FAQ

- +**How to enable Accessibility and Input monitoring permissions for Logitech Options**

We've identified a few cases where devices aren't detected in the Logitech Options software or where the device fails to recognize customizations made in the Options software (however, the devices do work in out-of-box mode with no customizations).

Most of the time this happens when macOS is upgraded from Mojave to Catalina/BigSur or when interim versions of macOS are released. To resolve the problem, you can enable permissions manually. Please follow the steps below to remove the existing permissions and then add the permissions. You should then restart the system to allow the changes to take effect.

- [Remove existing permissions](#)
- [Add the permissions](#)

Remove existing permissions

To remove the existing permissions:

1. Close Logitech Options software.
2. Go to **System Preferences** -> **Security & Privacy**. Click the **Privacy** tab, and then click **Accessibility**.
3. Uncheck **Logi Options** and **Logi Options Daemon**.
4. Click on **Logi Options** and then click on the minus sign '**-**' .
5. Click on **Logi Options Daemon** and then click on the minus sign '**-**' .
6. Click on **Input Monitoring**.
7. Uncheck **Logi Options** and **Logi Options Daemon**.
8. Click on **Logi Options** and then click on the minus sign '**-**'.
9. Click on **Logi Options Daemon** and then click on the minus sign '**-**'.
10. Click **Quit and Reopen**.

Add the permissions

To add the permissions:

1. Go to **System Preferences** > **Security & Privacy**. Click the **Privacy** tab and then click **Accessibility**.
2. Open **Finder** and click on **Applications** or press **Shift**+**Cmd**+**A** from the desktop to open Applications on Finder.
3. In **Applications**, click **Logi Options**. Drag and drop it to the **Accessibility** box in the right panel.
4. In **Security & Privacy**, click on **Input Monitoring**.

5. In **Applications**, click **Logi Options**. Drag and drop it to the **Input Monitoring** box.
6. Right-click on **Logi Options** in **Applications** and click on **Show Package Contents**.
7. Go to **Contents**, then **Support**.
8. In **Security & Privacy**, click on **Accessibility**.
9. In **Support**, click **Logi Options Daemon**. Drag and drop it to the **Accessibility** box in the right pane.
10. In **Security & Privacy**, click on **Input Monitoring**.
11. In **Support**, click **Logi Options Daemon**. Drag and drop it to the **Input Monitoring** box in the right pane.
12. Click **Quit and Reopen**.
13. Restart the system.
14. Launch the Options software and then customize your device.

- +**Shortcut and media keys for the K380 for Mac keyboard**

Hotkeys and media keys

Key	macOS Catalina	macOS Big Sur	macOS Monterey	iPadOS 13.4	iOS 13.4
	Brightness Down	Brightness Down	Brightness Down	Brightness Down	Brightness Down
	Brightness Up	Brightness Up	Brightness Up	Brightness Up	Brightness Up
	Does nothing	Mission Control	Mission Control	App Switch	App Switch
	Does nothing	Launchpad	Launchpad	Home Screen	Home Screen
	Previous Track	Previous Track	Previous Track	Previous Track	Previous Track
	Play / Pause	Play / Pause	Play / Pause	Play / Pause	Play / Pause
	Next Track	Next Track	Next Track	Next Track	Next Track
	Mute	Mute	Mute	Mute	Mute
	Volume Down	Volume Down	Volume Down	Volume Down	Volume Down
	Volume Up	Volume Up	Volume Up	Volume Up	Volume Up
	Eject	Eject	Eject	N/A	N/A

*Requires installation of Logitech Options+

Shortcuts

To perform a shortcut, hold down the fn (function) key while pressing the key associated with an action.
The following key combinations are available:

Key	OSX (without SW)	OSX (with SW)	iOS	iPadOS
	Home (Scroll to the beginning of a document)	Home (Scroll to the beginning of a document)	Does nothing	Does nothing
	End (Scroll to the end of a document)	End (Scroll to the end of a document)	Does nothing	Does nothing
	Page Up	Page Up	Does nothing	Does nothing
	Page Down	Page Down	Does nothing	Does nothing

*Requires installation of Logitech Options+

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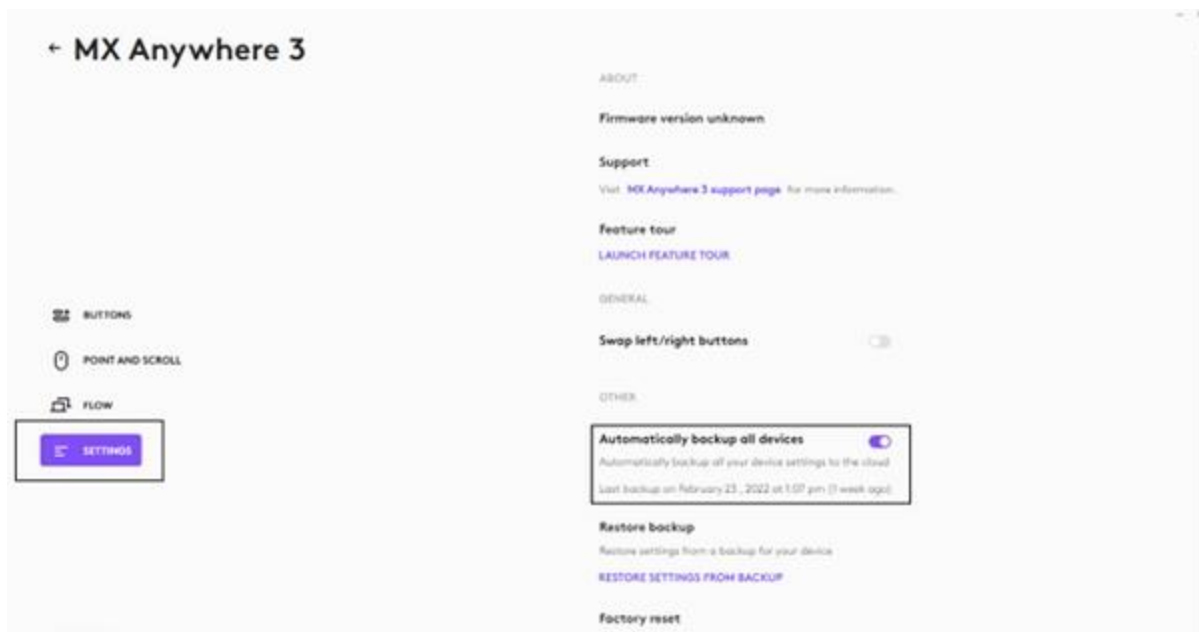
Manage settings and backups by clicking on **More** > **Backups:**

- **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.
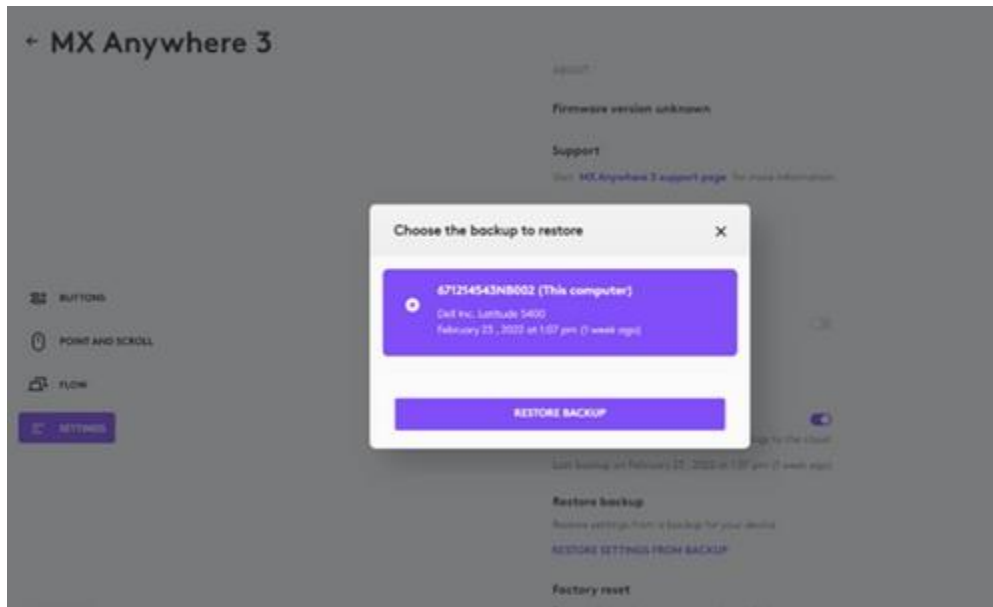
WHAT SETTINGS GET BACKED UP

- 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

- +**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.

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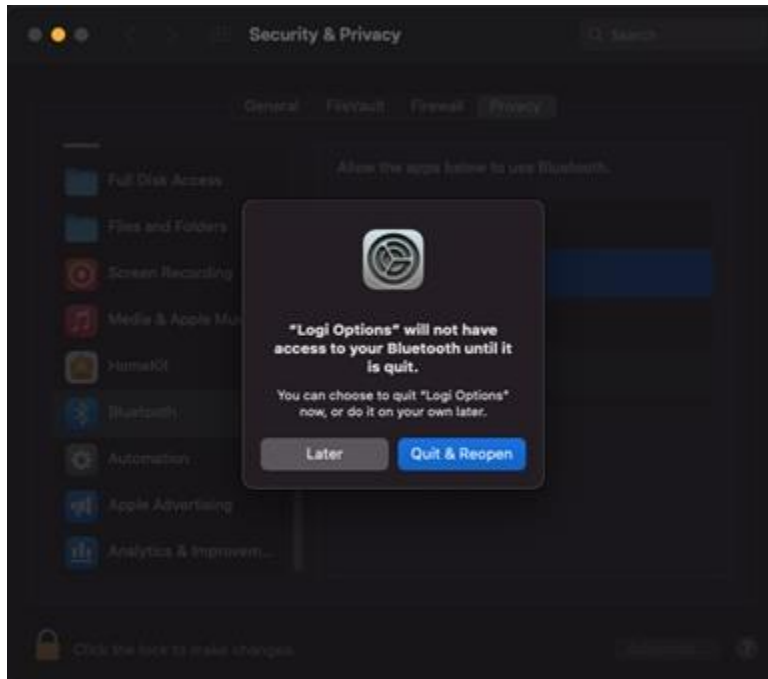
Bluetooth Privacy prompt
When an Options supported device is connected with Bluetooth/Bluetooth Low Energy, launching the software for the first time will show the below pop-up for Logi Options and Logi Options Daemon:

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:
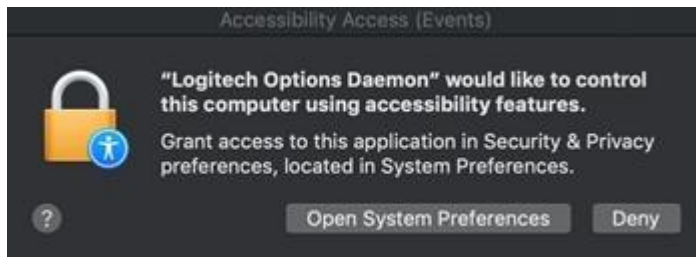
To provide access:

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**.
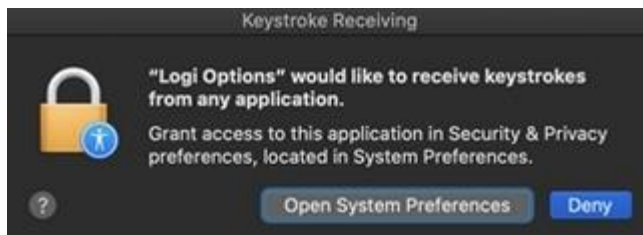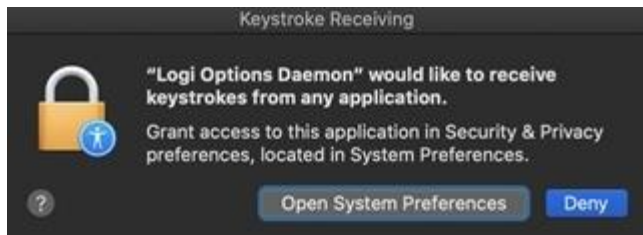

4. After you check the boxes, select **Quit Now** to restart the application and allow the changes to take effect.

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:
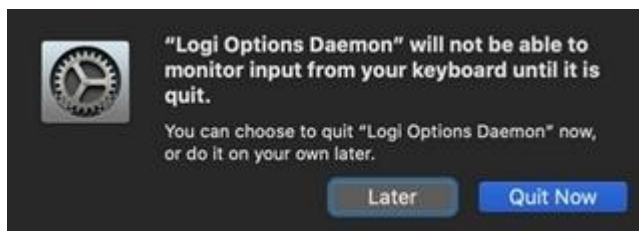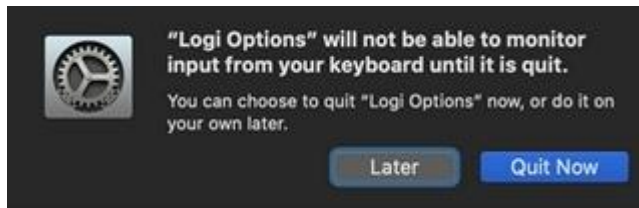

1. Click **Open System Preferences**.
2. In System Preferences, click the lock at the bottom left corner to unlock.
3. In the right panel, check the box for **Logitech Options Daemon**.

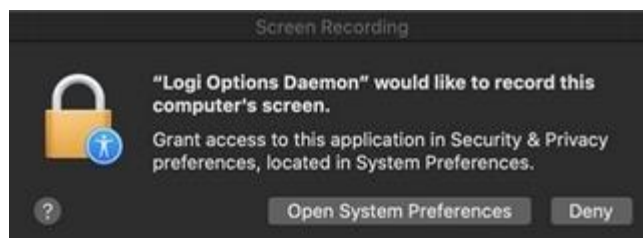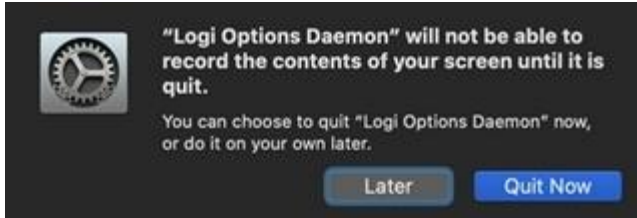4. Once you check the box, select **Quit Now** to restart the application and allow the changes to take effect.
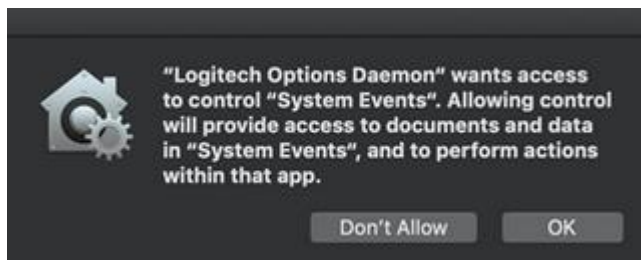

If you already clicked **Deny**, use the following steps to allow access manually:

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:
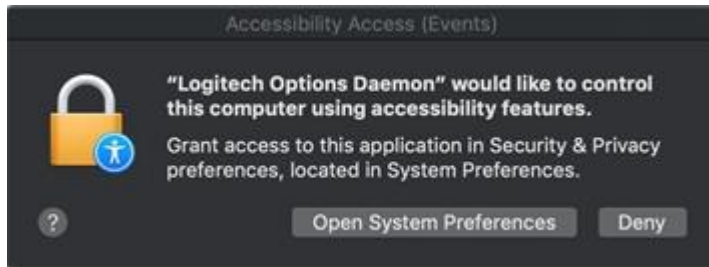
To provide access:

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**.
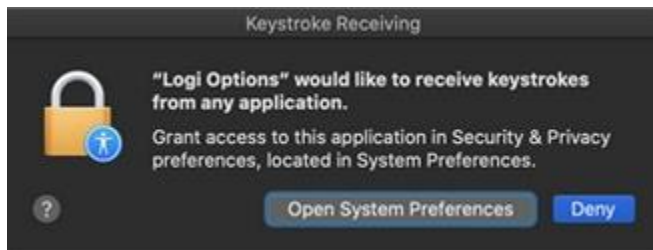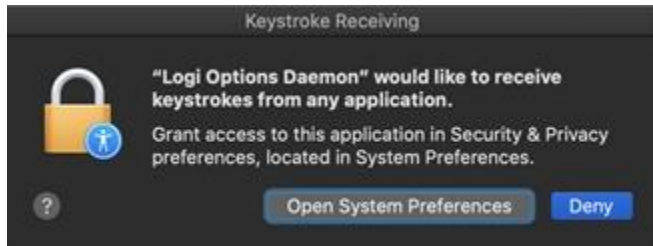

4. After you check the boxes, select **Quit Now** to restart the application and allow the changes to take effect.

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.
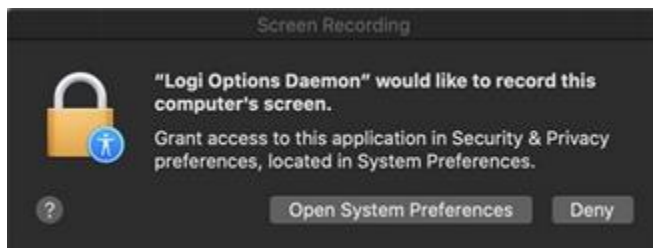

If you already clicked 'Deny', use the following steps to allow access manually:

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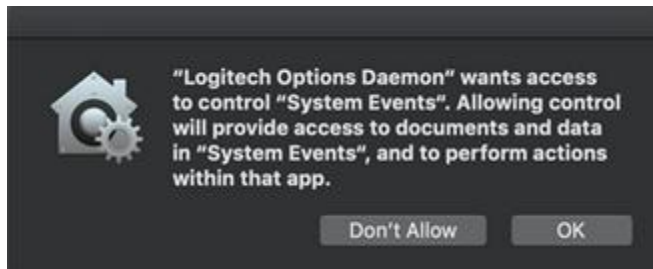2. Click **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click **Automation** and then check the boxes under **Logitech Options Daemon** to provide access. If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check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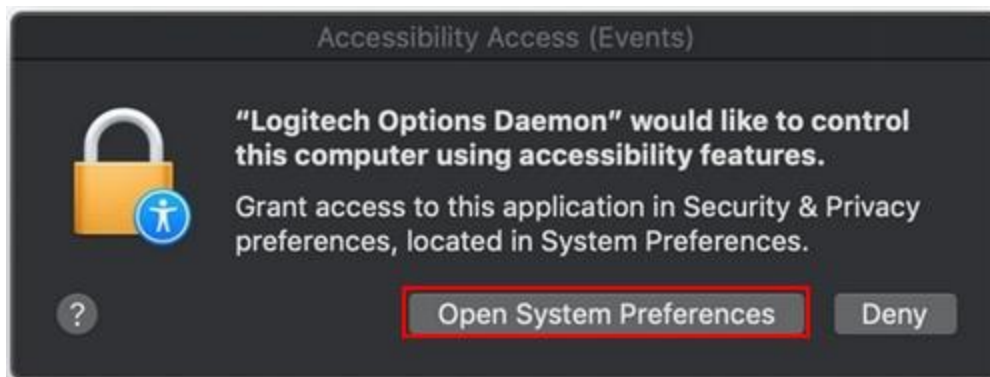
Click **Open System Preferences** and then turn on the checkbox for Logitech Options Daemon.

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.
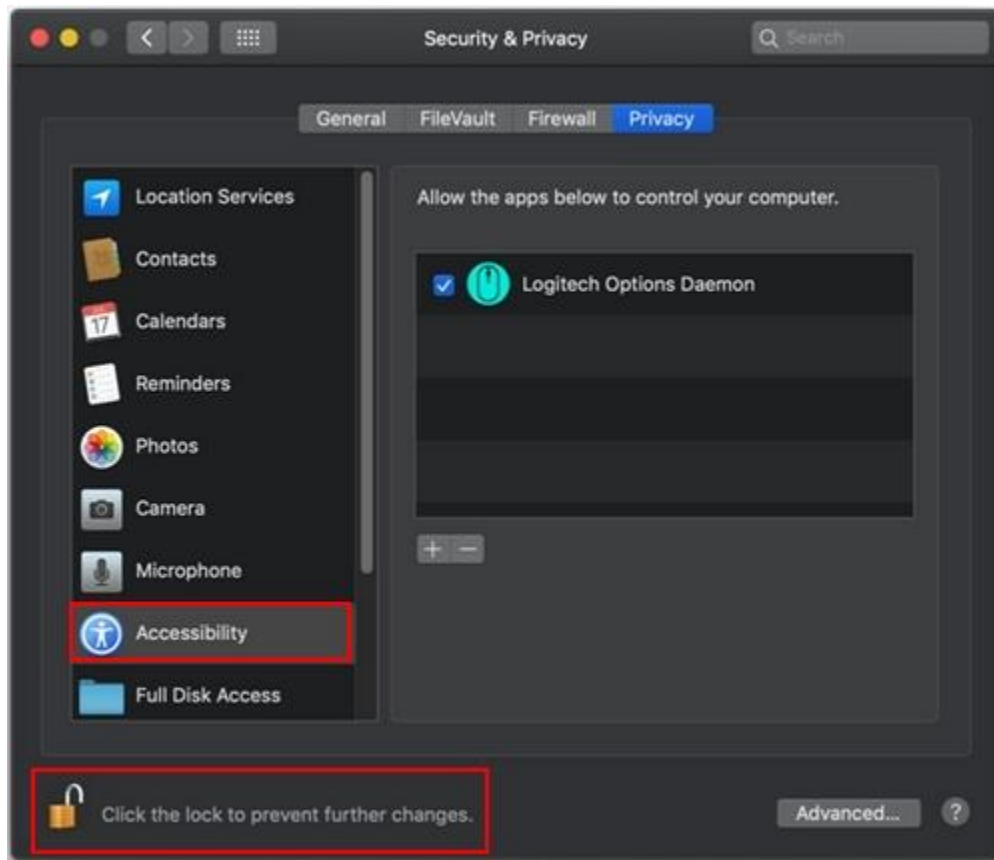
System Events prompts
If a feature requires access to any specific item such as System Events or Finder, you will see a prompt (similar to the screenshot below) the first time you use this feature. Please note that this prompt appears only once, requesting access for a specific item. If you deny access, 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**.
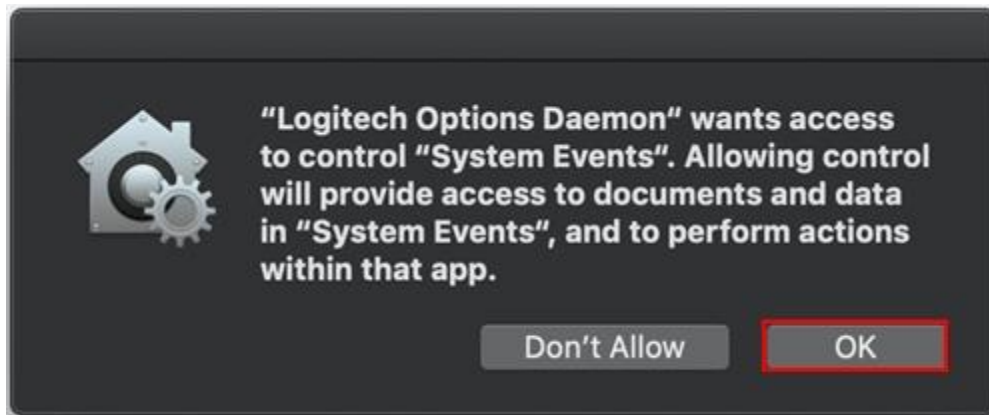3. Click the **Privacy** tab.
4. In the left panel, click **Automation** and then check the boxes under Logitech Options Daemon to provide access (as shown below). If you are unable to interact with the checkboxes, please click the lock icon on the bottom left corner and then check the boxes.
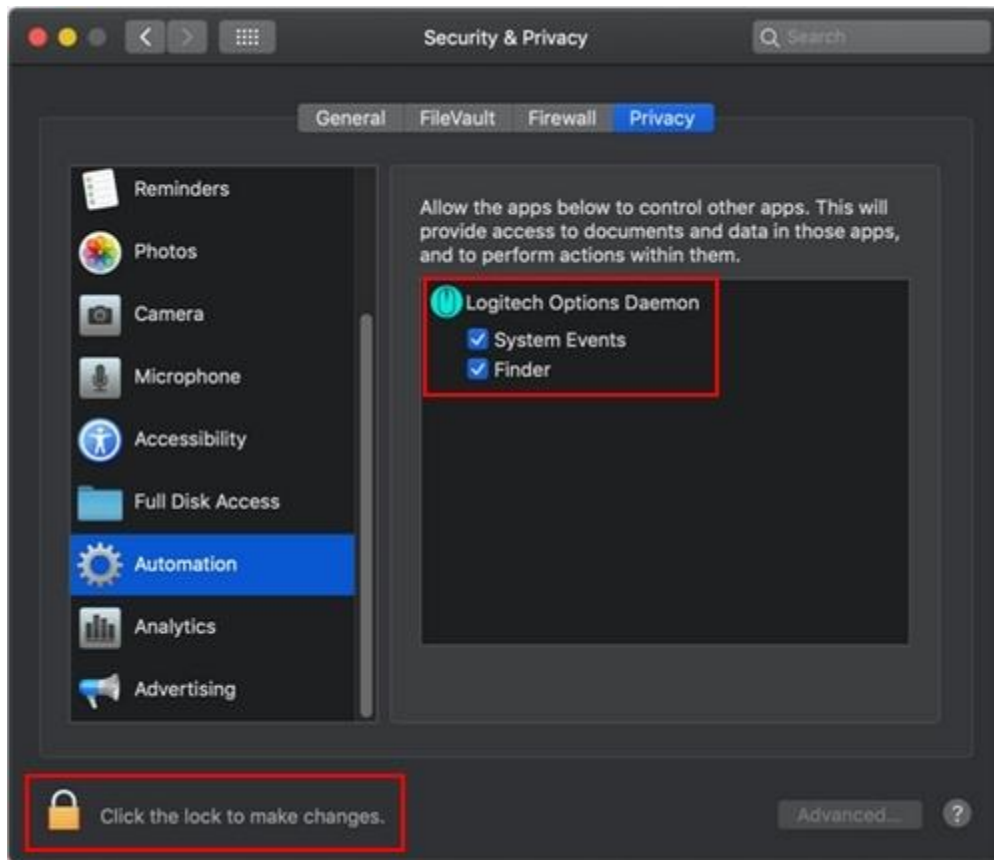
NOTE: If a feature still doesn't work after you grant access, please reboot the system.

- +**System Extension Blocked message when installing Logitech Options or LCC**

Starting with macOS High Sierra (10.13), Apple has a new policy that requires user approval for all KEXT (driver) loading. You may see a "System Extension Blocked" prompt (shown below) during the installation of Logitech Options or Logitech Control Center (LCC).

If you see this message, you'll need to approve the loading of the KEXT manually so that your device drivers can be loaded and you can continue to use its functionality with our software. To allow KEXT loading, please open **System Preferences** and navigate to the **Security & Privacy** section. On the **General** tab, you should see a message and an **Allow** button, as shown below. In order to load the drivers, click **Allow**. You may need to reboot your system so the drivers are properly loaded and the functionality of your mouse is restored.

NOTE: As set by the system, the **Allow** button is only available for 30 minutes. If it has been longer than that since you installed LCC or Logitech Options, please restart your system to see the **Allow** button under the Security & Privacy section of System Preferences.
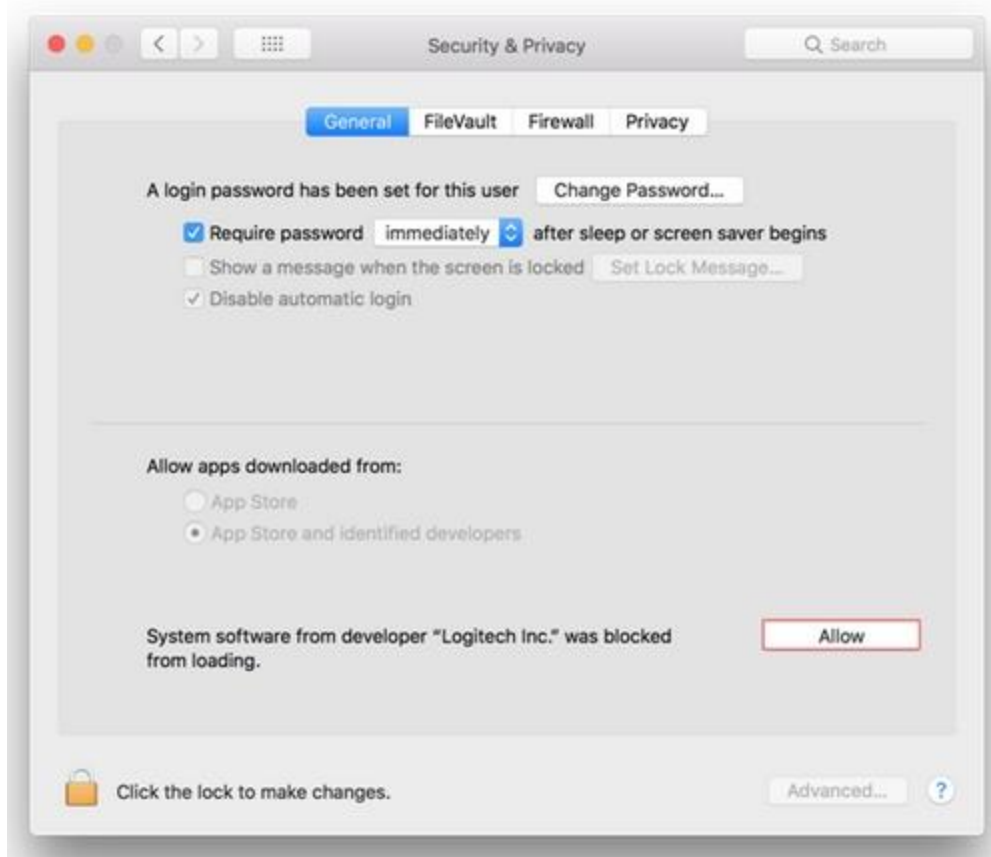
NOTE: If you don't allow KEXT loading, all devices supported by LCC will not be detected by software. For Logitech Options, you need to perform this operation if you're using following devices:

- T651 Rechargeable trackpad
- Solar Keyboard K760
- K811 Bluetooth keyboard
- T630/T631 Touch mouse
- Bluetooth Mouse M557/M558

- +**Logitech Options issues when Secure Input is enabled**

Ideally, Secure Input should only be enabled while the cursor is active in a sensitive information field, such as when you enter a password, and should be disabled right after you leave the password field. However, some applications may leave the Secure Input state enabled. In that case, you may experience the following issues with devices supported by Logitech Options:

- When the device is paired in Bluetooth mode, it's either not detected by Logitech Options or none of the software-assigned features work (basic device functionality will continue to work, however).
- When the device is paired in Unifying mode, it's not possible to perform keystroke assignments.

If you encounter these issues, check to see if Secure Input is enabled on your system. Do following:

1. Launch Terminal from /Applications/Utilities folder.
2. Type the following command in Terminal and press **Enter**:

```
ioreg -l -d 1 -w 0 | grep SecureInput
```

- If the command returns back no information, then Secure Input is not enabled on the system.
- If the command returns back some information, then look for "kCGSSessionSecureInputPID"=xxxx. The number xxxx points to the Process ID (PID) of the application that has Secure Input enabled:
    1. Launch Activity Monitor from /Applications/Utilities folder.
    2. Search for PID which has secure input enabled.

Once you know which application has Secure Input enabled, close that application to resolve the issues with Logitech Options.

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

To begin troubleshooting, please select your operating system:

- **Windows**
- **Mac**

Windows

1. In the **Device Manager**, change the Bluetooth wireless adapter power settings:
    o 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.

Macintosh

1. Navigate to the Bluetooth preference pane in **System Preferences**:
    o   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:
    o   Open Bluetooth Setup Assistant at startup if no keyboard is detected
    o   Open Bluetooth Setup Assistant at startup if no mouse or trackpad is detected
    o   Allow Bluetooth devices to wake this computer
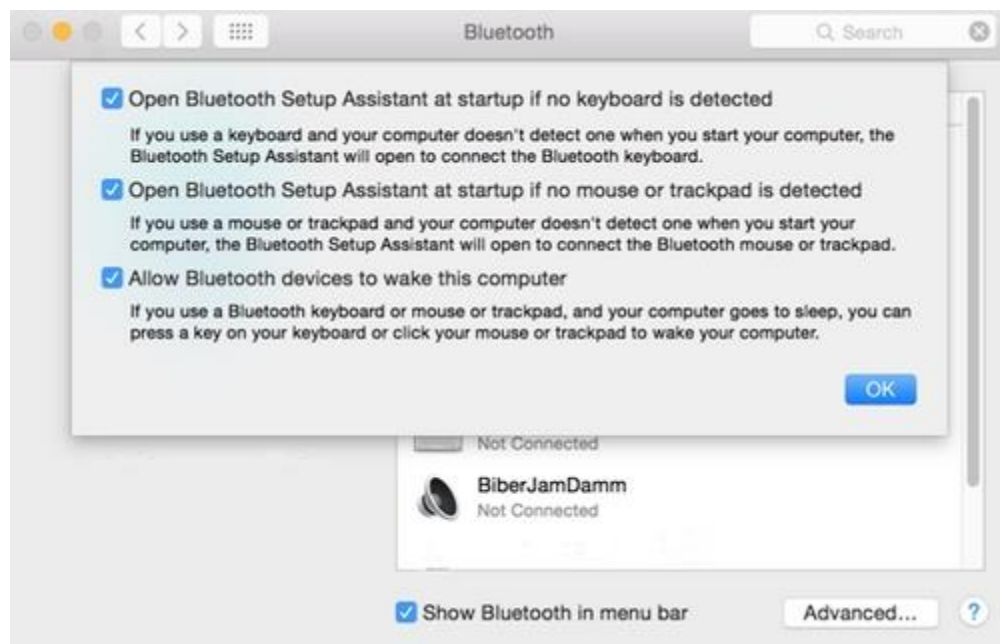
NOTE: These options ensure that Bluetooth-enabled devices can wake your Mac, and that the OS X Bluetooth Setup Assistant will launch if a Bluetooth keyboard, mouse or trackpad is not detected as connected to your Mac.

4. Click **OK**.

- +**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](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.

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.

---

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.

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

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.