

FAQ

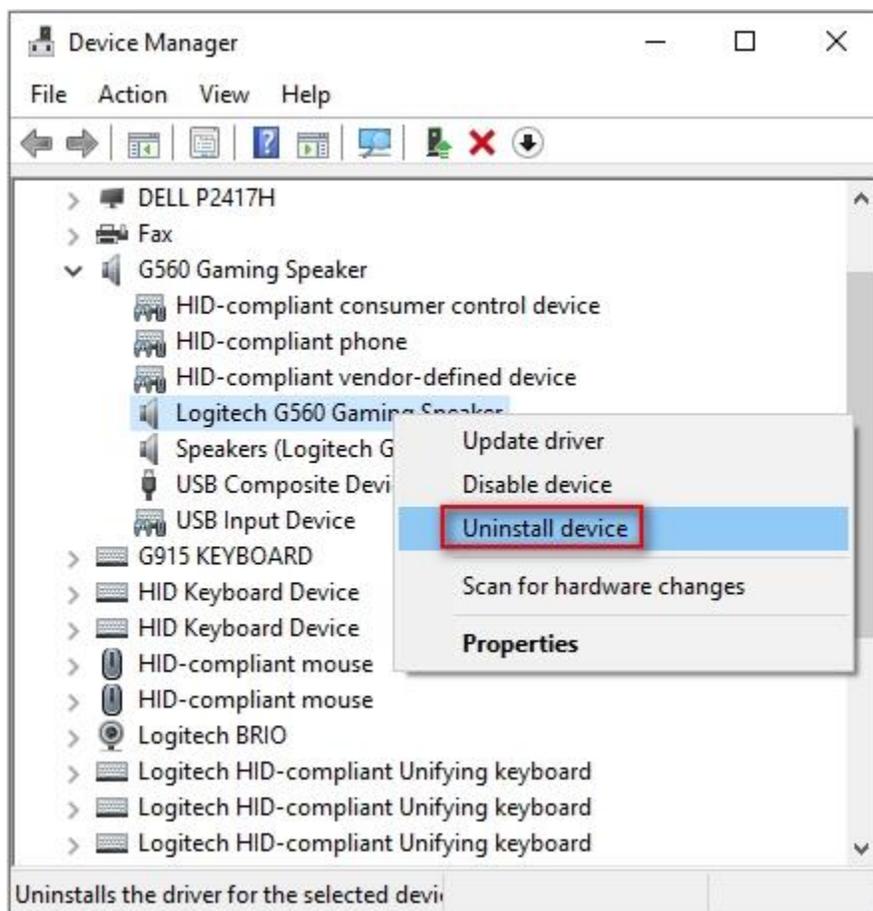
We've put everything you need to get started with your G533 Wireless Gaming Headset right here. If you still have questions browse the topics on the left.

Frequently Asked Questions

- **+Device does not appear in G HUB**

If some features of G HUB do not appear to work correctly and restarting doesn't help, try this:

1. Go to Device Manager (WIN+PAUSE|BREAK).
2. Click on **View** at the top and view **Devices by container**.
3. Look for your device and expand it. You are looking for the name of the device, for example, Logitech Pro X Gaming Headset, or Logitech G560 Gaming Speaker.
4. Right-click and select **Uninstall Device**.



5. Check **Delete the driver software for this device** and then click **Uninstall**.



6. Unplug the device and plug it back into a different USB port. It should re-enumerate and be detected in G HUB.
7. G HUB should then download the driver for your device.

If issues persist:

Run G HUB with the default settings:

1. Exit G HUB by right-clicking the applet in the task tray and selecting **Quit**.
2. Navigate to C:\Users\[USERNAME]\AppData\Local\LGHUB, where [USERNAME] will be specific to your account.
3. Find settings.json and make a copy and back this up somewhere on your computer. The Desktop is a good place so you can find it easily.
4. Navigate to C:\Users\[USERNAME]\AppData\Local\LGHUB, where [USERNAME] will be specific to your account.
5. Delete the settings.json file in the LGHUB folder.
6. Run G HUB. You will notice that all the settings have been set back to default and the settings.json file has been rebuilt.

Restoring your old settings

If you want to restore your old settings:

1. Quit G HUB.
2. Copy and paste the backup of settings.json that you saved earlier into the C:\Users\[USERNAME]\AppData\Local\LGHUB folder.
3. Run G HUB — your old settings should be restored.

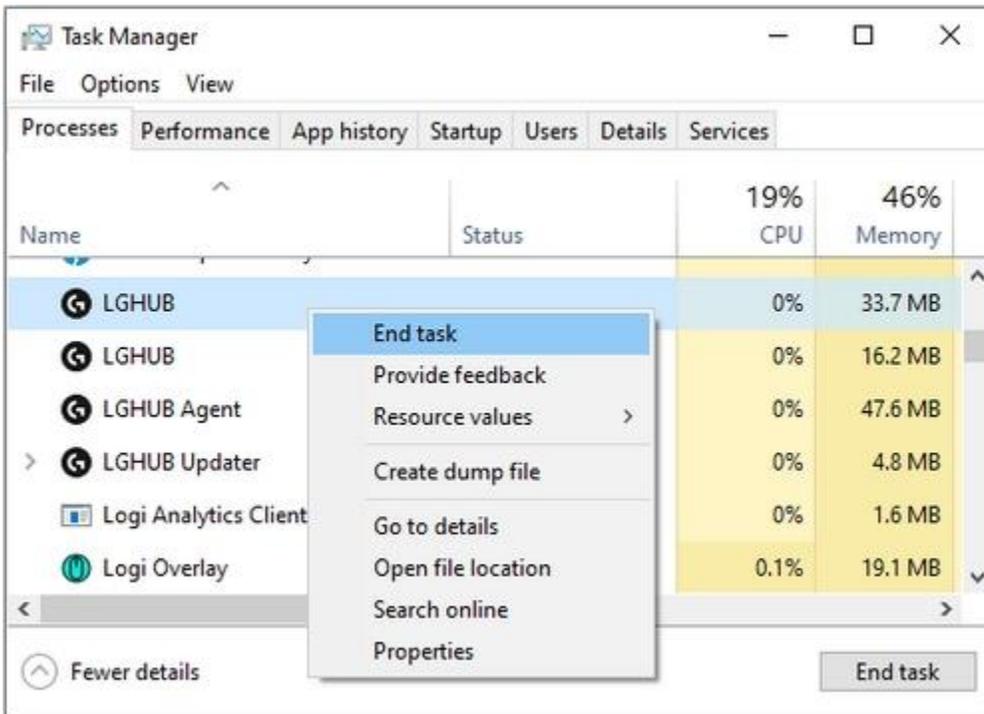
• +G HUB freezes while loading and logo animation loops

If G HUB seems to be stuck while trying to load and the logo animation loops, try the following:

1. Exit G HUB by right-clicking the applet in the task tray and selecting **Quit**.



2. Navigate to Task Manager (CTRL+ALT+DEL).
NOTE: You may also need to click **More Details** at the bottom of the window
Look for LGHUB, LGHUB Agent and LGHUB Updater, right-click and choose **End task** on each.



3. Once those processes are ended, navigate to C:\Program Files\LGHUB and run these in order:
 - o Lghub_updater.exe
 - o Lghub_agent.exe
 - o Lghub.exe

This should resolve the logo spinning issue. If it doesn't, then make sure you're running with admin privileges. G HUB might need to update and needs admin privileges to do this.

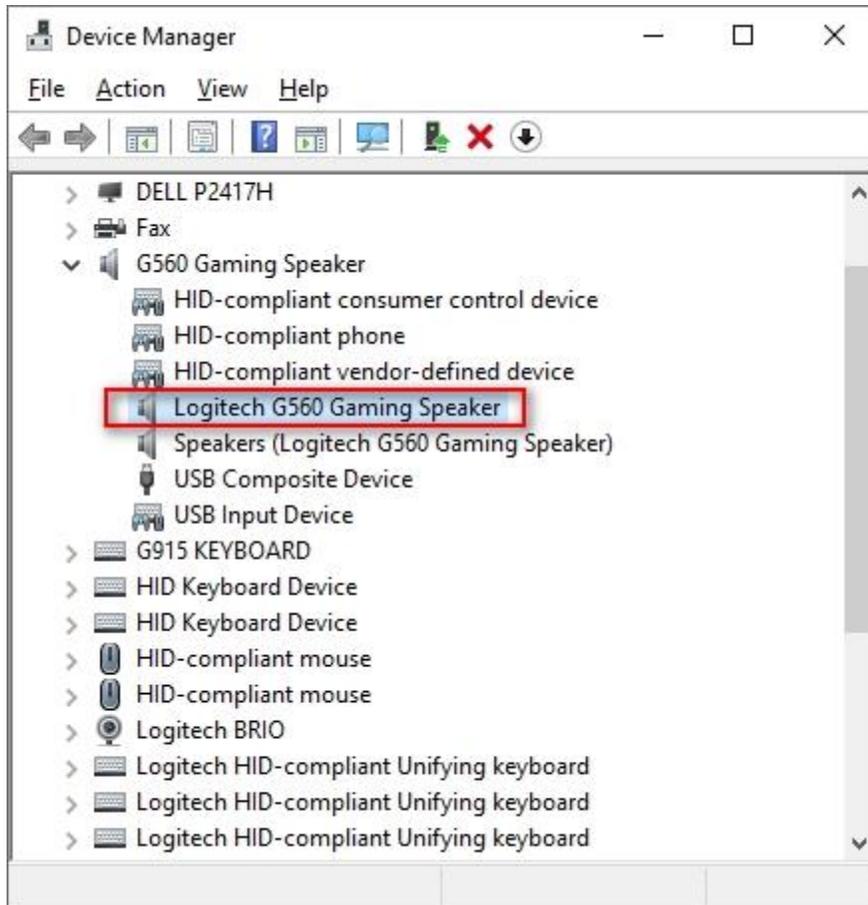
If you're using an administrator account and the issue persists, please follow the steps in [G HUB Install/Uninstall/Update Troubleshooting](#).

- +Audio device not recognized

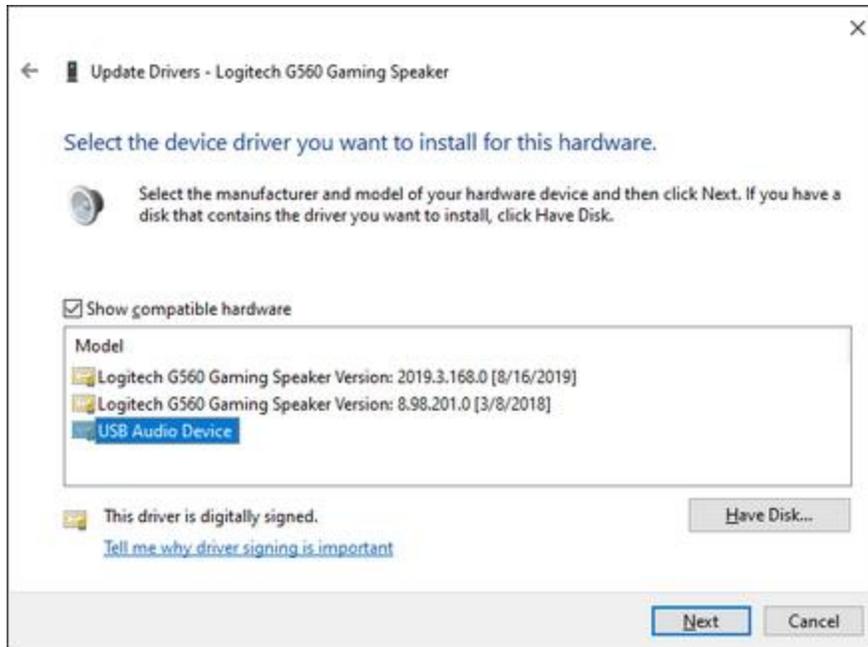
If you have problems with a headset or speaker, the following:

Revert back to Microsoft drivers:

1. Go to Device Manager (WIN+PAUSE|BREAK).
2. Click on the **View** tab at the top and select **Devices by container**.
3. Look for your headset/speaker and expand it. You are looking for the named device, for example, Logitech G560 Gaming Speaker or Logitech Pro X Gaming Headset.



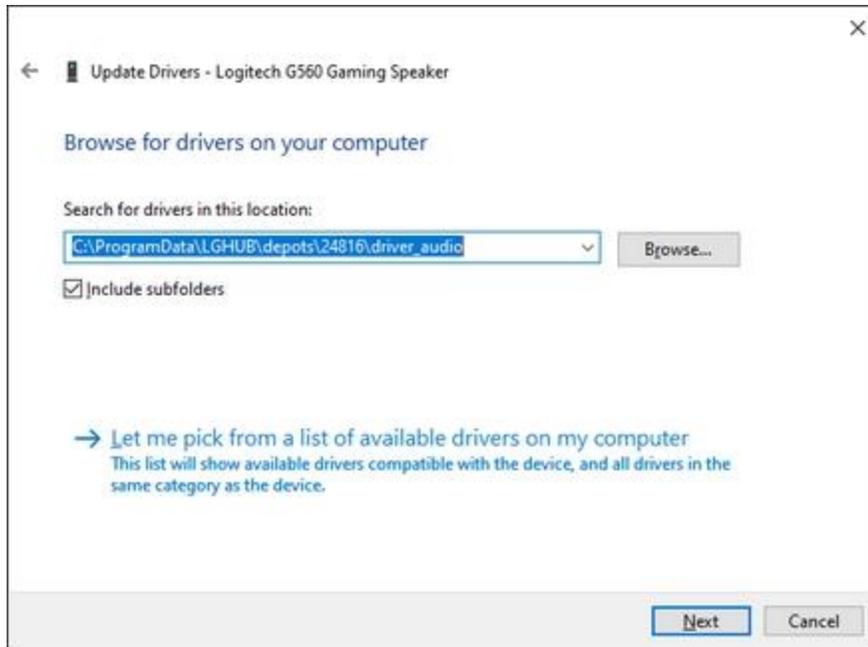
4. Right-click and click **Properties** and then select the **Driver** tab.
The **Driver Provider** should be Logitech — if it's Microsoft you don't need to change the driver.
5. If the driver is Logitech, click **Update Driver** and then **Browse my computer for driver software** > **Let me pick from a list...** > and choose **USB Audio Device**.



6. Click **Next**. This should update back to Microsoft's standard drivers.

Update to latest Logitech Audio Driver:

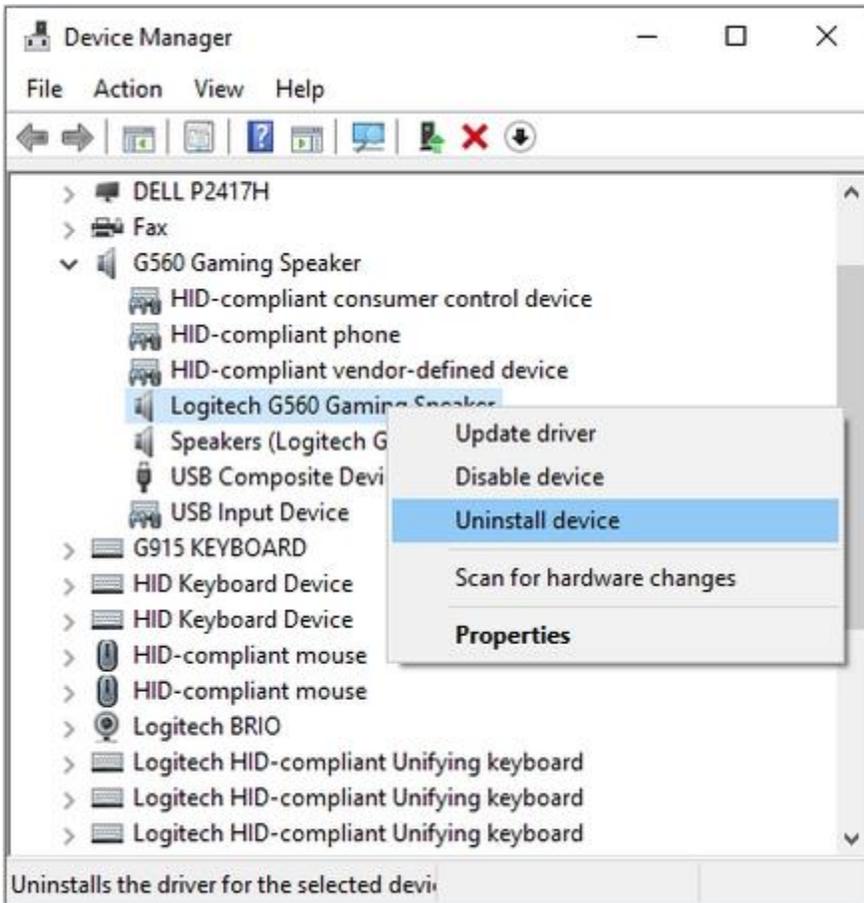
1. On the same device in Device Manager, right-click on **Properties** and then click the **Driver** tab.
2. Click **Update Driver** > **Browse my computer for driver software**.
3. Click the **Browse** button to the right of Search for drivers in this location:
Navigate to: C:\ProgramData\LGHUB\depots\2xxxx\driver_audio\ (note that although the five-digit number might be different, you are looking for a folder containing the driver audio folder).



4. Click **Next** to update to the latest audio driver.

If issues persist:

1. Go to Device Manager (WIN+PAUSE|BREAK).
2. Click on **View** at the top and select **View devices by container**.
3. Look for your device in the list and expand it. You are looking for the named device, for example, Logitech Pro X Gaming Headset, or Logitech G560 Gaming Speaker.
4. Right-click and select **Uninstall device**.



5. Check **Delete the driver software for this device** and then click **Uninstall**.



6. Unplug the device and plug it back into a different USB port. It should re-enumerate and be detected in G HUB.
7. G HUB should then download the driver for your device.

- **+Solved - Issue with USB devices after Windows 10 update KB4074588**

Logitech is aware of a Microsoft update (OS Build 16299.248) which is reported to affect USB support on Windows 10 computers.

Support statement from Microsoft

"After installing the February 13, 2018 security update, KB4074588 (OS Build 16299.248), some USB devices and onboard devices, such as a built-in laptop camera, keyboard or mouse, may stop working for some users."

If you are using Microsoft Windows 10, (OS Build 16299.248) and are having USB-related issues. Microsoft has released a new update KB4090913 (OS Build 16299.251) to resolve this issue.

We recommend you follow Microsoft Support recommendations and install the latest Microsoft Windows 10 update: <https://support.microsoft.com/en-gb/help/4090913/march5-2018kb4090913osbuild16299-251>.

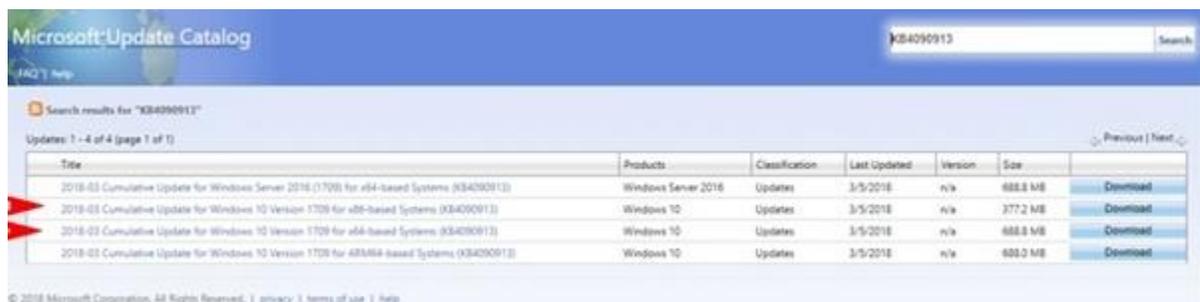
This update was released by Microsoft on March 5th in order to address the USB connection issues and should be downloaded and installed automatically using Windows Update.

For instructions on installing the latest Microsoft update, please see below:

- [If you have a working keyboard/mouse](#)
- [If you have a non-working keyboard/mouse](#)

If you have a working keyboard/mouse:

1. [Download](#) the latest Windows update from Microsoft.
2. If your operating system is 86x-based, click on the second option. If your operating system is 64x-based, click on the third option.



3. Once you have downloaded the update, double-click on the downloaded file and follow the on-screen instructions to complete the update installation.

NOTE: If you wish to install the update manually, you can download the 86x and 64x versions of the update from <http://www.catalog.update.microsoft.com/360023357433.aspx?q=KB4090913>

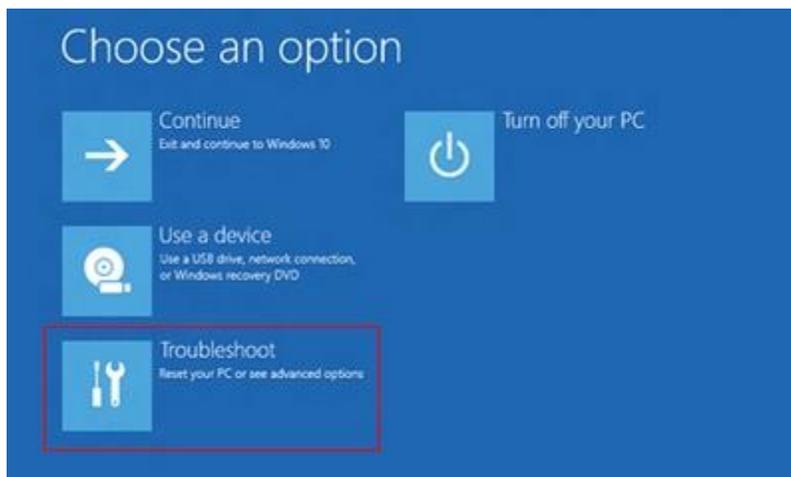
If you currently have no working keyboard/mouse:

For more information, see the Microsoft article on how to start and use the Windows 10 Recovery Environment (WinRE):

<https://support.microsoft.com/en-us/help/4091240/usb-devices-may-stop-working-after-installing-the-february-13-2018-upd>

Do the following:

1. Restart the system before Windows finishes loading the desktop three times in a row. Windows should automatically start the Windows 10 Recovery Environment (WinRE).



2. Once in WinRE select **Troubleshoot** > **Advanced Options** > **Startup Settings**.
3. In the bottom right corner of the window, click **Restart**.



4. Press **5** on your keyboard to select **Enable Safe Mode with Networking**.



5. In Windows Safe Mode, navigate to Windows Settings (**Win+I**) > **Update and Security** > **Windows Update** and install the latest updates.

- **+List of Logitech Gaming Software default starting profiles**

As of the release of LGS v8.98.234.

- 007 Nightfire
- 2002 FIFA World Cup
- 4X4 Evolution
- Act of War
- Age of Conan: Hyborian Adventures
- Age of Mythology
- Agents of Mayhem
- Aion
- Alien: Isolation
- Aliens vs. Predator - Steam
- Aliens vs. Predator 2
- Allegiance
- Alone in the Dark
- American Truck Simulator
- America's Army
- Anachronox
- Asheron's Call 2
- Assassin's Creed
- Assassin's Creed 2
- Assassin's Creed Brotherhood
- Assassin's Creed IV Black Flag (Multiplayer)
- Assassin's Creed IV Black Flag (Single Player)

- Assassin's Creed Origins
- Assassin's Creed Unity
- Assetto Corsa
- Asura
- Attack Squadron
- Auto Assault
- B17 Flying Fortress
- Baldur's Gate
- Baldur's Gate 2*Shadows of Amn
- Batman: Arkham Asylum
- Batman: Arkham City
- Batman: Arkham Origins (Online)
- Batman: Arkham Origins (Single Player)
- Battle for Naboo
- Battle of Britain
- Battleborn
- Battlefield 1
- Battlefield 1942
- Battlefield 2
- Battlefield 2142
- Battlefield 3
- Battlefield 4
- Battlefield Bad Company 2
- Battlefield Hardline
- Battlefield Vietnam
- BattleZone 2
- Beetle Buggin'
- Beyond Good & Evil
- Bionic Commando - Steam
- Bionic Commando (Steam)
- Bioshock
- BioShock 2 (Multiplayer)
- BioShock 2 (Single Player)
- BioShock Infinite
- Birth of the Federation
- Black Thorn
- BlackHawk Down
- Blacklight Retribution
- BloodRayne
- Blur
- Borderlands
- Borderlands 2
- Borderlands: The Pre-Sequel
- Brink
- Broken Sword
- Brood War

- Brothers In Arms Hell's Highway
- Brothers In Arms: Earned in Blood
- Brothers in Arms: Road to Hill 30
- Bulletstorm
- Burnout Paradise
- C&C Red Alert 2
- C&C Renegade
- C&C Tiberian Sun
- Caesar 3
- Call of Duty
- Call of Duty : Infinite Warfare
- Call of Duty 4 - Multiplayer
- Call of Duty 4 - Single Player
- Call of Duty 4: Modern Warfare (Multi-player)
- Call of Duty 4: Modern Warfare (Single Player)
- Call of Duty Advanced Warfare
- Call of Duty: BLACK OPS
- Call of Duty: Black Ops II (multi player)
- Call of Duty: Black Ops II (single player)
- Call of Duty: Black Ops III
- Call of Duty: Ghosts
- Call of Duty: Modern Warfare 2 (Multi-player)
- Call of Duty: Modern Warfare 2 (Single Player)
- Call of Duty: Modern Warfare 3 (Multi-player)
- Call of Duty: Modern Warfare 3 (Single Player)
- Call of Duty: World at War (Multiplayer)
- Call of Duty: World at War (Single Player)
- Call of Duty: WWII
- Call of Juarez - Bound In Blood (Steam)
- Carmageddon 2
- Champions Online
- Chronicles of Riddick
- City of Heroes
- City of Heroes/City of Villains
- Civ IV: Colonization
- Civilization IV
- Clone Campaigns
- Cloudy With A Chance of Meatballs
- Cold Zero
- Colin McRae Rally 2.0
- Comanche 4
- Combat
- Combat Flight Sim 2
- Combat Flight Simulator
- Combat Flight Simulator 3
- Command & Conquer 3 Tiberium Wars

- Commandos Strike Force
- Conflict Desert Storm
- Counter-Strike
- Counter-Strike Source
- Counter-Strike: Global Offensive
- Crashday
- Crimson Skies
- Cryostasis
- Crisis
- Crisis 2 - Steam
- Crisis Warhead
- Crisis Wars
- Daikatana
- DAoC - Shrouded Isles
- Dark Age of Camelot
- Dark Reign 2
- Dark Souls II
- Dark Souls III
- Dark Void
- Darkspore (Steam)
- Darkstone
- Dawn of War
- Day of Defeat: Source (HL engine)
- DCS Black Shark
- Dead Island (Steam)
- Dead Space 2
- Deadly Dozen
- Deadspace
- Default Profile
- Delta Force 2
- Descent 3
- Desperados 2 Cooper's Revenge
- Destiny 2
- Deus Ex
- Deus Ex: Human Revolution (Steam)
- Deus Ex: Mankind Divided
- Devil May Cry - DirectX 10
- Devil May Cry 4 - DirectX 10
- Devil May Cry 4 - DirectX 9
- Diablo II
- Diablo II - Lord of Destruction
- Diablo III
- Die Hard Nakatomi Plaza
- Dig Dug Deeper
- Dirt
- Dirt 2

- DiRT 3
- DiRT Rally
- Dirt Track Racing
- Dishonored
- Dishonored 2
- Distance
- Divine Divinity
- DOOM
- Doom 3
- Dota 2
- Dragon Age - Origins
- Dragon Age 2
- Dragon Age: Inquisition
- DS Legends of Aranna
- Duke Nukem Forever - Steam
- Dune 2000
- Dungeon Keeper 2
- Dungeon Siege
- Dungeon Siege III
- Dungeons & Dragons Online Stormreach
- El Matador
- Elder Scrolls IV - Oblivion
- Elite: Dangerous
- Emperor RotMK
- Emperor's Tomb
- Empire Earth 3
- Enemy Territory - QUAKE Wars
- Enemy Territory- Quake Wars
- Enter the Matrix
- Escape From Monkey Island
- Euro Truck Simulator 2
- Eurofighter Typhoon
- European Air War
- EverQuest
- EverQuest 2
- Evolve
- Excel 2013
- F.E.A.R.
- F.E.A.R. 2
- F.E.A.R. 3
- F1 2000
- F1 2002
- F1 2015
- F22 Lightning 3
- Fable III
- Falcon 4.0: Allied Force

- Falcon AF
- Fallout 3
- Fallout: New Vegas
- Far Cry
- Far Cry 2
- Far Cry Primal
- Farming Sim 15
- Fate of the Dragon
- FEAR2
- Fellowship of the Ring
- FIFA 2001
- FIFA 2002
- FIFA 2003
- Fighter Ace 2
- Fighter Squadron
- Fleet Command
- Flight Sim 2002
- Flight Simulator 2000
- Flight Simulator X
- Fly 2K
- Fly* II
- For Honor
- Force Commander
- Fortnite
- Freedom Fighters
- Freedom Force
- Freedom Force vs. The 3rd Reich
- Freespace 2
- Frontlines - Fuel of War
- FUEL
- Galactic Battlegrounds
- Garry's Mod
- Gas Guzzlers Extreme
- Gears of War
- Generals
- Ghost Recon
- Ghost Recon AW2 - Single Player
- Ghost Recon Wildlands
- Giants* Citizen Kabuto
- Gigantic
- Global Operations
- Godfather 2
- Gothic
- Grand Prix 3
- Grand Prix 4
- Grand Prix Legends

- Grand Theft Auto Episodes from Liberty City
- Grand Theft Auto III
- Grand Theft Auto V
- Grand Theft Auto: San Andreas - Steam
- GRID
- GRID 2
- GrID Autosport
- Gruntz
- GT Legends
- GTA Vice City
- GTA4
- GTR
- GTR 2
- GTR: Evolution (Offline)
- Guild Wars
- Guild Wars 2
- Gun
- Half-Life
- Half-Life 2, EP1, EP2, Deathmatch
- Halo 2
- Harley* Race Across America
- Harry Potter
- Harry Potter II* COS
- Hawken
- Heavy Gear 2
- Hellgate: London
- Heroes of the Storm
- Heroes V - Might and Magic
- Hidden & Dangerous
- Hidden & Dangerous 2
- High Heat 2003
- High Heat Baseball 2001
- Hitman
- Hitman 2
- Homefront -Steam
- Homefront: The Revolution
- Homeworld Cataclysm
- Homeworld Remastered Collection
- Hunted: The Demon's Forge
- Hydrophobia: Prophecy (Steam)
- Icewind Dale
- Icewind Dale II
- IGI 2 Covert Strike
- IL-2 Forgotten Battles
- IL-2 Forgotten Battles (Steam)
- IL2 Sturmovik

- iRacing
- Ironman
- James Bond: Blood Stone
- Jane's FA-18
- Jane's WWII Fighters
- Jedi Knight II Jedi Outcast
- Jericho
- Just Cause 2
- Kane & Lynch - Dead Men
- Kingdom Come: Deliverance
- Kingdoms of Amalur
- Knights of the Old Republic
- KOTOR 2
- Land Warrior
- LawBreakers
- League of Legends
- Left4Dead
- Left4Dead2
- Legendary
- Lego Batman
- LEGO Harry Potter: Years 1-4
- Lego Indiana Jones The Original Adventures
- Lego Star Wars III: The Clone Wars
- Lego Universe
- Lineage II
- Lock On
- Lord of the Rings Online
- Lord of the Rings: War in the North (Steam)
- LOTR Battle for Middle Earth
- Mad Max
- Madballs In Babo: Invasion (Steam)
- Madden 2002
- Madden 2003
- Madden NFL 2001
- Mafia III
- Magicka (Steam)
- Mass Effect: Andromeda
- Mass Effect
- Mass Effect 2
- Mass Effect 3
- Master of Orion
- Matrix Path of Neo
- Max Payne
- Max Payne 2: The Fall of Max Payne
- MDK 2
- Mech Commander

- MechWarrior 4
- Medal of Honor - Multiplayer
- Medal of Honor - Single Player
- Medal of Honor Airborne
- Medal of Honor Pacific Assault
- Medal of Honor Warfighter
- Medal of Honor* Allied Assault
- Men of War
- Mercenaries 2: World in Flames
- Messiah D3D
- Metal Gear Solid
- METAL GEAR SOLID V: THE PHANTOM PAIN
- Metal Gear Survive
- Michelin Rally Masters
- Middle-earth: Shadow of Mordor
- Middle-earth: Shadow of War
- Midtown Madness 2 *Gamepad*
- Midtown Madness 2 *Joystick*
- Midtown Madness 2 *Wheel*
- Mig Alley
- Might and Magic VIII
- Mirror's Edge
- Mobile 1 Rally
- Monaco Grand Prix 2
- Monopoly Tycoon
- Monster Truck Madness 2
- Morrowind
- Mortal Kombat 4
- Moto Racer 3
- Motocross Madness 2
- MS Baseball 2001
- MS Flight Simulator 2004
- MW 4 Black Knight
- NASCAR 4
- NASCAR Racing 2003 Season
- NASCAR Revolution
- NASCAR Thunder 2004
- Natural Selection 2
- NBA Live 2000
- NBA Live 2003
- Need For Speed High Stakes
- Need for Speed Porsche Unleashed
- Need for Speed SHIFT
- Need for Speed Undercover
- Need For Speed Underground 2
- Neverwinter Nights

- Neverwinter Nights 2
- Neverwinter Online
- NFS 2016
- NFS Hot Pursuit
- NFS Hot Pursuit 2
- NFS Underground
- NHL 2001
- NHL 2002
- NHL 2004
- Night At The Museum 2
- No Man's Sky
- No One Lives Forever
- No One Lives Forever 2
- Nosferatu
- Nox
- Operation Flashpoint
- Operation Flashpoint: Red River
- Overlord
- Overwatch
- Pac-Man Adventures in Time
- Phantom Menace
- Photoshop CC
- Pirates of the Burning Sea
- Pirates!
- Planetside
- Planetside 2
- PLAYERUNKNOWN'S BATTLEGROUNDS
- Pod Racer
- Portal (HL2 engine)
- Portal 2
- Powerslide
- Prey
- Prey (2017)
- Prince Caspian - Chronicles of Narnia
- Prince of Persia
- Project CARS
- Project Cars 2
- Project Eden
- Project IGI
- Prototype
- Pure
- Quake 3 Arena
- Quantum of Solace
- Quidditch World Cup
- R6* Covert Operations
- RACE 07

- RaceRoom
- RAGE
- Railroad Tycoon 2
- Railroad Tycoon 2 Gold
- Railroad Tycoon 2 TSC
- Rainbow Six
- Rainbow Six Siege
- Rainbow Six Vegas
- Rainbow Six Vegas 2
- Rainbow Six: Lockdown
- Rally Trophy
- Raven Shield
- Real War
- Red Faction II
- Red Faction: Armageddon (Steam)
- Red Faction: Armageddon (Steam) (DX11)
- Red Orchestra
- Resident Evil 4
- Resident Evil 5
- Resident Evil 7
- rFactor
- rFactor 2
- Rift
- Rise of Legends
- Rise of Nations
- Rise of Nations: Thrones and Patriots
- Rogue Spear
- Rogue Squadron 3D
- Roller Coaster Tycoon
- Rome Total War
- Rubies of Eventide
- Rust
- Rusty Hearts
- Savage
- Sebastien Loeb Rally EVO
- Section 8
- Section 8: Prejudice
- Serious Sam
- Serious Sam 2nd Encounter
- Serious Sam 3: BFE (Steam)
- Shadowrun
- Shogo Mobile Armor Division
- Sid Meier's Civilization V
- Sid Meier's Civilization VI
- Sid Meier's Railroads!
- Sim Theme Park

- SimCity 3000
- SimCity Societies
- Simpson's Hit & Run
- Sims 2
- Sin
- Sin Episodes Emergence
- Singularity
- Sniper: Ghost Warrior 2
- Soldier Of Fortune
- Soldier of Fortune II
- Soldier of Fortune Payback
- South Park The Fractured But Whole
- Space Interceptor
- Speedway Grand Prix
- Spintires
- Splinter Cell
- Splinter Cell: Conviction
- Spore
- Stalker Clear Sky
- Star Trek Armada
- Star Trek Online
- Star Wars - The Old Republic
- Star Wars Battlefront
- Star Wars Battlefront 2
- Star Wars: Battlefront II
- Star Wars Empire at War
- Star Wars Galaxies
- Star Wars The Clone Wars Republic Heroes (Steam Edition)
- Star Wars: Battlefront
- Starcraft
- StarCraft II
- Starfighter
- StarLancer
- StarSiege
- Starsiege Tribes
- Starsky & Hutch
- StarTopia
- Stock Car Extreme
- Stranglehold
- Sub Command
- Superbike 2001
- Supreme Commander
- Supreme Commander - Forged Alliance
- SW - Republic Commando
- Swat 3
- SWAT 4

- Sydney 2000
- TA Kingdoms
- Tabula Rasa
- Tactical Ops
- Task Force Dagger
- Team Fortress 2 (HL2 engine)
- Tera
- Terraria
- Test Drive 6
- Test Drive Le Mans
- Test Drive Offroad 3
- Test Drive Unlimited
- The Club
- The Crew
- The Darkness II
- The Elder Scrolls V: Skyrim (Steam)
- The Elder Scrolls V: Skyrim Special Edition(Steam)
- The Evil Within
- The Evil Within 2
- The Incredible Hulk
- The Movies
- The Secret of Monkey Island: Special Edition (Steam Version)
- The Settlers - Rise of an Empire
- The Sims 1024
- The Sims 2
- The Sims 800
- The Sims Medieval
- The Sum of All Fears
- The Witcher
- The Witcher 2
- The Witcher 3: Wild Hunt
- Thief 2* The Metal Age
- Thrillville: Off the Rails
- Tiger Woods 2003
- Tiger Woods 99
- TimeShift
- Titan Quest
- Titan Quest - Immortal Throne
- Titanfall
- Titanfall 2
- TOCA 2
- Tom Clancy's H-A-W-K
- Tom Clancy's The Division
- Tomb Raider AoD
- Tomb Raider: Anniversary
- Tonka Monster Trucks

- Tony Hawk 3
- Tony Hawk 4
- Torchlight II
- Trackmania United Forever
- Train Simulator
- Transformers: Fall of Cybertron
- Transformers: War of Cybertron
- Triple Play 2000
- Tron 2.0
- Turning Point - Fall of Liberty
- Tyranny
- Ultimate Demolition Derby
- Universe At War
- Unreal II
- Unreal Tournament 2003
- Unreal Tournament 2004
- Unreal Tournament 3
- US Special Forces
- USAF
- Vampires Bloodlines
- Vendetta Online
- Wacky Races
- Wall-E
- Wanted Weapons Of Fate - Steam
- War Front - Turning Point
- Warcraft 3: The Frozen Throne
- WarCraft III* Reign of Chaos
- Warframe
- WarHammer 40k
- Warhammer 40K Space Marine (Steam)
- Warhammer Online: Age of Reckoning
- Watch Dogs 2
- Watch_Dogs
- Wheelman
- Wolfenstein
- Wolfenstein: The New Order
- Wolfenstein II: The New Colossus
- Word 2013
- World in Conflict
- World of Tanks
- World of Warcraft
- World Racing
- XCOM 2
- XCOM: Enemy Unknown
- X-Wing Alliance
- You are Empty

- Yuri's Revenge
- Zanzarah
- 御龙在天 (Dragon Power)

- **+Create and scan for profiles with Logitech Gaming Software**

Logitech Gaming Software (LGS) includes support for approximately six hundred games as of release 8.91. When you run the software for the first time, it should scan and automatically set up game profiles for you. If you install more games later, you can rescan for supported games and have profiles imported for them. You use profiles to customize pointer, lighting or G-key/function key command assignments for every individual game and application. If you prefer, you can also just use one profile for all your games and applications.

There are two ways to set up profiles for your games or applications:

- [Scan for new games](#)
- [Create new profiles](#)

Scan For New Games

Logitech Gaming Software's game profiles are created using registry entries from either Steam, uPlay, Battle.net, or Origin. Certain game profiles are associated with multiple publisher's registry entries, but the majority are linked to the Steam registry entry, excluding the games that are available exclusively on Battle.net or Origin. See a complete list of games [here](#).

1. Open Logitech Gaming Software (LGS).
2. Navigate to the Home window for your mouse, keyboard or headset.
3. Select **Customize buttons**, **Customize Function keys** or **Customize G-keys** depending on the device.
4. In the Profiles pane, click **Scan For New Games**.



5. Once the profiler has completed its scan, click **OK** to add the profiles to your list.
NOTE: A profile for the selected game should appear in the Profiles pane.

If you own a game that is not automatically detected by the Scan for New Games feature, you can make a few minor adjustments to set up the profile. For more information, please see [Scan For New Games does not detect game in Logitech Gaming Software](#).

Create new profiles

If the Scan For New Games list does not contain the game you want, LGS offers the ability to create your own profile. Here's how:

TIP: LGS can store profiles for any program executable (.exe) file. Use this to customize commands assignments for productivity programs.

1. Open Logitech Gaming Software (LGS).
2. Navigate to the Home window for your mouse, keyboard or headset.
3. Select **Customize buttons**, **Customize Function keys** or **Customize G-keys** depending on the device.
4. In the Profiles pane, click **Create new profile** ("+").



The **New Profile** window appears:

5. Type distinct names for your profile in the **Name** and **Description** boxes.



Name:

Description:

6. Click “+” and use the Windows Explorer window that appears to navigate to and open your executable (.exe) file.
NOTE: You can assign multiple executable files to the same LGS profile.
7. Select the checkbox to **Lock profile while game is running** to prevent other profiles from becoming active while your game or application is running.
8. If you prefer to use another profile’s lighting, command assignment or pointer settings as a starting point, select the checkbox to **Copy from an existing profile**. Use the drop-down menu to select a profile to copy settings from.
9. Click **OK** to save changes and add the new profile.
NOTE: A new profile for the game or application should appear in the Profiles pane.

- **+View current profiles in Logitech Gaming Software**

To see your current gaming profiles in Logitech Gaming Software (LGS) for your gaming mouse, keyboard or headset:

1. Open Logitech Gaming Software
2. Select your product by using the arrows at the bottom left of the LGS window.



3. Do one of the following, depending upon your device type:
 - Mouse — click **Customize Buttons** if your mouse is in Automatic Game Detection mode. Click **Customize on-board profile** if your mouse is in On-Board Memory mode.



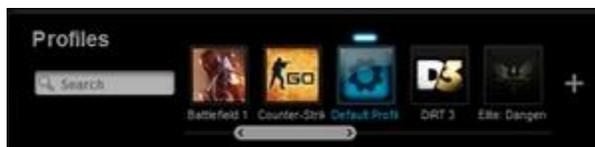
- Keyboard — click **Customize Function Keys** or **Customize G-Keys**.



- Headset — click **Customize G-Keys**.



4. The profiles you've created will show in alphabetical order in the **Profiles** area at the top of the window.



- **+Digital signature error when Logitech Gaming Software is installed on Windows 7 computers**

You may see a digital signature error when you install Logitech Gaming Software (LGS) on some Windows 7 computers. All recent versions of LGS require the following Microsoft Windows security update to be installed prior to installing LGS:

- Security Update for Windows 7 Systems (KB3033929)

The security update adds support for SHA-2 driver signing and verification functionality. There are two versions — one for Windows 7 32-bit (x86) and one for Windows 7 64-bit (x64). Make sure you've downloaded and installed the correct version for your computer before you install LGS.

- **+Logitech device stops responding in Windows**

If you notice that your Logitech device stops responding (ex: the mouse or headset disconnects) after fixed intervals of time, then the problem may be related to the power management settings. Perform all of the steps in the two sections below to resolve the issue:

- [Change Universal Serial Bus controllers settings](#)
- [Disable USB selective suspend](#)

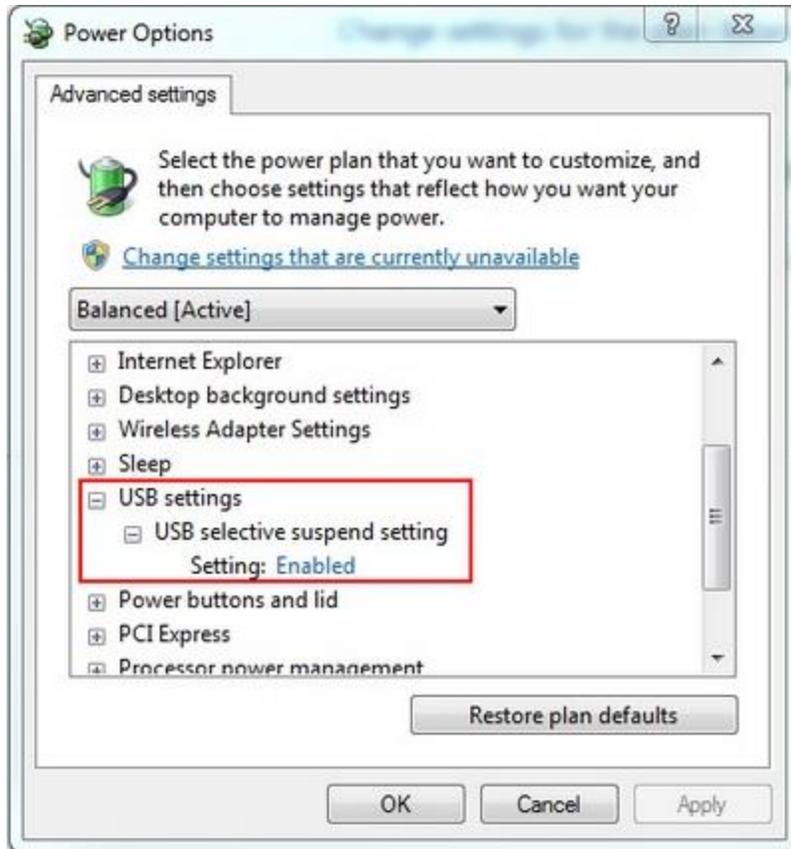
Change Universal Serial Bus controllers settings

1. Click the Windows Start flag and type `device manager` in the search box. In the **Programs** list, click **Device Manager**. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
2. Click the arrow next to **Universal Serial Bus** controllers to expand the list, then right-click **USB Root Hub**, and click **Properties**.
3. In the **USB Root Hub Properties** window, click the **Power Management** tab. Uncheck **Allow the computer to turn off this device to save power** to disable the setting.

NOTE: Windows will reverse this setting when the device is unplugged from the USB port or the PC is restarted. To keep this from happening, follow the steps below so Windows will remember the power management setting.

Disable USB Selective Suspend

1. Click **Start** and in the search box, type `power options`. In the **Programs** list, click **Power Options**.
2. If you are prompted for an administrator password or confirmation, type your password or click **Continue**.
3. Click **Change plan settings** for the power plan you use.
4. Click **Change advanced power settings**. The **Power Options** window appears.
5. In the **Power Options** window, expand **USB settings**, and then expand **USB selective suspend setting**.



6. (For laptop users only) To prevent Windows from turning off the USB root hub when the computer is running 'On battery' power, select **Disabled** in the **On battery** list.
7. To prevent Windows from turning off the USB root hub when the computer is 'Plugged in' to a power outlet, select **Disabled** in the **Plugged in** list and then click **OK**.

For more information, please refer to the Microsoft knowledge base:
<http://support.microsoft.com/kb/930312>

- **+Logitech Gaming Software for Windows Release Notes**

- [Version 8.98.234](#)
- [Version 8.96.88](#)
- [Version 8.94.108](#)
- [Version 8.92.67](#)
- [Version 8.91.48](#)
- [Version 8.90.117](#)
- [Version 8.89.68](#)

- **Post Date:** 18-APR-2018
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Added support for:
 - G560 LIGHTSYNC PC Gaming Speaker
 - G513 Silver RGB Mechanical Gaming Keyboard
 - G513 Carbon RGB Mechanical Gaming Keyboard
 - G512 Carbon RGB Mechanical Gaming Keyboard
 - Improved the UI for C920 & C922 cameras to be more consistent with other supported cameras
 - New game profiles:
 - Assassin's Creed Origins
 - Call of Duty: WWII
 - Destiny 2
 - Fortnite
 - Kingdom Come: Deliverance
 - Metal Gear Survive
 - Middle-earth: Shadow of War
 - Project Cars 2
 - South Park The Fractured But Whole
 - Star Wars: Battlefront II
 - The Evil Within 2
 - Wolfenstein II: The New Colossus
 - Minor bug fixes.

Version 8.96.88

- **Post Date:** 21-AUG-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Support added for:
 - G603 Wireless Gaming Mouse
 - G613 Wireless Mechanical Gaming Keyboard
 - Brio 4K Streaming Edition Webcam
 - Added a firmware update for the G102 and G203 to increase the max sensor DPI to 8000
 - Added option to gather anonymous data to help us understand how LGS is used so we can improve it in future releases
 - New game profiles for:
 - Agents of Mayhem
 - Gigantic
 - LawBreakers
 - Minor bug fixes

Version 8.94.108

- **Post Date:** 19-JUN-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Added support for
 - G433 Gaming Headset
 - POWERPLAY Wireless Charging System
 - G903 LIGHTSPEED Wireless Gaming Mouse
 - G703 LIGHTSPEED Wireless Gaming Mouse
 - New game profiles:
 - Prey (2017)
 - PLAYERUNKNOWN'S BATTLEGROUNDS
 - Added a firmware update for the G403 and G900 to optimize clock tuning parameter
 - Fixed an issue with localized layouts not being correctly displayed for the G413
 - Fixed an issue where a user's custom lighting would be reverted to the HW default when locking their system
 - Minor bug fixes

Version 8.92.67

- **Post Date:** 19-APR-2017
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Added support for the G413 Mechanical Gaming Keyboard
 - New game profiles:
 - For Honor
 - Ghost Recon Wildlands
 - Mass Effect: Andromeda
 - Resident Evil 7
 - Minor bug fixes

Version 8.91.48

- **Post Date:** 4-JAN-2017
- **OS:** Windows 8, Windows 7, Windows 10

- **Why Update?**
 - Added support for the G90 gaming mouse
 - Added a link to Overwolf in the LGS user interface
 - Minor bug fixes.
 - Added support for the Pro mechanical gaming keyboard
-

Version 8.90.117

- **Post Date:** 4-JAN-2017
 - **OS:** Windows 8, Windows 7, Windows 10
 - **Why Update?**
 - Support added for G533 Gaming Headset
 - Minor bug fixes
-

Version 8.89.68

- **Post Date:** 15-DEC-2016
- **OS:** Windows 8, Windows 7, Windows 10
- **Why Update?**
 - Custom Lighting Effects Editor added to the Lighting View for per-key RGB keyboards.
 - Fix to address stuck mic mute issue on G933 headset.
 - New game profiles:
 - Battlefield 1
 - Call of Duty: Infinite Warfare
 - Mafia III
 - Watch Dogs 2
 - Elder Scrolls V: Skyrim Special Edition
 - Sid Meier's: Civilization VI
 - Titanfall 2
 - Dishonored 2
 - Tyranny
 - Optional G610 Orion keyboard firmware update to address a high-pitched whine on some keyboards.
 - Firmware updates for the following keyboards to enhance lighting performance with the new Lighting Effects Editor:
 - G410 Altas Spectrum
 - G810 Orion Spectrum
 - G910 Orion Spectrum
 - G910 Orion Spark

- Added an option to the G933 FW update tool allowing the user to choose between G933 and G933 Snow, so that the proper device image will show in LGS after a firmware update.
- Minor bug fixes.

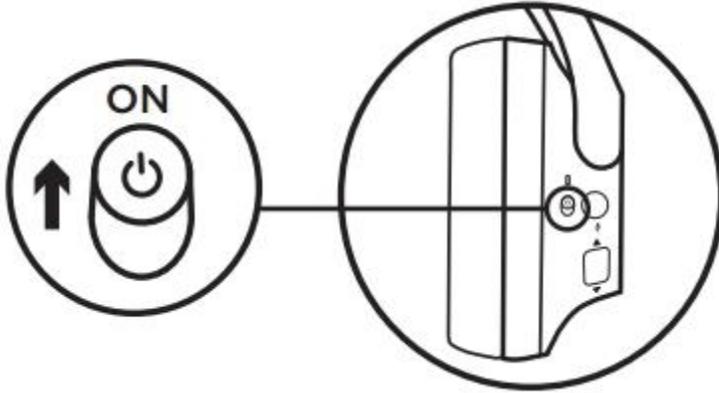
- **+Pair the G533 gaming headset to the USB wireless adapter**

If your G533 gaming headset becomes unpaired or if you receive a replacement USB wireless adapter, follow these instructions to pair your G533 gaming headset with the adapter:

1. Connect the USB wireless adapter to a USB port on your computer.
2. Insert a paper clip into the reset port located above the G logo and push the recessed button. The light on the adapter will blink rapidly to indicate pairing mode.



3. Remove the paper clip from the reset port on the adapter once the LED starts blinking.
4. Make sure the headset is charged and set the power switch to the upwards (On) position.



5. Press and hold the G-key on the headset for 15 seconds.
6. The light on the headset will blink rapidly to indicate pairing mode.
7. The lights on the headset and adapter turn to a solid color once pairing is complete.

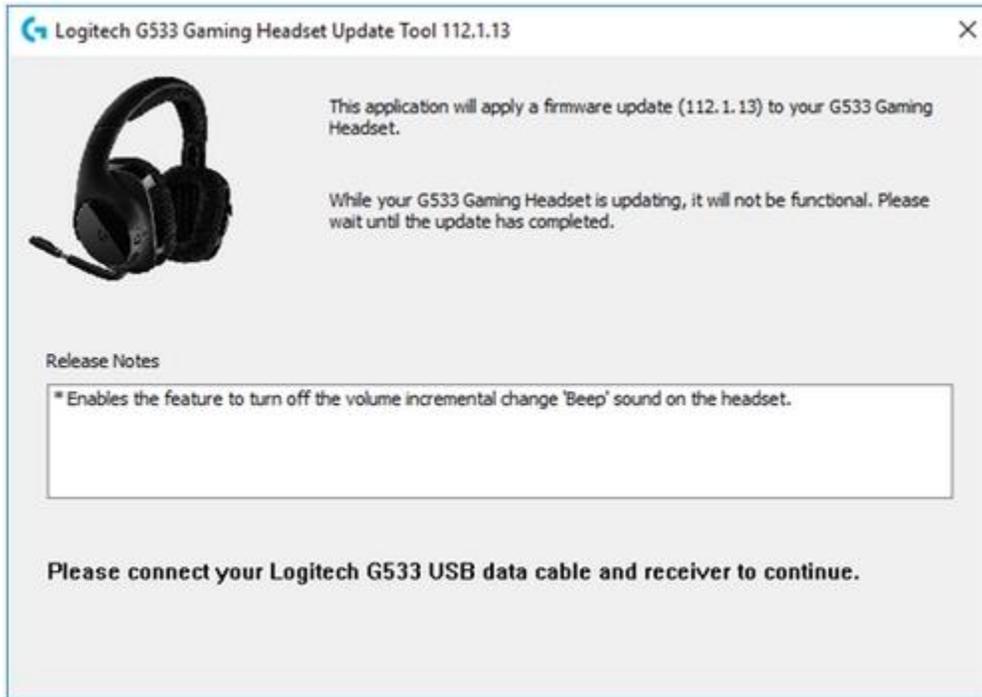
- **+Recover a non-responsive G533 gaming headset**

If you have a G533 gaming headset that is not functioning at all (ex. does not charge, does not turn on, does not connect, etc.), try the following steps to recover the device:

1. Connect the USB wireless adapter to a USB port on your computer.
2. Insert a paperclip into the reset port located above the G logo and push the recessed button. The light on the adapter will blink rapidly to indicate pairing mode.

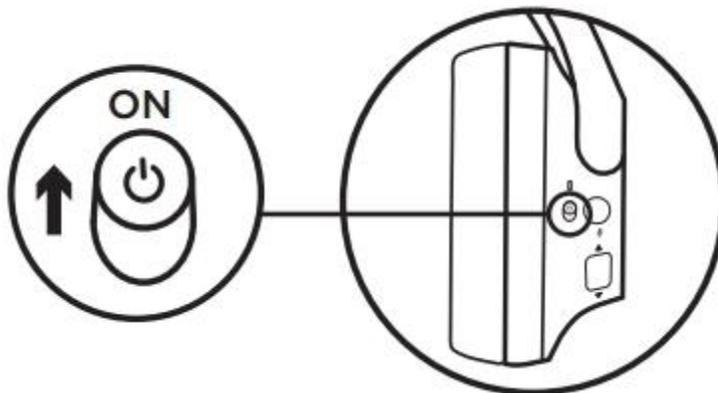


3. Navigate to C:\Program Files\Logitech Gaming Software\FWUpdate\G533 and double-click **G533Update_v13.exe** to launch the firmware update. The following window appears:



NOTE: You can download the latest version of LGS from your gaming headset's Download page.

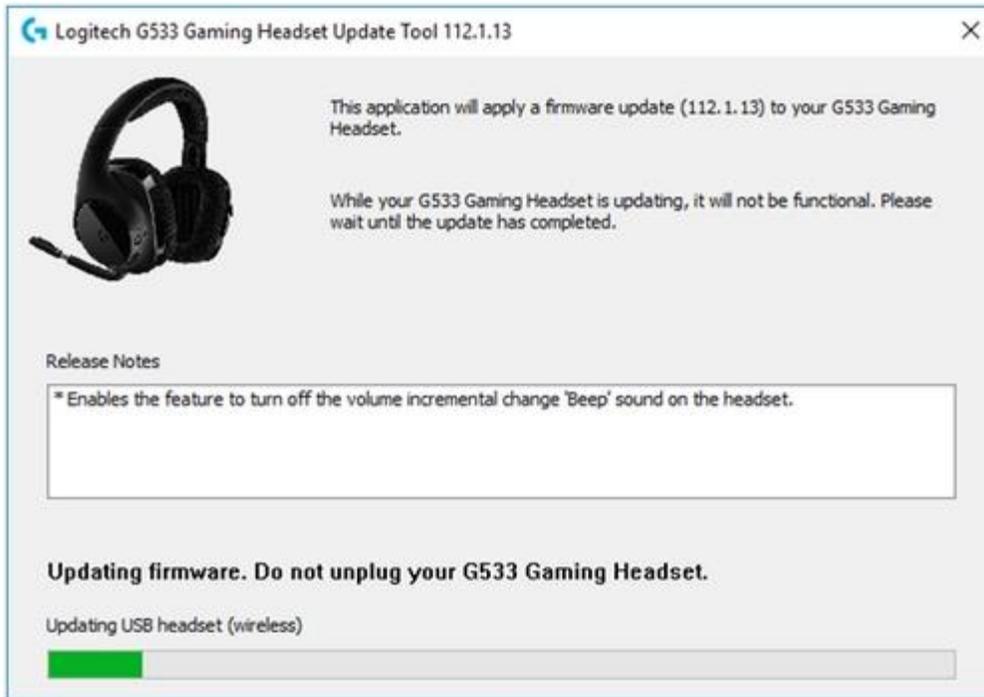
4. Securely connect the G533 gaming headset to a USB port on your computer using the supplied cable.
5. Slide the power switch upwards to the **ON** position.



6. Locate the pinhole for the hardware reset switch, located on the top of the left ear cup assembly.



7. Press and hold the hardware reset switch with a pin for two seconds. Repeat the two-second press twice.
8. If the LED light on your headset was off, it should turn on and the firmware update should start.



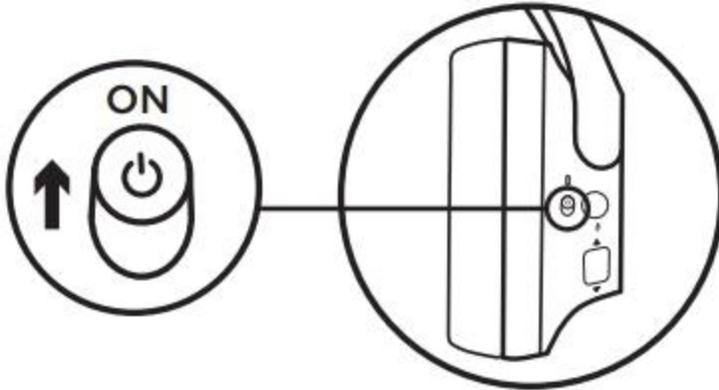
NOTE: Do not disconnect your G533 gaming headset or USB adapter until the firmware update is complete.

9. If the firmware update does not start, repeat steps 2-7.

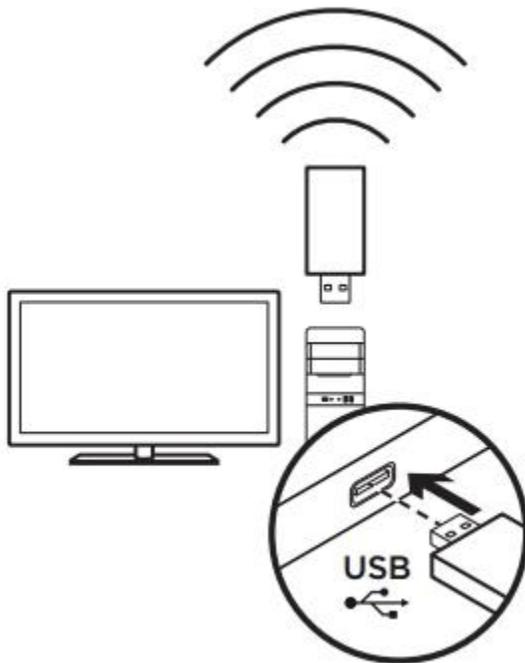
- **+Connect the G533 gaming headset to your computer**

Logitech Gaming Software (LGS) 8.90 or later must be installed to use G-key customization, 7.1 surround sound, and EQ settings. Please see your product's Download page to get the latest version of LGS. To connect your headset to your computer:

1. Set the power switch on the G533 gaming headset to the upwards (On) position. The switch is located on the rear of the left ear cup assembly.



2. Connect the USB wireless adapter to your PC. The headset will automatically connect to the adapter. The LED lights on the receiver and headset turn solid green once the connection has been established.



NOTE: If your G533 gaming headset does not automatically connect to the USB wireless mix adapter, the devices may require pairing. See [Pair the G533 gaming headset to the USB wireless adapter](#) for more information.

- +LED indicators on the G533 gaming headset and USB wireless adapter

The G533 gaming headset and USB wireless adapter have LED lights that explain what the devices are doing. The tables below shows the different LED status indicators and what they represent:

- [Headset](#)
- [Microphone](#)
- [USB wireless adapter](#)

Headset LED Indicator	
LED status	Indicator meaning
Solid red	Low battery — Connected
Solid orange	Charging — Connected
Solid green	Normal battery level — Connected
Slow pulsing red	Low battery — Connecting to USB Adapter
Slow pulsing orange	Charging — Connecting to USB Adapter
Slow pulsing green	Normal battery level — Connecting to USB Adapter
Fast pulsing red	Low battery — Pairing mode
Fast pulsing orange	Charging — Pairing mode
Fast pulsing green	Normal battery level — Pairing mode

NOTE: The LED remains off while the power switch is set in the downwards position.

Microphone LED indicator	
LED status	Indicator meaning
Off	Microphone mute disabled
Solid red	Microphone mute enabled

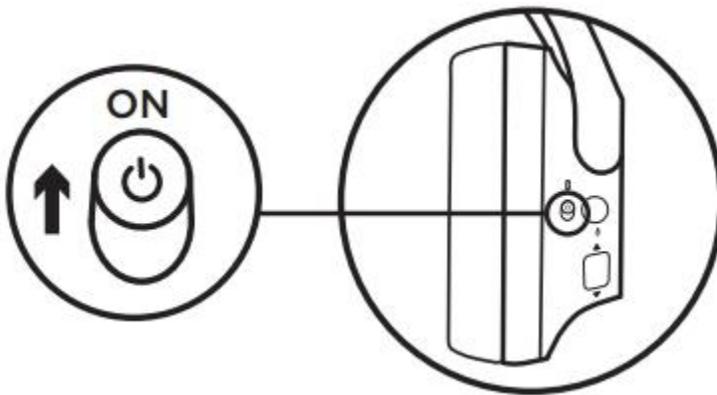
USB wireless adapter	
LED status	Indicator meaning
Slow pulsing green	Connecting
Fast pulsing green	Pairing mode
Solid green	Connected

- **+Configure the sleep timer on the G533 gaming headset**

By default, the G533 gaming headset enters sleep mode after five minutes of inactivity (no audio input or output). Sleep mode conserves power on the G533 gaming headset and prolongs usage before you need to recharge the headset's battery. To wake the headset, fold or open the microphone arm, press the G-key, rotate the volume wheel, or connect a USB cable.

You can use Logitech Gaming Software (LGS) 8.90 or later to extend the timer start time up to 30 minutes or disable it entirely. You can download LGS from the product's Download page. To configure the sleep timer:

1. Make sure the USB wireless adapter is connected to your computer.
2. Power on the headset by setting the power switch to the upwards (On) position. Plug in the supplied USB cable, if necessary.



3. Launch LGS and select **Customize Audio Experience**.



4. Under the **Levels/Advanced Equalizer** box on the right, click anywhere on the gray box with the current sleep timer setting to open the pop-up menu.



5. Choose the desired sleep timer from the selection in the pop-up menu. The options are 1, 5, 10, 15, 20, 25 and 30 minute(s) or Never. To disable the sleep timer, select **Never**.



NOTE: All changes are saved automatically.

- **+Check battery status and charge the G533 gaming headset**
 - [Battery life for the G533](#)
 - [Check G533 battery status](#)
 - [Charge the G533 battery](#)

Battery life for the G533

Your G533 features a rechargeable 1100mAh Li-Pol battery. On a full charge, the expected playback time is approximately 15 hours.

NOTE: Expected battery life is measured with the headset at 50% volume.

Check G533 battery status

There is a LED light on the G533 headset that glows red when the battery is low. For more information about the LED light on the G533 headset, see [LED indicators on the G533 gaming](#)

[headset and USB wireless adapter](#). Once the battery reaches a critical level, the headset automatically switches off until you start charging the device.

You can check battery status in Logitech Gaming Software (LGS). Estimated time remaining is displayed in the upper left side of the LGS window.



NOTE: While the headset is charging, LGS displays the percentage of battery charge as shown below.



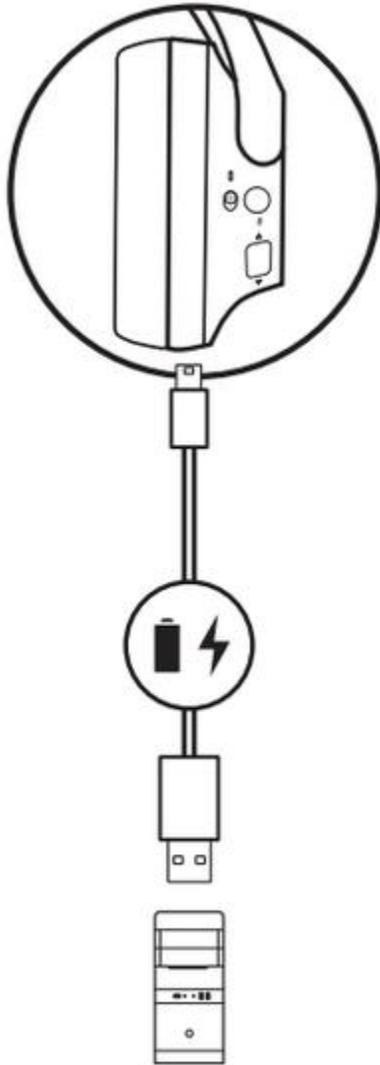
If you prefer, click on the **Battery Assistant** icon to see the current percentage of battery charge, system power consumption, and max charge.





Charge the G533 battery

To charge the G533 gaming headset's battery, connect the micro-USB port on the device, located under the left ear cup assembly, to a USB port on your computer using the supplied USB cable.



The LED light on the headset glows orange while the headset is charging. Once the charging process is complete, the light becomes green. If the headset is powered off while charging, the LED switches off once the process is complete.

- **+Supported Windows operating systems for the G533 gaming headset**

At the time of release, the G533 gaming headset is supported on the following operating systems:

- Windows 10
- Windows 8.1
- Windows 8
- Windows 7

NOTE: Logitech Gaming Software (LGS) 8.90 or later must be installed on your PC for the G533 gaming headset to have full functionality. Please see your product's Download page to get the latest version of LGS.

- **+Customize G-keys on the G533 gaming headset with Logitech Gaming Software**

You can use Logitech Gaming software (LGS) version 8.90 or later to assign commands to the G-key on G533 gaming headsets.

NOTE: Make sure you're using the latest version of LGS before you connect your gaming headset to the PC. You can download the latest version of LGS from your gaming headset's Download page.

- [Default G-key layout](#)
- [Customize G-key command assignment](#)
- [Command Editor](#)
- [Game-specific commands](#)
- [Reset G-key function](#)

Default G-key layout

Below is the default layout for the G533 gaming headset:



Customize G-key command assignment

1. Make sure that the gaming headset is connected to your computer, and then launch LGS.
2. On the LGS **Home** screen, navigate to the device selector at the bottom of the LGS window and click on the icon for your gaming headset.
3. Select the **Customize G-keys** icon at the bottom of the window.



4. Select a profile to start customizing G-key command assignments.
5. To assign a command to a G-key, do one of the following:
 - Double-click on the listed G-key command assignment, or on the G-key itself to begin assigning a new command. The Command Editor opens. See the [Command Editor](#) section in this article for more details.
 - Drag and drop an existing command from the **Commands** list on the left of the LGS window onto a G-key. When you drag a command over a G-key, the G-key area will become highlighted.
6. You can also right-click on the G-key or its assignment for additional options:

NOTE: Gray-colored text menu items are not accessible.

 - **Assign New Command** — clicking on this option opens the Command Editor window
 - **Edit Command** — clicking on this option opens the Command Editor window
 - **Use Generic** — clicking on this option reverts the G-key assignment to its generic function
 - **Unassign** — clicking on this option removes all command assignments from the G-key