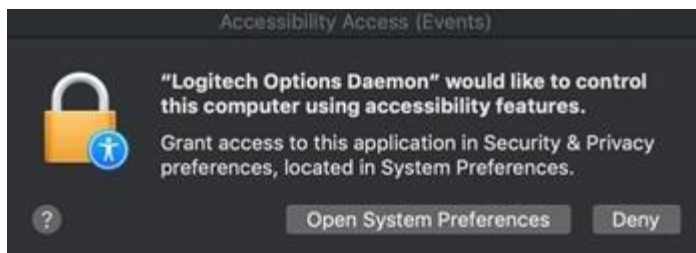


Once the Bluetooth Privacy settings are enabled for both Logi Options and Logi Options Daemon, the **Security & Privacy** tab will appear as shown:



Accessibility Access

Accessibility access is needed for most of our basic features such as scrolling, gesture button functionality, volume, zoom, and so on. The first time you use any feature that requires accessibility permission, you'll be presented with the following prompt:



To provide access:

1. Click **Open System Preferences**.
2. In System Preferences, click the lock at the bottom left corner to unlock.

3. In the right panel, check the boxes for **Logitech Options** and **Logitech Options Daemon**.

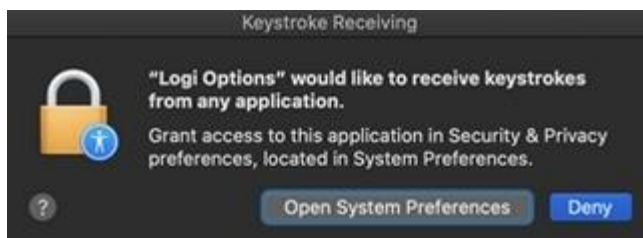
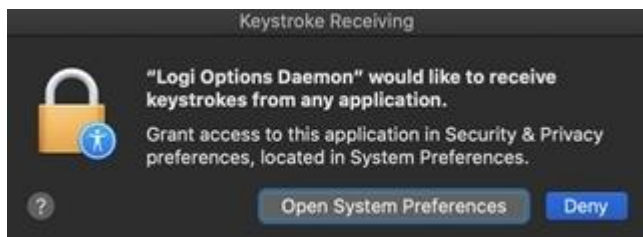


If you already clicked **Deny**, follow these steps to manually allow access:

1. Launch System Preferences.
2. Click **Security & Privacy**, then click the **Privacy** tab.
3. In the left panel, click **Accessibility** and then follow steps 2-3 above.

Input Monitoring Access

Input monitoring access is needed when devices are connected using Bluetooth for all features enabled by the software such as scrolling, gesture button, and back/forward to work. The following prompts will be displayed when access is needed:

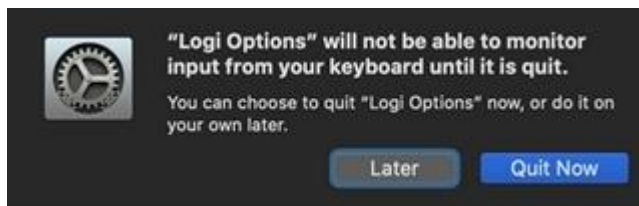
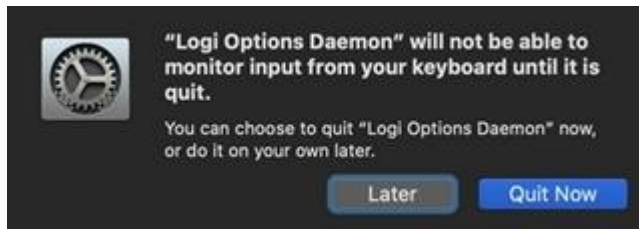


1. Click **Open System Preferences**.
2. In System Preferences, click the lock at the bottom left corner to unlock.

3. In the right panel, check the boxes for **Logitech Options** and **Logitech Options Daemon**.



4. After you check the boxes, select **Quit Now** to restart the application and allow the changes to take effect.

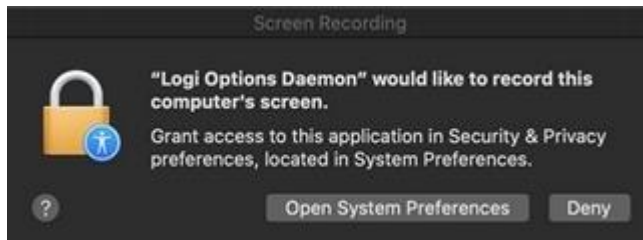


If you already clicked **Deny**, please do the following to allow access manually:

1. Launch System Preferences.
2. Click Security & Privacy, and then click the Privacy tab.
3. In the left panel, click Input Monitoring and then follow steps 2-4 from above.

Screen Recording Access

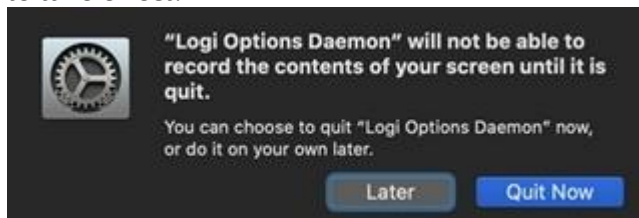
Screen recording access is needed to capture screenshots using any supported device. You'll be presented with the prompt below when you first use the screen capture feature:



1. Click **Open System Preferences**.
2. In System Preferences, click the lock at the bottom left corner to unlock.
3. In the right panel, check the box for **Logitech Options Daemon**.



4. Once you check the box, select **Quit Now** to restart the application and allow the changes to take effect.



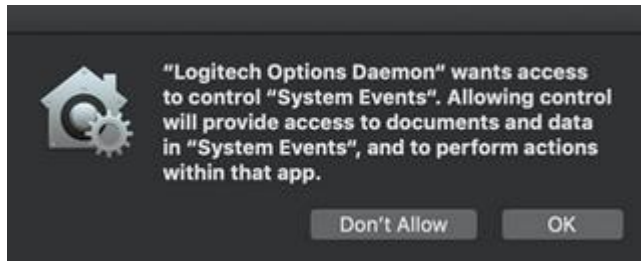
If you already clicked **Deny**, use the following steps to allow access manually:

1. Launch **System Preferences**.
2. Click **Security & Privacy**, then click the **Privacy** tab.
3. In the left panel, click on **Screen Recording** and follow steps 2-4 from above.

System Events prompts

If a feature requires access to a specific item like System Events or Finder, you will see a prompt the first time you use this feature. Please note that this prompt appears only once to request

access for a specific item. If you deny access, all the other features that need access to the same item will not work and another prompt will not be shown.



Please click **OK** to allow access for Logitech Options Daemon so that you can continue to use these features.

If you already clicked on **Don't Allow**, use the following steps to allow access manually:

1. Launch **System Preferences**.
2. Click **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click **Automation** and then check the boxes under **Logitech Options Daemon** to provide access. If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.



NOTE: If a feature still doesn't work after you grant access, please reboot the system.

Logitech Options permission prompts on macOS Catalina

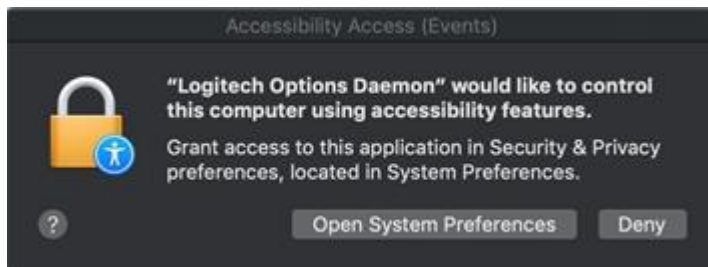
For official macOS Catalina support, please upgrade to the latest version of Logitech Options (8.02 or later).

Starting with macOS Catalina (10.15), Apple has a new policy that requires user permission for our Options software for the following features:

- **Accessibility** access is needed for scrolling, gesture button, back/forward, zoom and several other features
- **Input monitoring** (new) access is needed for all the features enabled by the software such as scrolling, gesture button and back/forward among others for devices connected via Bluetooth
- **Screen recording** (new) access is needed to capture screenshots using a keyboard or a mouse
- **System Events** access is needed for Notifications feature and Keystroke assignments under different applications
- **Finder** access is needed for the Search feature
- **System Preferences** access if needed for launching Logitech Control Center (LCC) from Options

Accessibility Access

Accessibility access is needed for most of our basic features like scrolling, gesture button functionality, volume, zoom, and so on. The first time you use any feature that requires accessibility permission, you'll be presented with the following prompt:



To provide access:

1. Click **Open System Preferences**.
2. In **System Preferences**, click the lock at the bottom left corner to unlock.
3. In the right panel, check the boxes for **Logitech Options** and **Logitech Options Daemon**.

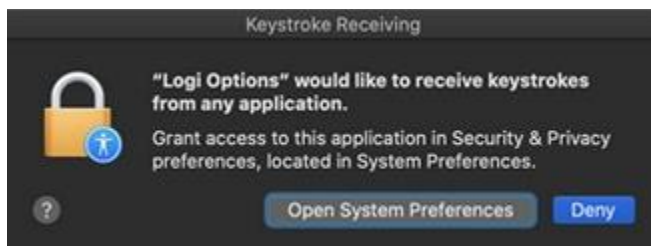
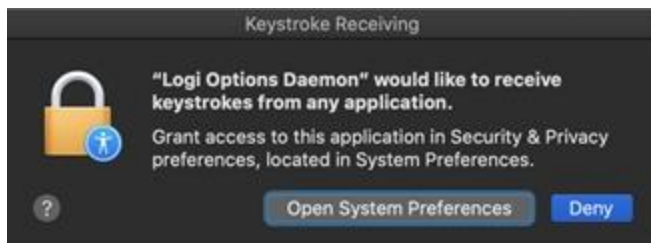


If you already clicked ‘Deny’, do the following to allow access manually:

1. Launch System Preferences.
2. Click **Security & Privacy**, then click the **Privacy** tab.
3. In the left panel, click **Accessibility** and then follow steps 2-3 above.

Input Monitoring Access

Input monitoring access is needed when devices are connected using Bluetooth for all features enabled by the software such as scrolling, gesture button and back/forward to work. The following prompts will be displayed when access is needed:

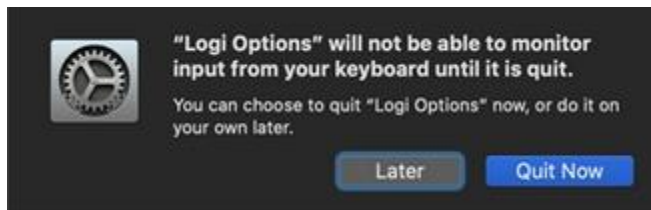
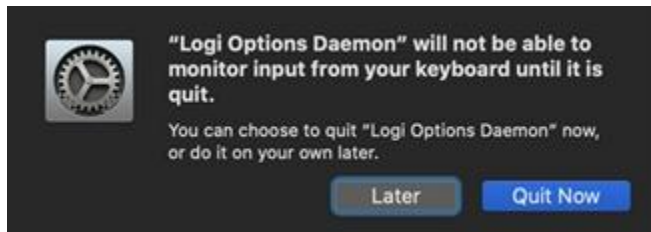


1. Click **Open System Preferences**.
2. In **System Preferences**, click the lock at the bottom left corner to unlock.

3. In the right panel, check the boxes for **Logitech Options** and **Logitech Options Daemon**.



4. After you check the boxes, select **Quit Now** to restart the application and allow the changes to take effect.

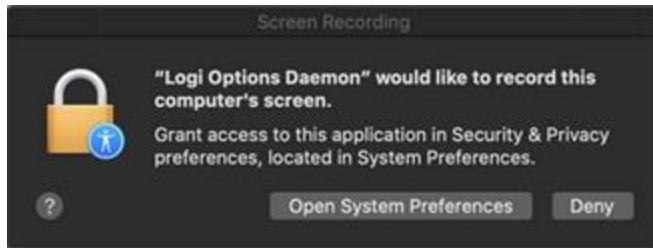


If you already clicked 'Deny', please do the following to allow access manually:

1. Launch System Preferences.
2. Click **Security & Privacy**, and then click the **Privacy** tab.
3. In the left panel, click **Input Monitoring** and then follow steps 2-4 from above.

Screen Recording Access

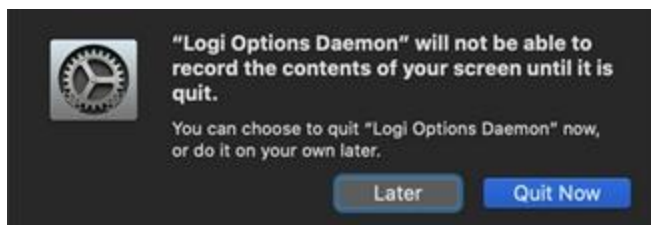
Screen recording access is needed to capture screenshots using any supported device. You'll be presented with the prompt below when you first use the screen capture feature.



1. Click **Open System Preferences**.
2. In **System Preferences**, click the lock at the bottom left corner to unlock.
3. In the right panel, check the box for **Logitech Options Daemon**.



4. Once you check the box, select **Quit Now** to restart the application and allow the changes to take effect.

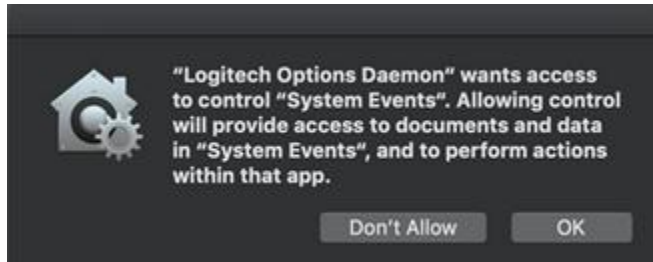


If you already clicked 'Deny', use the following steps to allow access manually:

1. Launch System Preferences.
2. Click **Security & Privacy**, then click the **Privacy** tab.
3. In the left panel, click on **Screen Recording** and follow steps 2-4 from above.

System Events prompts

If a feature requires access to a specific item like System Events or Finder, you will see a prompt the first time you use this feature. Please note that this prompt appears only once to request access for a specific item. If you deny access, all the other features that need access to the same item will not work and another prompt will not be shown.



Please click on **OK** to allow access for Logitech Options Daemon so that you can continue to use these features.

If you already clicked on Don't Allow, use the following steps to allow access manually:

1. Launch System Preferences.
2. Click **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click **Automation** and then check the boxes under **Logitech Options Daemon** to provide access. If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.



NOTE: If a feature still doesn't work after you grant access, please reboot the system.

- Click [here](#) for information on macOS Catalina and macOS Mojave permissions on Logitech Control Center.
 - Click [here](#) for information on macOS Catalina and macOS Mojave permissions on Logitech Presentation software.
-

Logitech Options permission prompts on macOS Mojave

For official macOS Mojave support, please upgrade to the latest version of Logitech Options (6.94 or later).

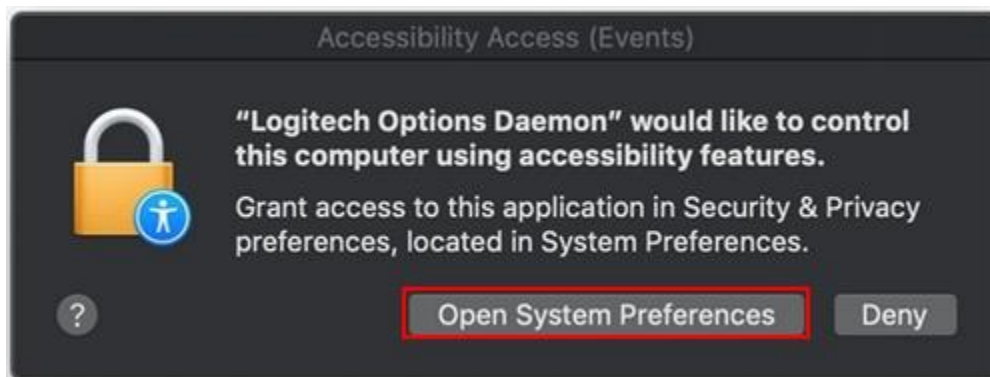
Starting with macOS Mojave (10.14), Apple has a new policy that requires user permission for our Options software for the following features:

- Accessibility access is needed for scrolling, gesture button, back/forward, zoom and several other features
- Notifications feature and keystroke assignments under different applications need access to System Events
- Search feature needs access to Finder
- Launching Logitech Control Center (LCC) from Options requires access to System Preferences

The following are the user permissions the software needs for you to get complete functionality for your Options-supported mouse and/or keyboard.

Accessibility Access

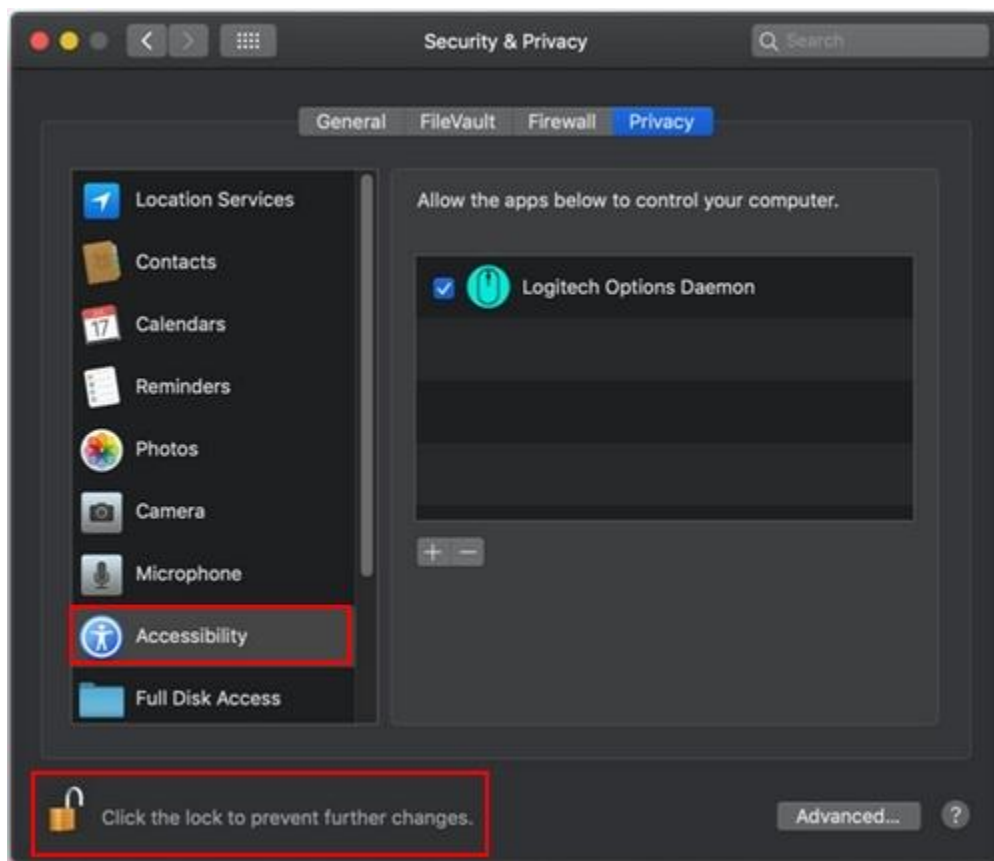
Accessibility access is needed for most of our basic features like scrolling, gesture button functionality, volume, zoom, and so on. The first time you use any feature that requires accessibility permission, you'll see a prompt as shown below.



Click **Open System Preferences** and then turn on the checkbox for Logitech Options Daemon.

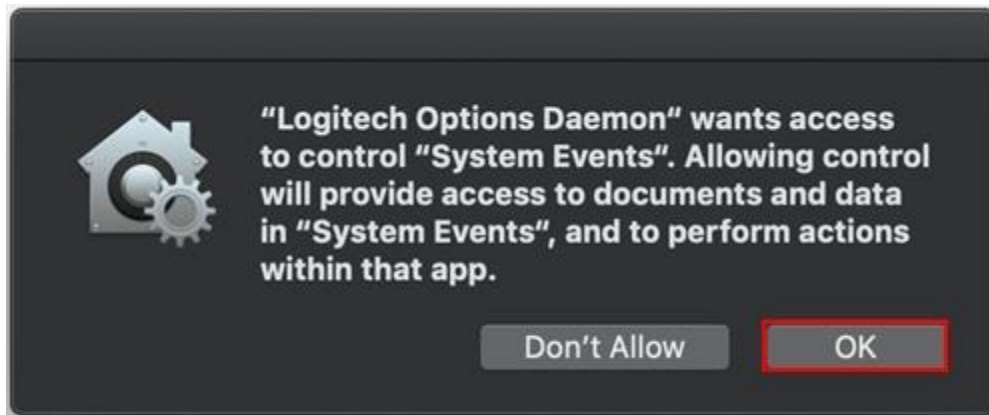
In case you clicked **Deny**, use the following steps to allow access manually:

1. Launch System Preferences.
2. Click on **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click on **Accessibility** and check the boxes under Logitech Options Daemon to provide access (as shown below). If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.



System Events prompts

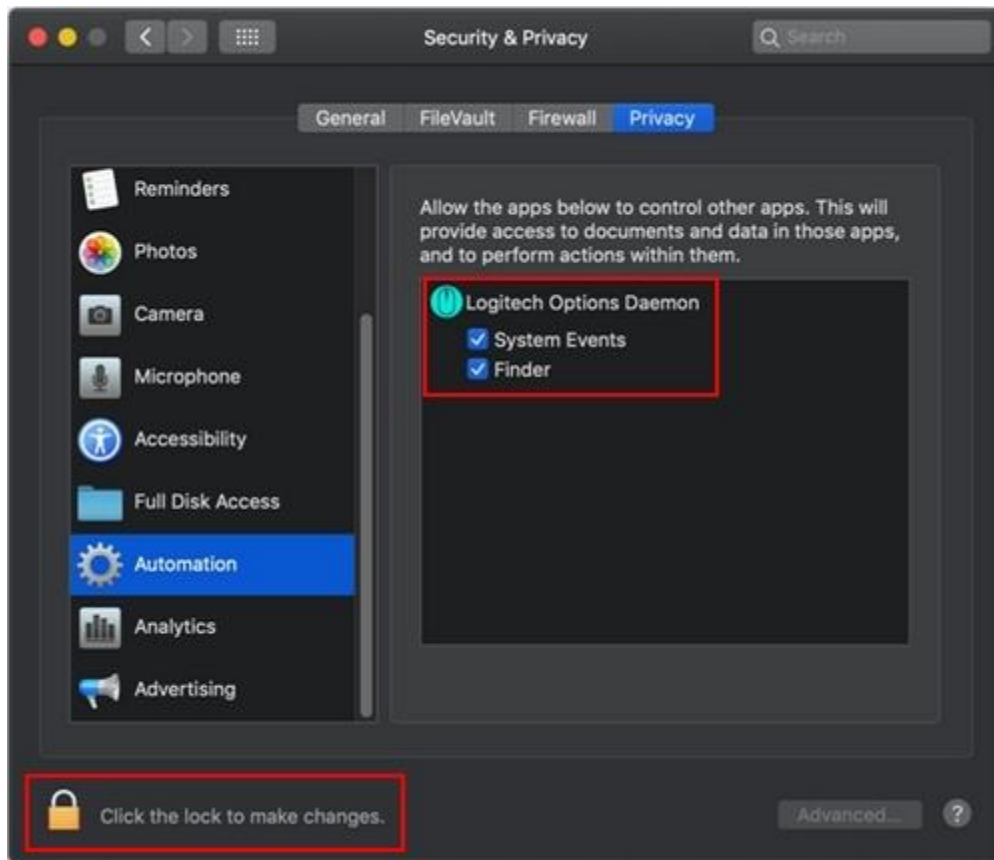
If a feature requires access to any specific item such as System Events or Finder, you will see a prompt (similar to the screenshot below) the first time you use this feature. Please note that this prompt appears only once, requesting access for a specific item. If you deny access, all the other features that need access to the same item will not work and another prompt will not be shown.



Click **OK** to allow access for Logitech Options Daemon so that you can continue to use these features.

In case you clicked **Don't Allow**, use the following steps to allow access manually:

1. Launch System Preferences.
2. Click **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click **Automation** and then check the boxes under Logitech Options Daemon to provide access (as shown below). If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.



NOTE: If a feature still doesn't work after you grant access, please reboot the system.

- **+Resolve Bluetooth Wireless issues on macOS**

These troubleshooting steps go from easy to more advanced.
Please follow the steps in order and check if the device works after each step.

Make sure you have the latest version of macOS

Apple is regularly improving the way macOS handles Bluetooth devices.
Click [here](#) for instructions on how to update macOS.

Make sure you have the right Bluetooth parameters

1. Navigate to the Bluetooth preference pane in **System Preferences**:
 - Go to **Apple Menu > System Preferences > Bluetooth**



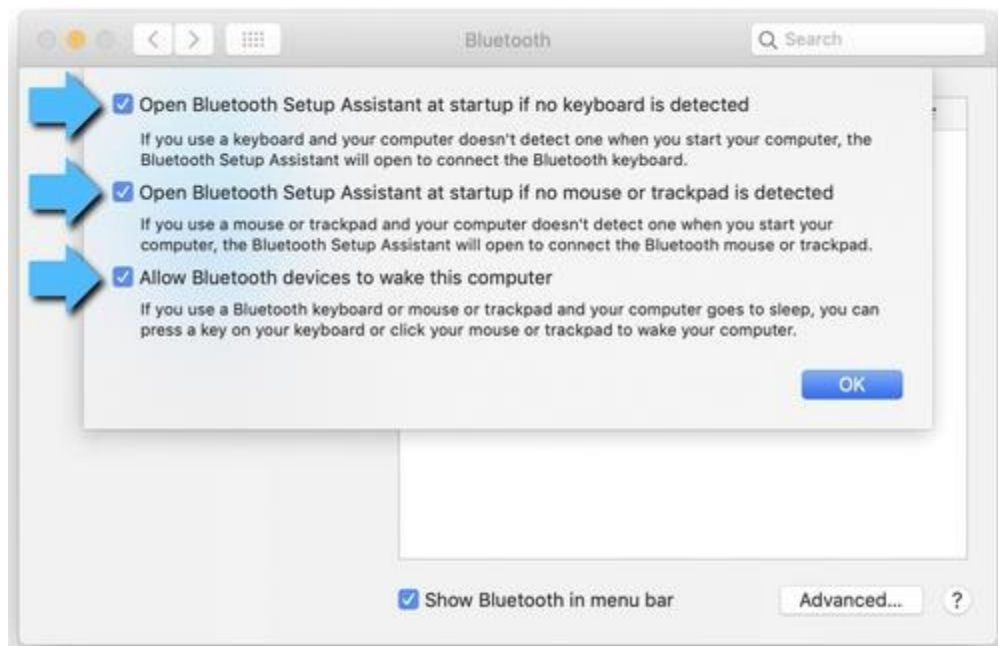
2. Make sure that Bluetooth is turned **On**.



3. In the bottom-right corner of the Bluetooth Preference window, click **Advanced**.



4. 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 Bluetooth Setup Assistant will launch if a Bluetooth keyboard, mouse or trackpad is not detected as connected to your Mac.
5. Click **OK**.

Restart the Mac Bluetooth Connection on your Mac

1. Navigate to the Bluetooth preference pane in System Preferences:
2. Go to **Apple Menu > System Preferences > Bluetooth**
3. Click **Turn Bluetooth Off**.



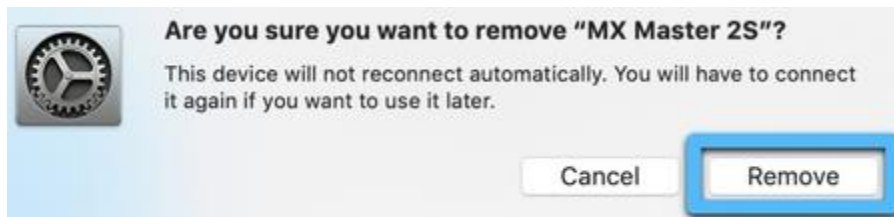
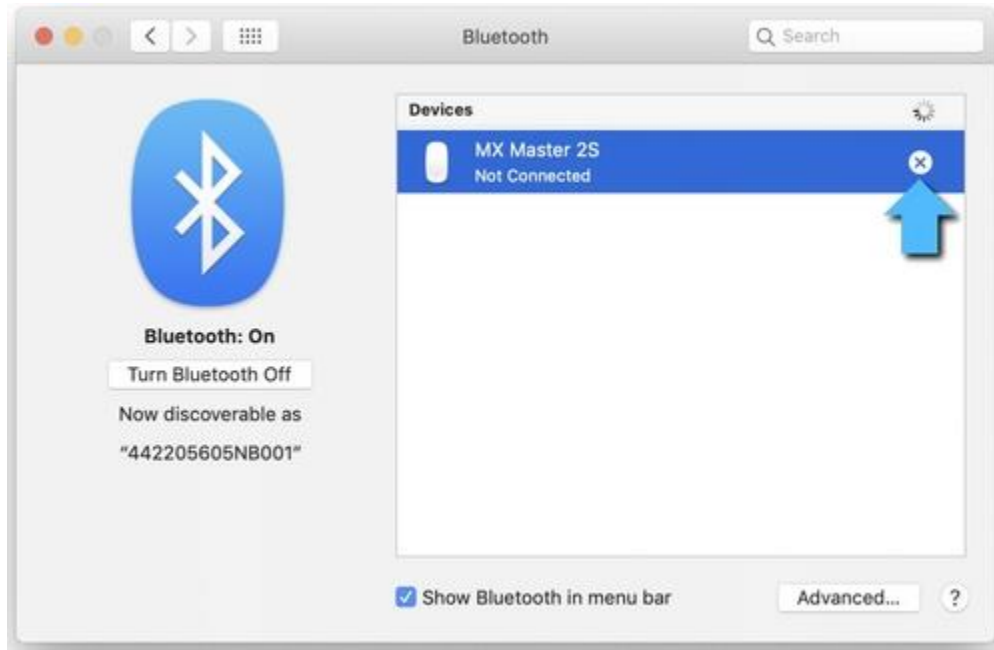
4. Wait a few seconds, and then click **Turn Bluetooth On**.



5. Check to see if the Logitech Bluetooth device is working. If not, go to the next steps.

Remove your Logitech device from the list of devices and try to pair again

1. Navigate to the Bluetooth preference pane in System Preferences:
 - Go to **Apple Menu** > **System Preferences** > **Bluetooth**
2. Locate your device in the **Devices** list, and click on the “x” to remove it.



3. Re-pair your device by following the procedure described [here](#).

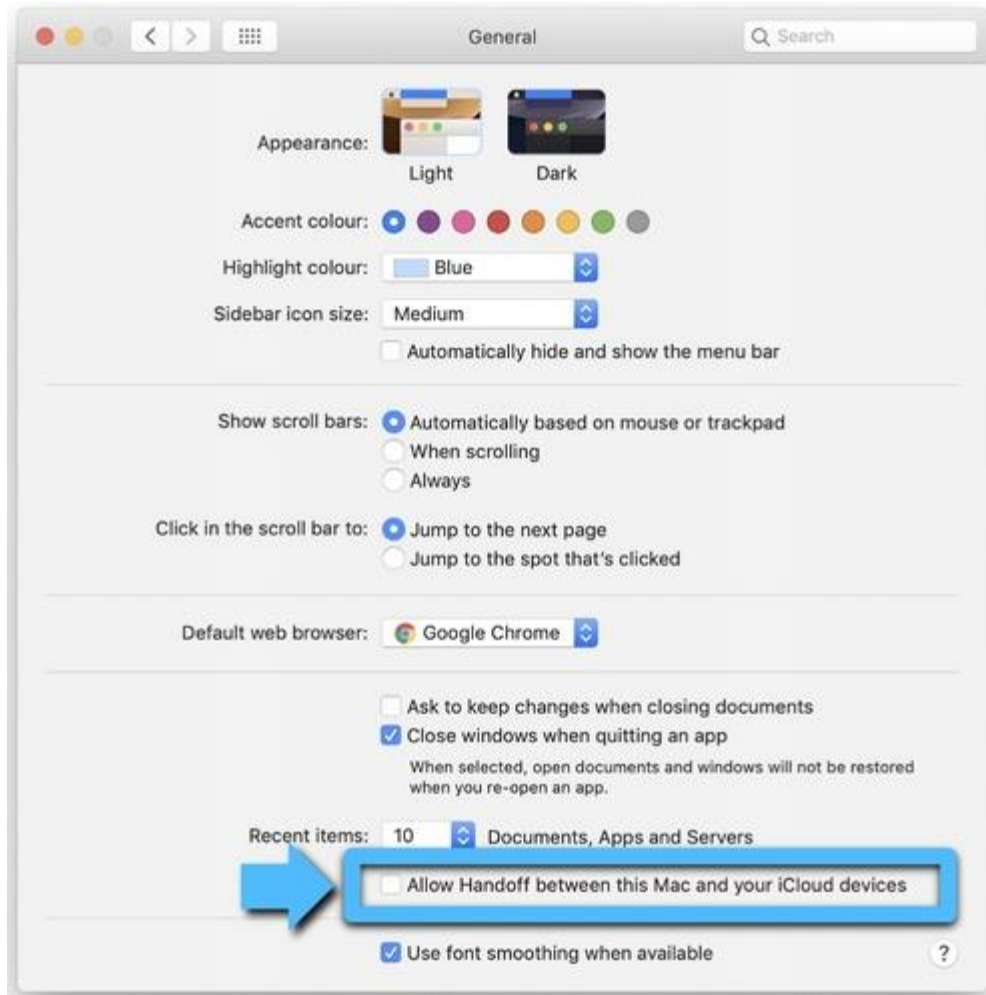
Disable the hand-off feature

In some cases, disabling the iCloud hand-off functionality can help.

1. Navigate to the General preference pane in System Preferences:
 - Go to **Apple Menu** > **System Preferences** > **General**



2. Make sure **Handoff** is unchecked.



Reset the Mac's Bluetooth settings

WARNING: This will reset your Mac, and cause it to forget all of the Bluetooth devices you have ever used. You will need to re-configure each device.

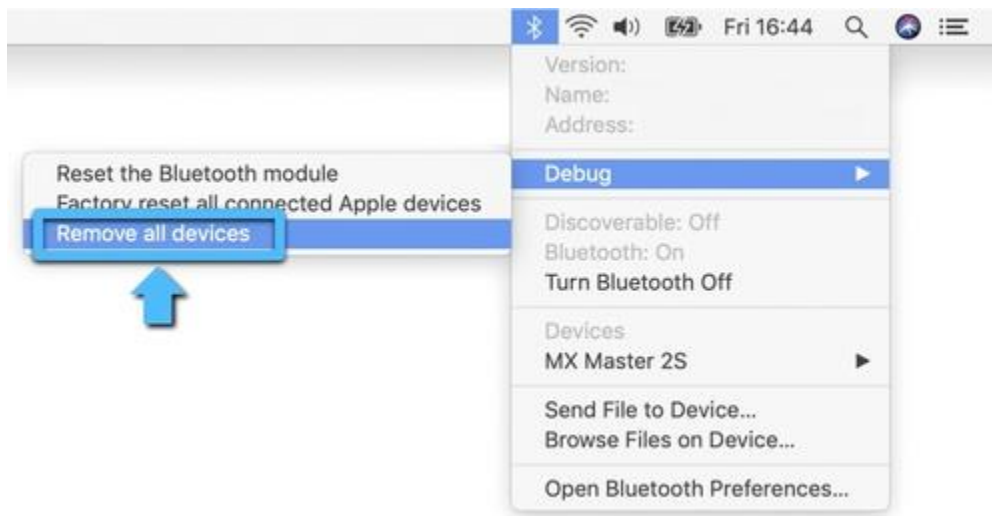
1. Make sure Bluetooth is enabled and that you can see the Bluetooth icon in the Mac Menu Bar at the top of the screen. (You'll need to check the box **Show Bluetooth in menu bar** in the Bluetooth preferences).



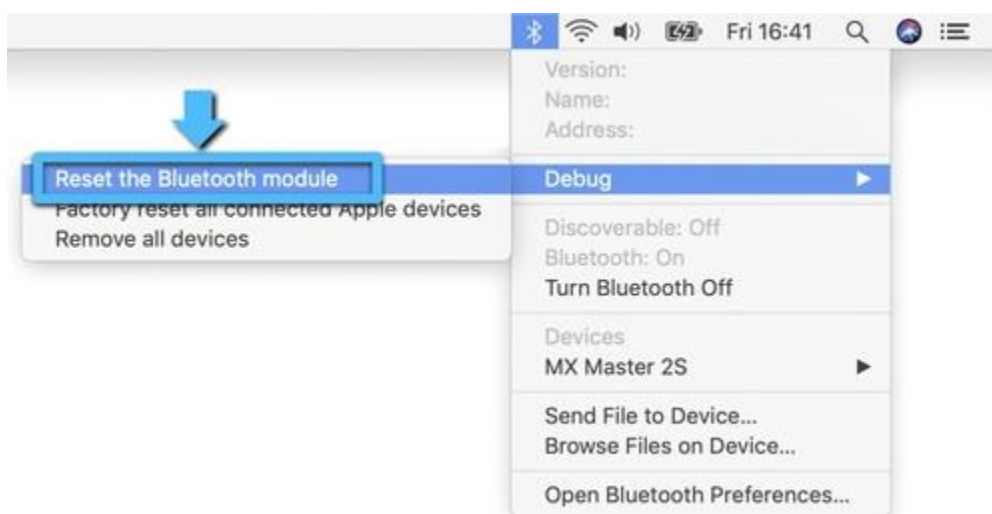
2. Hold down the **Shift** and **Option** keys, and then click the Bluetooth icon in the Mac Menu Bar.



3. The Bluetooth menu will appear, and you will see additional hidden items in the drop-down menu. Select **Debug** and then **Remove all devices**. This clears the Bluetooth device table and you'll then need to reset the Bluetooth system.



4. Hold down the **Shift** and **Option** keys again, click on the Bluetooth menu and select **Debug > Reset the Bluetooth Module**.



5. You will now need to repair all your Bluetooth devices following standard Bluetooth pairing procedures.

To re-pair your Logitech Bluetooth device:

NOTE: Make sure all your Bluetooth devices are on and have enough battery life before you re-pair them.

When the new Bluetooth Preference file is created, you'll need to re-pair all your Bluetooth devices with your Mac. Here's how:

1. If the Bluetooth Assistant starts up, follow the onscreen instructions and you should be ready to go. If the Assistant doesn't appear, go to Step 3.

2. Click **Apple > System Preferences**, and select the Bluetooth Preference pane.
3. Your Bluetooth devices should be listed with a Pair button next to each unpaired device. Click **Pair** to associate each Bluetooth device with your Mac.
4. Check to see if the Logitech Bluetooth device is working. If not, go to the next steps.

Delete your Mac's Bluetooth Preference List

The Mac's Bluetooth Preference List may be corrupted. This preference list stores all the Bluetooth devices pairings and their current states. If the list is corrupted, you'll need to remove your Mac's Bluetooth Preference List and re-pair your device.

NOTE: This will delete all pairing for your Bluetooth devices from your computer, not just Logitech devices.

1. Click **Apple > System Preferences**, and select the Bluetooth Preference pane.
2. Click **Turn Bluetooth Off**.

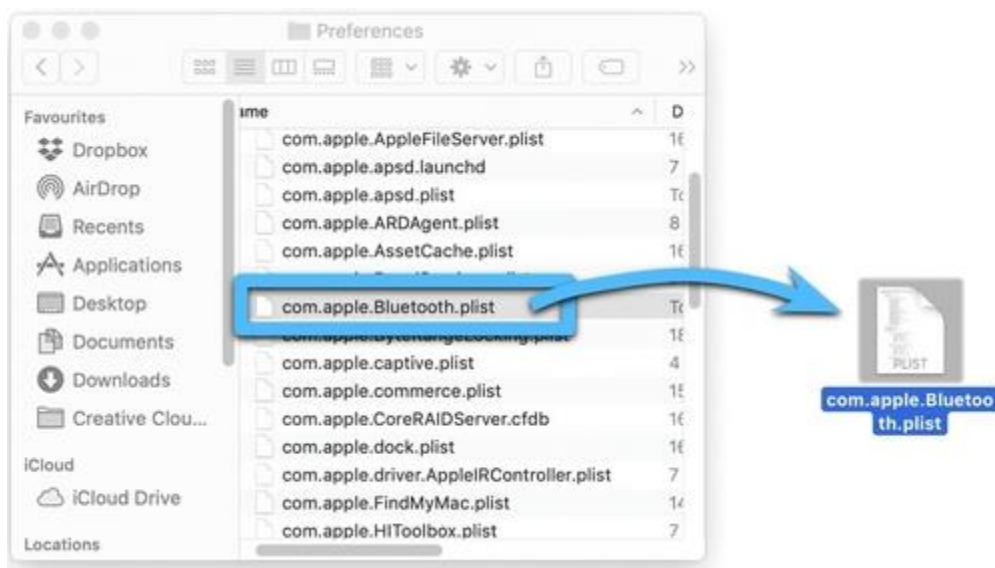


3. Open a Finder window and navigate to the /YourStartupDrive/Library/Preferences folder. Press **Command-Shift-G** on your keyboard and enter **/Library/Preferences** in the box.

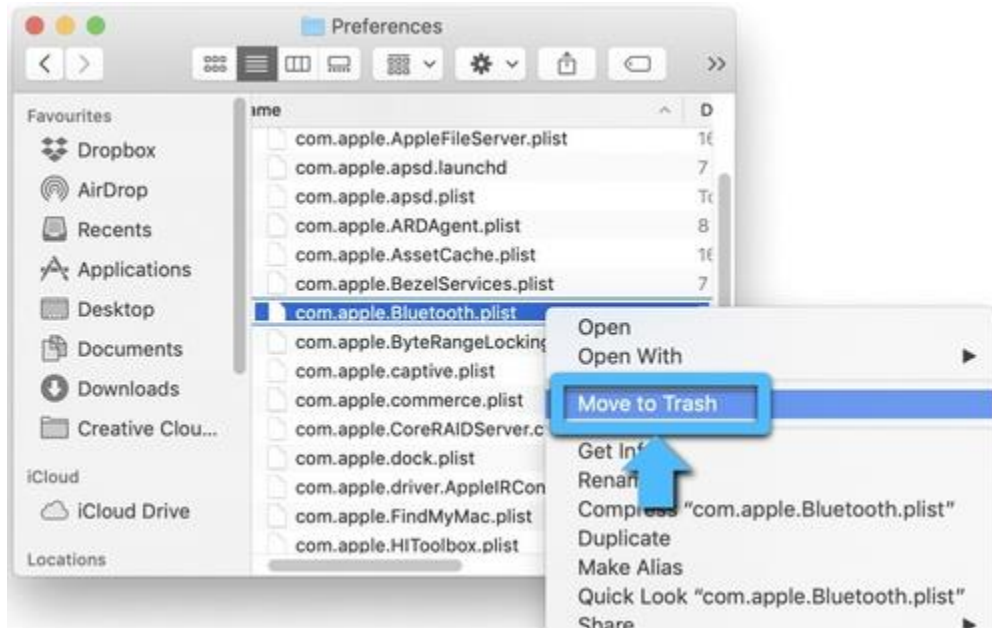


Typically this will be in **/Macintosh HD/Library/Preferences**. If you changed the name of your startup drive, then the first part of the pathname above will be that [Name]; for example, **[Name]/Library/Preferences**.

4. With the Preferences folder open in the Finder, look for the file called **com.apple.Bluetooth.plist**. This is your Bluetooth Preference List. This file could be corrupted and cause problems with your Logitech Bluetooth device.
5. Select the **com.apple.Bluetooth.plist** file and drag it to the desktop.
NOTE: This will create a backup file on your desktop if you ever want to go back to the original setup. At any point, you can drag this file back to the Preferences folder.



6. In the Finder window that is open to the /YourStartupDrive/Library/Preferences folder, right-click the **com.apple.Bluetooth.plist** file and select **Move to Trash** from the pop-up menu.



7. If you are asked for an administrator password to move the file to the trash, enter the password and click **OK**.
8. Close any open applications, then restart your Mac.
9. Re-pair your Logitech Bluetooth device.

- **+Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes**

Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes

Try these steps to fix issues with your Logitech Bluetooth device:

- [My Logitech device doesn't connect with my computer, tablet or phone](#)
- [My Logitech device has already been connected, but frequently gets disconnected or laggy](#)

Other useful FAQs that may help to fix the issue:

- [Check for Bluetooth Low Energy Support](#)
- [Lag and disconnections on Bluetooth devices can be due to WiFi interference](#)
- [Resolve Bluetooth Wireless issues on macOS](#)
- [Resolve Bluetooth Wireless issues on Windows 10](#)

- **+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.