Frequently Asked Questions

Scrolling on my G502 X is erratic

If you are experiencing issues with the scroll function on your G502 (X, LIGHTSPEED, or PLUS), do the following:

- Clean off dust or dirt on your mouse using a Q-tip or a compressed can of air.
- Test your mouse on a different surface or mouse pad.
- Update the device's firmware:
    1. Download and install Logitech G HUB.
    2. Open G HUB, select the mouse from the home screen, and then go **Settings**.
    3. If a firmware update is available, a blue **Update** button appears under the firmware version on the top right corner of the window. Click **Update** and follow the onscreen instructions.
- In G HUB, try adjusting the DPI settings.
- Make sure the wheel itself moves and isn't physically stuck.
- Unpair and repair the mouse, or disconnect and reconnect hardware.
- **Windows only** — try a different USB port or on a different computer. If it works on a different computer, then the issue might be related to a USB chipset driver. Updating the motherboard USB chipset driver may make a difference.

My mouse does not hold a charge

If you're experiencing a charging issue on your G502 (X, LIGHTSPEED, or PLUS) try the following:

1. Verify that your device is connected directly to the computer and not to a hub, extender, switch, or something similar.
2. Recharge using a different USB cable.
3. Use an alternative power source to charge.
4. Check the G Hub application for any firmware updates for your G502 (X, LIGHTSPEED, or PLUS).

My G502 X Plus and LIGHTSPEED mouse shows incorrect LED status while the system is in sleep mode

This is expected behavior as the device will try to send a remote wake up signal to the computer. However, it can't wake up the system since it's in hibernation. Because of this, it's possible that the LED notification lags or shows an inconsistent status.

I have paired my G502 X Plus/LIGHTSPEED mouse to my keyboard but it reconnects to the original receiver while charging

This happens because the primary function of the mouse is to establish a connection with the original receiver. We recommend unplugging the mouse receiver when you initiate the 2:1 pairing and keep it unplugged while keyboard and mouse are paired with a single receiver.



My G502 X does not show up on G HUB automatically when connected via USB

This is expected if the mouse is in sleep mode. To make it recognised in the G HUB product list you may need to move or click the mouse.

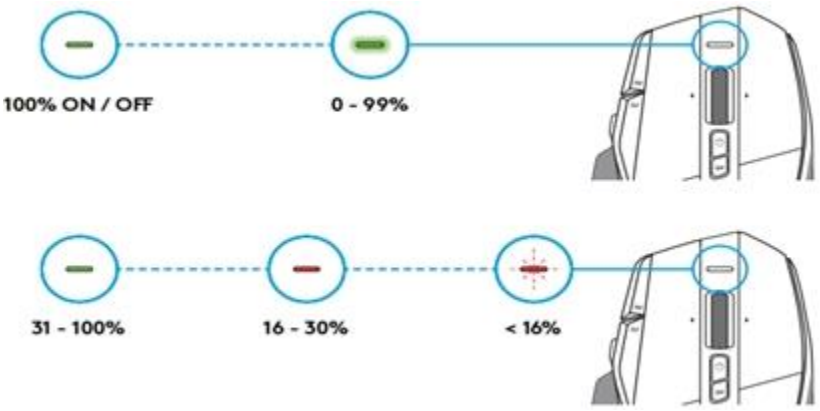
G HUB indicates my G502 X Plus or LIGHTSPEED is fully charged, but the LED is breathing green

In some cases, the LED indicator on the G502 X Plus or G 502 X LIGHTSPEED may start breathing green even though G HUB indicates your mouse is fully charged.

If this happens, unplug the mouse from the USB-C charging cable. The LED indicator will stop breathing.

How do I know when to charge my G502 X Plus and LIGHTSPEED?

Your G502 X Plus and LIGHTSPEED comes with a built-in rechargeable battery which can be charged with the provided USB cable. The mouse has a multi-color LED indicator, which displays the battery level and charging behavior.



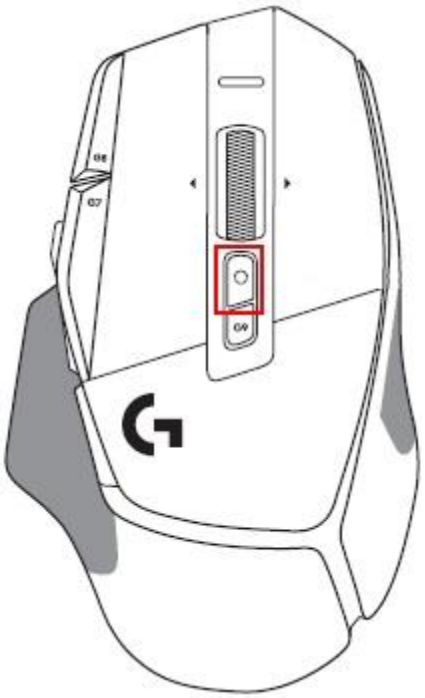
A steady green light while the device is plugged in means it’s fully charged. A breathing green light indicates that it’s charging.

When you first turn on your mouse, the approximate battery level is indicated by the LED:

- Steady green = good (31% - 100%)
- Steady red = low (16 – 30%)
- Slow blinking red = critical (< 16%)

What does the G502 X wheel mode toggle button do?

The G502 X has a wheel mode toggle button below the newly designed scroll wheel. This button toggles the scroll wheel between Free Spin and Ratchet modes.



- In Free Spin mode, the wheel will spin effortlessly, but not endlessly.
- In Ratchet mode, the wheel will click as it spins to help stop its movement.

Why are the button clicks loud on my G502 X?

The feel and sound of the LIGHTFORCE Hybrid Switch is by design.

The G502 X's LIGHTFORCE Hybrid Switch combines both the speed and durability of an optical switch with the tactile feel of a mechanical switch.

Onboard Memory Mode DPI profiles on G502 X

Onboard memory mode keeps your settings on the device and accessible without G HUB. Your G502 X comes with two profiles: Primary (Gaming) and secondary

(Productivity). When you install G HUB, you can have up to five profiles. Each profile can have different DPI settings and you can associate each setting with a different color, which makes it easy to know which profile is active. You can find more information in the Setup Guide PDF, available on the Getting Started page.

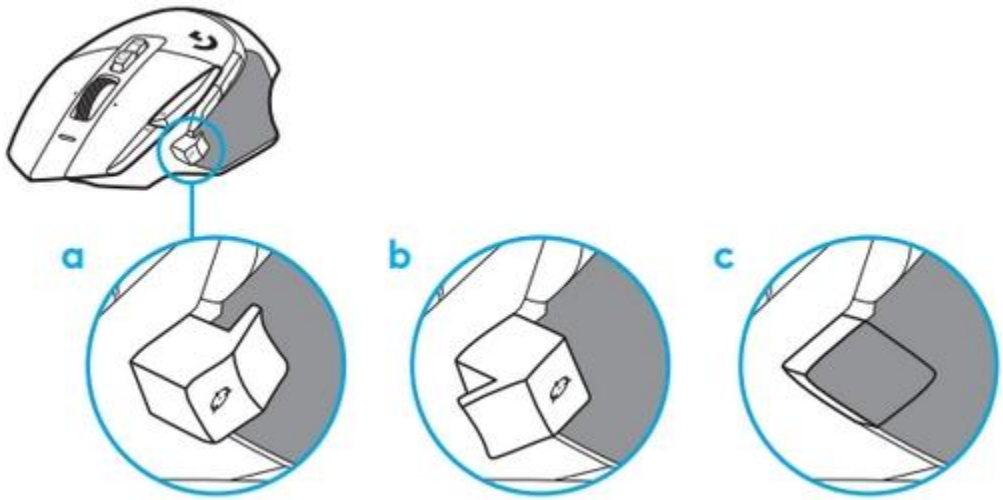


NOTE: Installing G HUB will override the two default profiles.

Change the DPI button position on G502 X

The DPI Shift button on your gaming mouse is useful for FPS games. You can also change the position in three ways:

a. Backward
b. Forward
c. Extended grip



Logitech G HUB - FAQs

About G HUB

- What is G HUB?
- Can I use G HUB offline?
- What languages is G HUB available in?
- What products are supported by G HUB?
- How do I give feedback for G HUB?
- Does G HUB work with Mac and Windows?
- G-Keys in Logitech G HUB
- New G HUB Camera Controls and Features
- G HUB Update Release Notes

Connecting & using your device with G HUB

- Device does not appear in G HUB
- Using the Device Pairing Tool in G HUB
- G HUB: Change colors on the swatch list
- Webcam settings are grayed out in G HUB
- G HUB: Remove and create DPI speeds
- Device lost connection to LIGHTSPEED receiver after G HUB update

Games & Apps with G HUB

- G HUB: Delete games and applications from the App list
- G HUB: Download and run an animation effect for your keyboard
- G HUB: Blacklist a game or application from the profile list
- G HUB: Assign keyboard key commands and reset or disable buttons
- G HUB: Delete profiles in an app
- G HUB: Duplicate profiles to another game or application
- G HUB: Lock a profile for all games and applications
- G HUB: Lock a profile’s assignments for all games and applications
- G HUB: Lock a profile’s LIGHTSYNC effects for all games and applications
- How can I make sure my G HUB Settings are saved?
- Enable On-Board Memory mode on your gaming mouse with G HUB
- Do I need to uninstall Logitech Gaming Software to use G HUB?
- How to create a macro in G HUB that opens a file
- My G HUB Macros Are Not Working In Some Games

Troubleshooting

- G HUB Install/Uninstall/Update Troubleshooting
- G HUB freezes while loading and logo animation loops

- Logitech G logo loops when attempting to run G HUB
- G HUB is stuck on Loading screen with macOS Ventura
- Initializing Profile error with G HUB on a Mac
- Logitech G Hub permission prompts on macOS

- **+G-Keys in Logitech G HUB**

- What are G-Keys?
- Assigning commands to my G-Keys
- Removing commands from my G-Keys

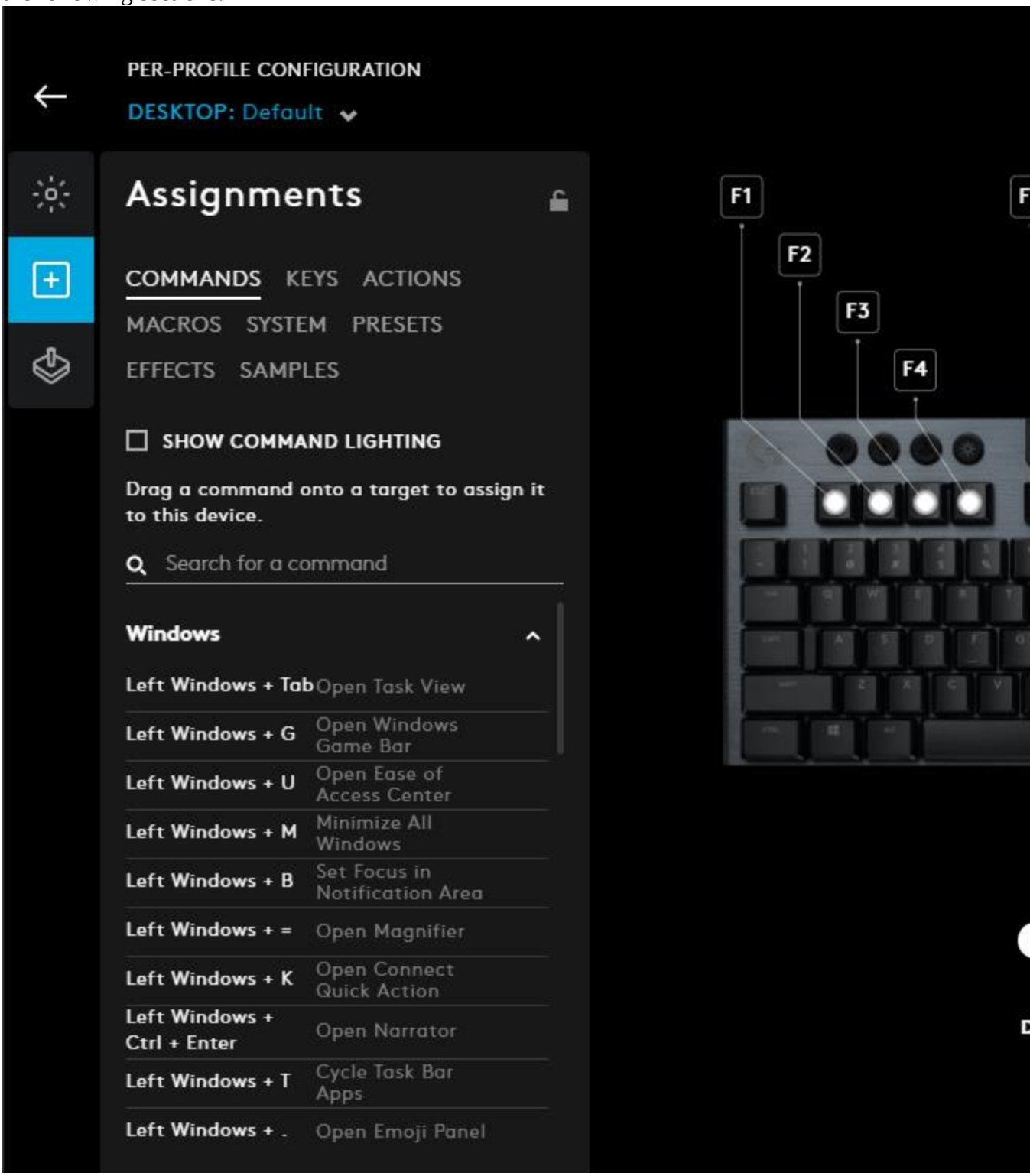
What are G-Keys?

G-Keys are keys or buttons on Logitech devices that allow you to perform specific commands or functions when you press them. These commands can be a single keystroke all the way to complex commands that perform multiple in-game actions.

Assigning commands to my G-Keys

1. Launch Logitech G HUB.
2. Click on your Logitech device.
3. Click on the **Assignments** icon.
   NOTE: If your product doesn't have the **Assignments** tab then it doesn't have a G-Key.

4. Find and select a command from within the **Assignments** tab. Commands are located in the following sections.



- **Commands:** Preconfigured system or Game profile commands based on your selected G HUB Profile
- **Keys:** Individual keyboard commands

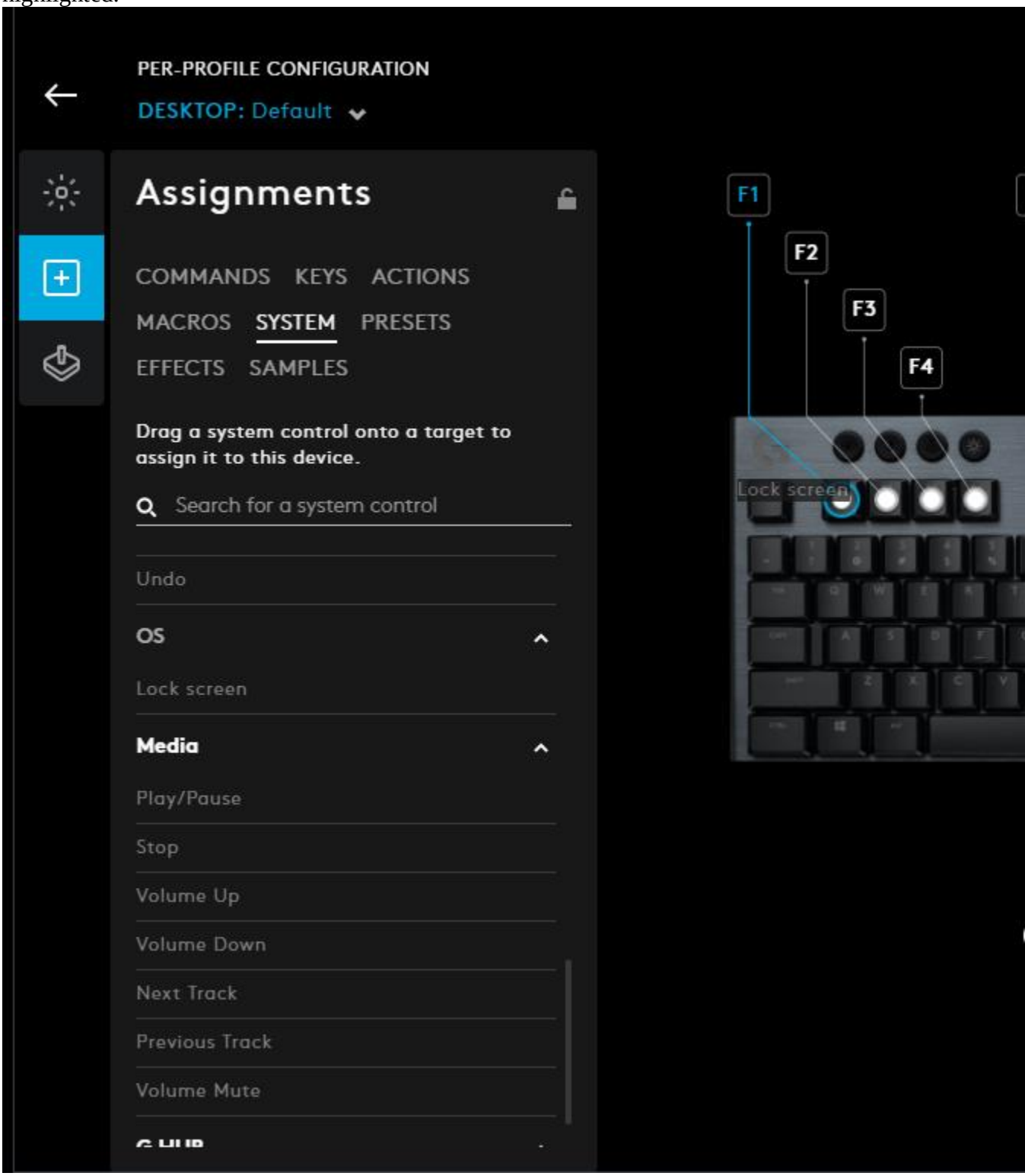
- **Actions:** Actions for application-specific integrations that work with Logitech G HUB
- **Macros:** Custom programable commands that perform a specific task or action
- **System:** System and device control commands
- **Presets:** Blue VO!CE Presets for your Blue VO!CE compatible products
- **Effects:** Blue VO!CE Effects for your Blue VO!CE compatible products
- **Samples:** Audio Samples for your Blue VO!CE compatible products
- **Audio:** Audio commands for your Logitech speakers

NOTE: If you are missing some of these sections it means that you don't a have G HUB compatible device connected with those features.

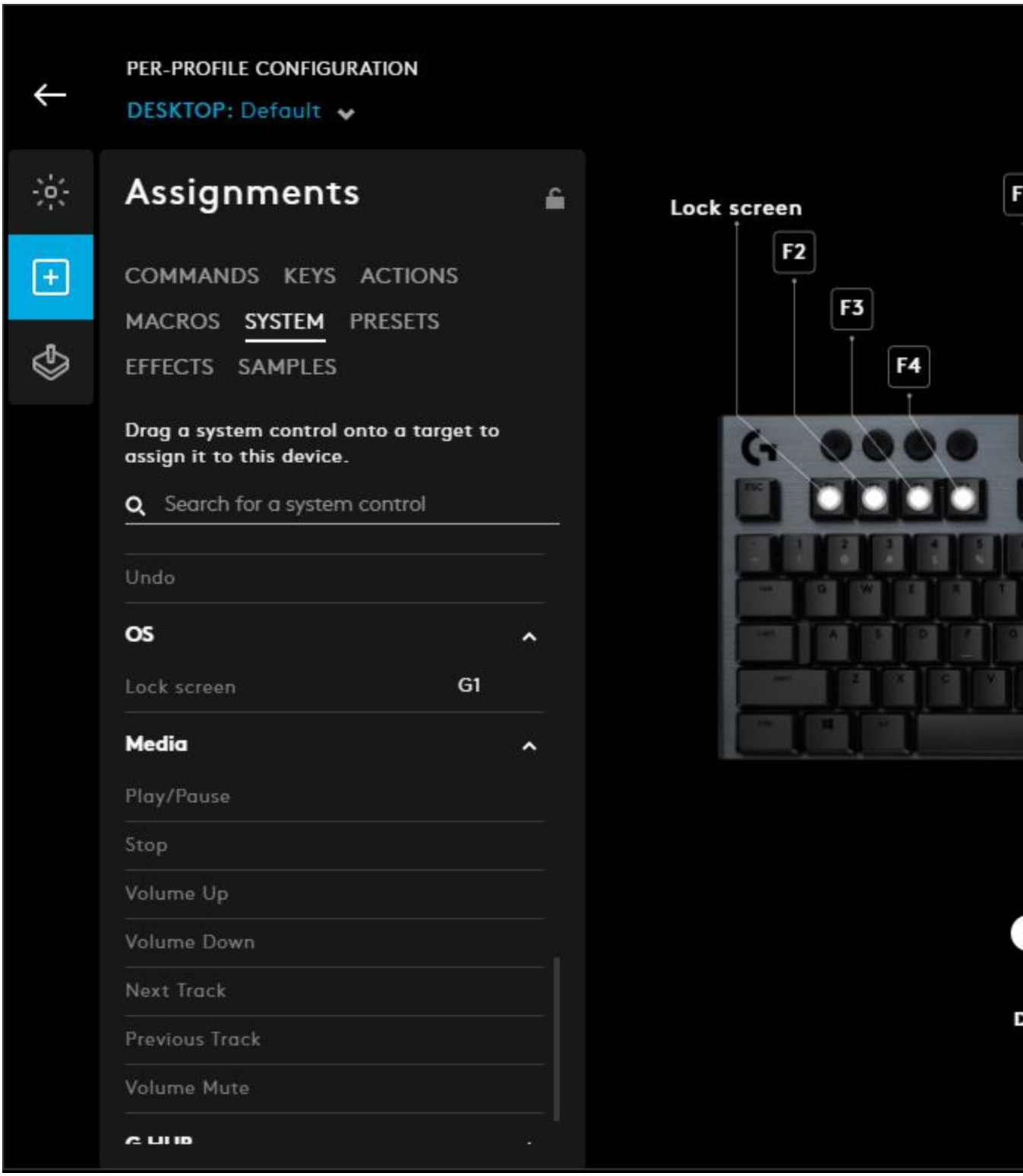
5. To assign a command to a G-key, do one of the following:

- Click on the G-key you want to give a new assignment to so it's highlighted in Blue then double-click on the command you want to assign to it
- Drag and drop an existing command from the list on the left of the G HUB window onto a G-key. When you drag a command over a G-key, the G-key area will become

highlighted.

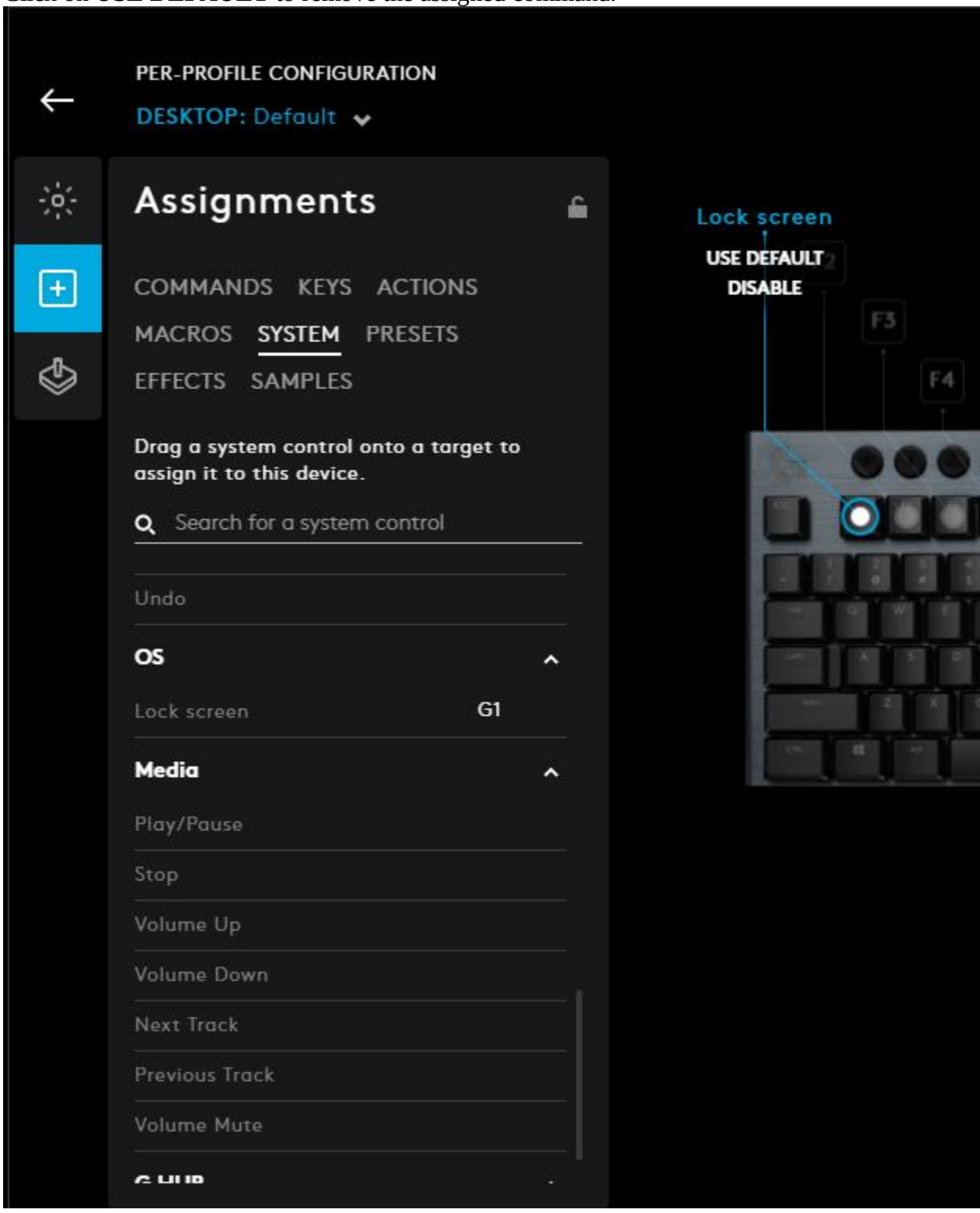


6. G-Keys that have assignments will show what their current command is.



Removing commands from my G-Keys

1. Launch **Logitech G HUB**.
2. Click on your Logitech device that has the G-Key you want to edit.
3. Click on the **Assignments** icon.
4. Click on the G-Key so it's highlighted.
5. Click on **USE DEFAULT** to remove the assigned command.



- **+Using the Device Pairing Tool in G HUB**

The Device Pairing Tool in Logitech G HUB allows you to pair replacement USB receivers with your mouse or keyboard. The Device Pairing Tool also allows you to connect two LIGHTSPEED devices to one LIGHTSPEED keyboard receiver using the Device Pairing Tool. You may also use this tool to pair your mouse with Logitech POWERPLAY.

The Device Pairing Tool will allow you to select the receiver and the device you want to pair it with. The receiver selected will determine what devices can be paired with it. The compatible devices that can be paired with the selected receiver will be shown afterward.

You may need to update the firmware on your device before using the Device Pairing Tool. Please follow any on-screen instructions you receive if G HUB informs you that your device firmware is out-of-date.

How-To's

- Pairing your device to a replacement receiver with the Device Pairing Tool
- Connect two LIGHTSPEED devices to one receiver using the Device Pairing Tool

- **+G HUB freezes while loading and logo animation loops**

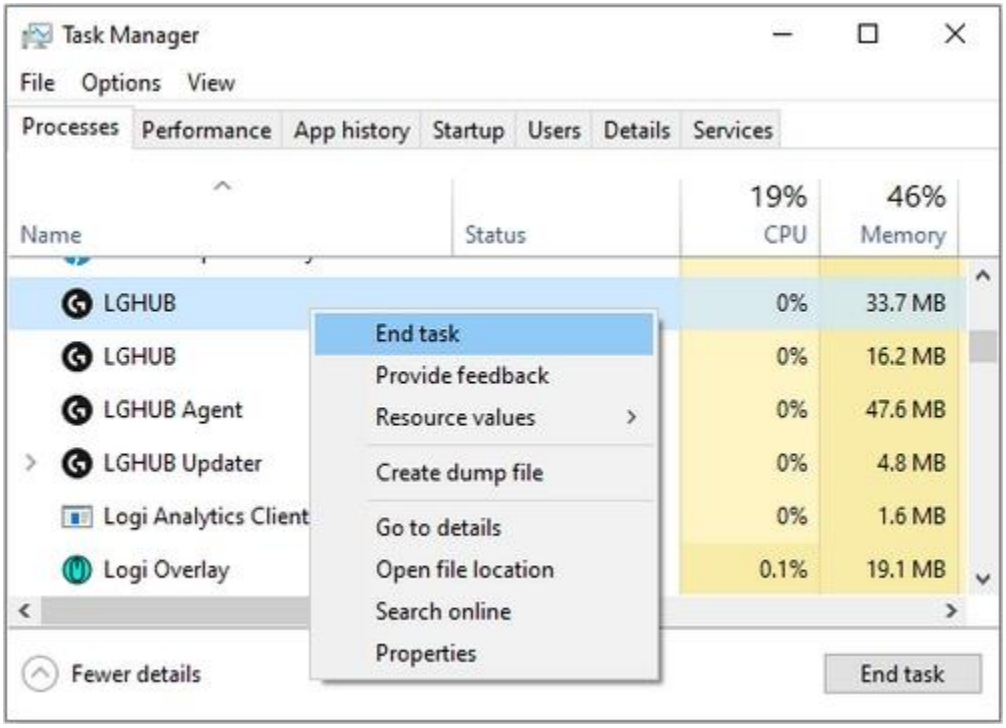
If G HUB seems to be stuck while trying to load and the logo animation loops, try the following:

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:

- Lghub_updater.exe
- Lghub_agent.exe
- Lghub.exe

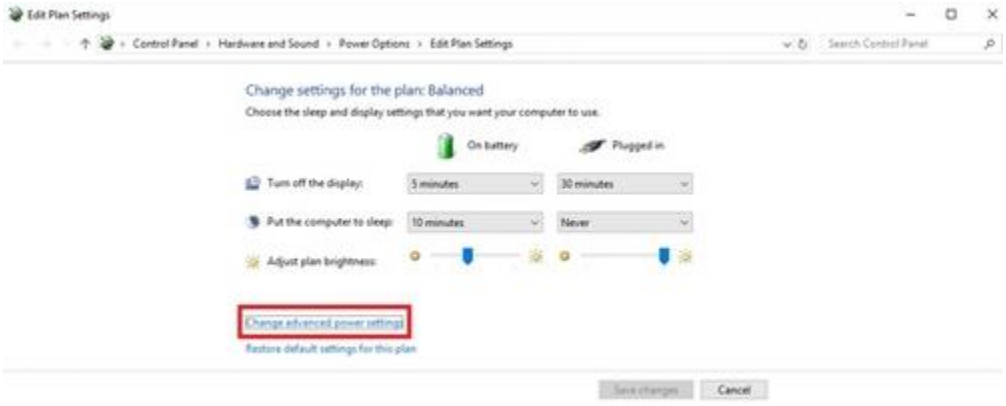
This should resolve the logo spinning issue. If it doesn't, then make sure you're running with admin privileges. G HUB might need to update and needs admin privileges to do this.

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

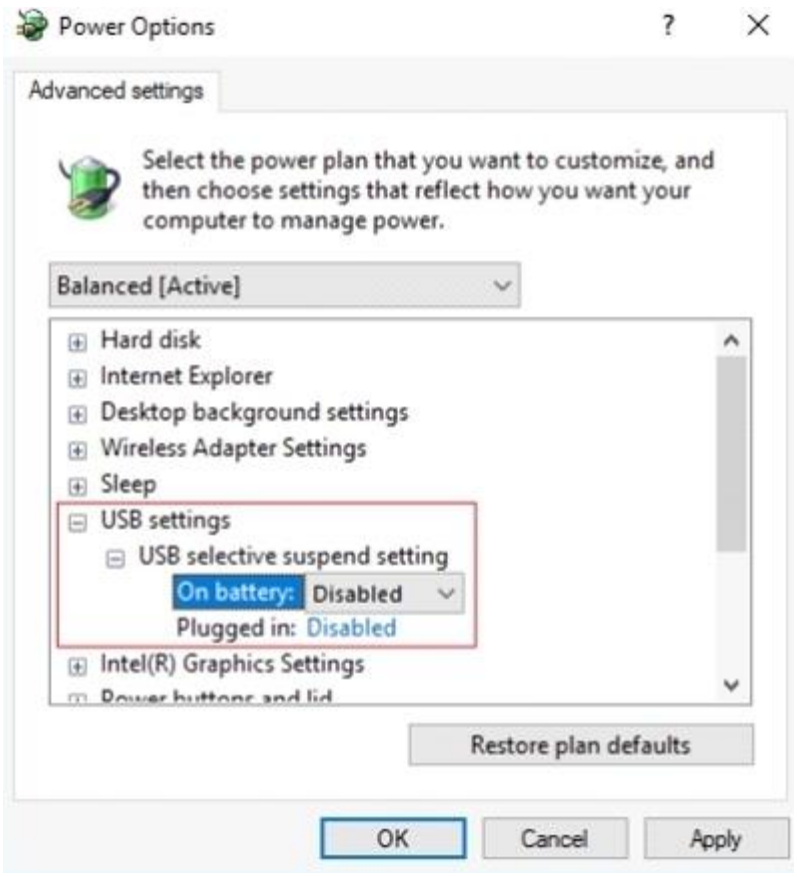
- **+G502 - Troubleshooting - Connection Issue: Intermittently working**

- We recommend that you plug the mouse directly into a USB port on the motherboard or a USB port on the computer case while troubleshooting. Avoid using hubs of any kind, powered or not. This includes hubs that can be found on monitors.
- Try a different USB port on the motherboard or computer case.
- Try the mouse on another computer (if available).
- Disable "USB Selective Suspend":

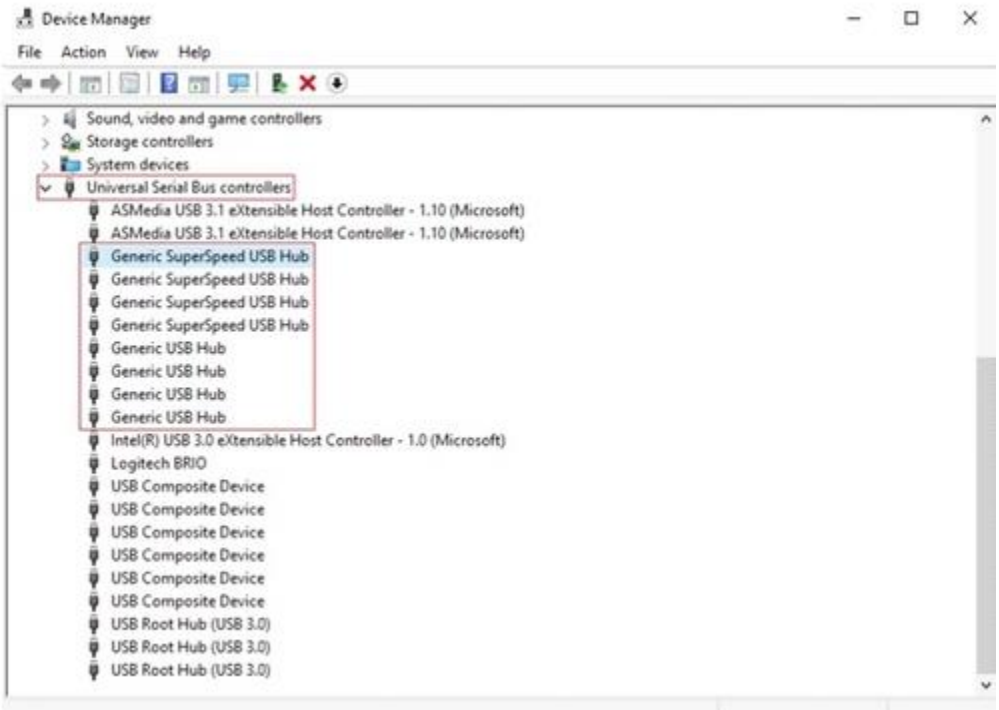
1. Press the Windows key, type "Edit power plan" and press **Enter**.



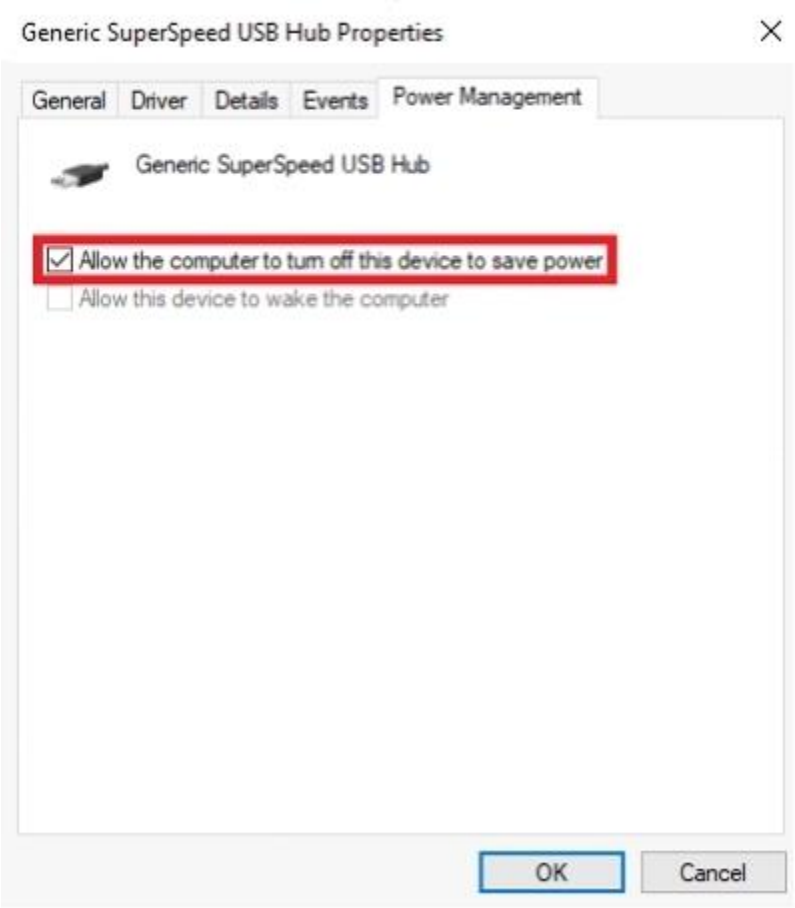
2. Select "Change advanced power settings".
3. Expand the tree for "USB settings", then expand the tree for "USB selective suspend setting". Disable the option for On battery and Plugged in as shown:



- Power Management for USB hubs:
    1. Press the Windows key, type "Device Manager" and press **Enter**.
    2. Expand the tree for "Universal Serial Bus controllers".



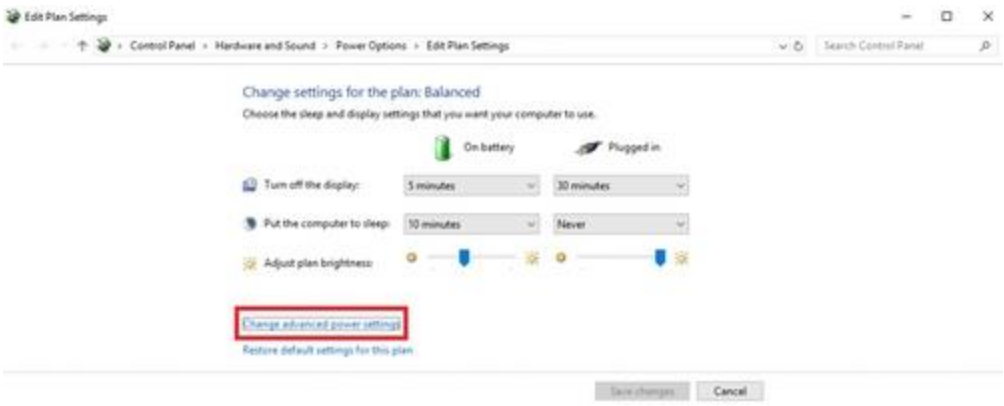
3. Right-click on a hub and select **Properties**.
4. Under the **Power Management** tab, uncheck the setting "Allow the computer to turn off this device to save power".



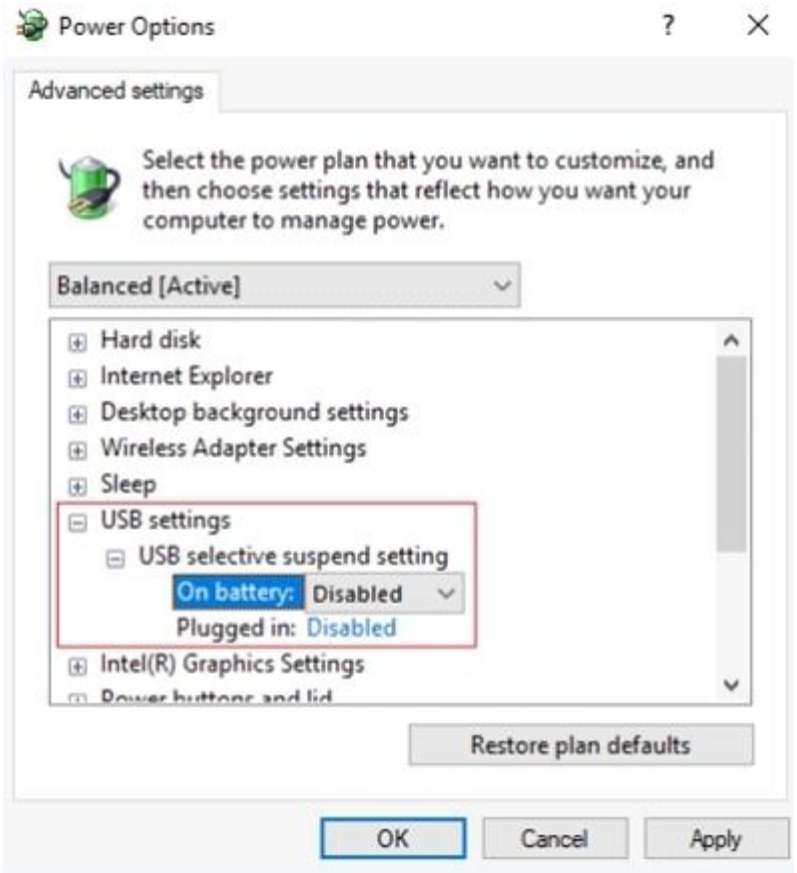
5. Repeat the above steps for all items listed as hubs.
6. Try updating the motherboard chipset drivers. See Update your motherboard USB and chipset drivers for more information

- **+G502 - Troubleshooting - Connection Issue: Mouse not detected/recognized by computer**

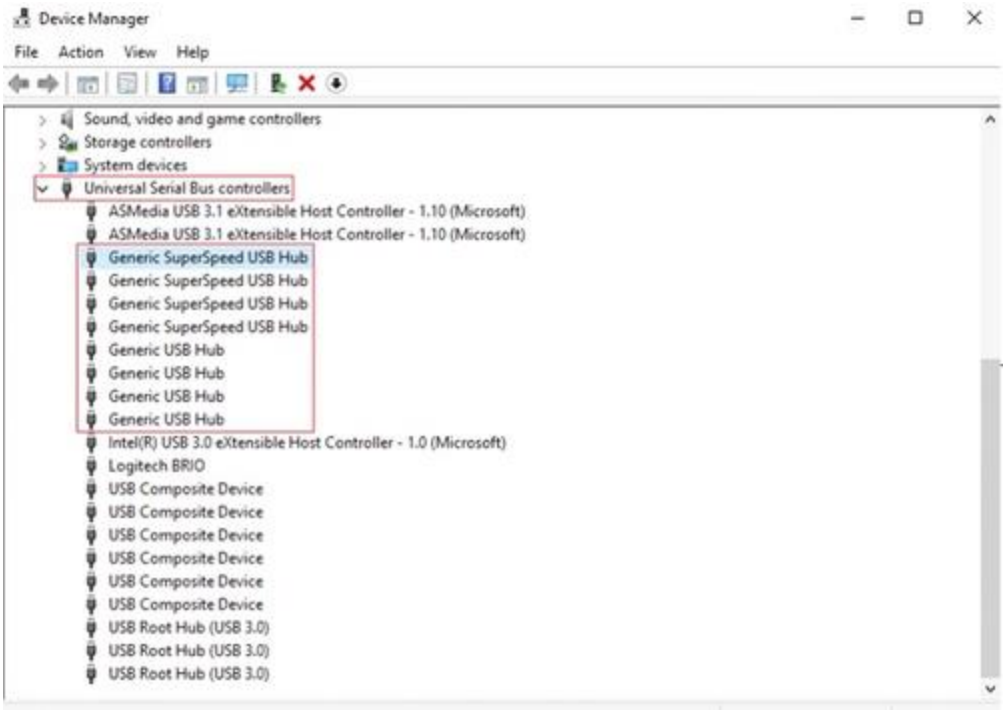
- We recommend that you plug the mouse directly into a USB port on the motherboard or a USB port on the computer case while troubleshooting. Please avoid using hubs of any kind, powered or not. This includes hubs that can be found on monitors.
- Try a different USB port on the motherboard or computer case.
- Try the mouse on another computer (if available) to ensure that the computer is recognizing mice in general.
- Disable "USB Selective Suspend":
    1. Press the Windows key, type "Edit power plan" and press **Enter**.



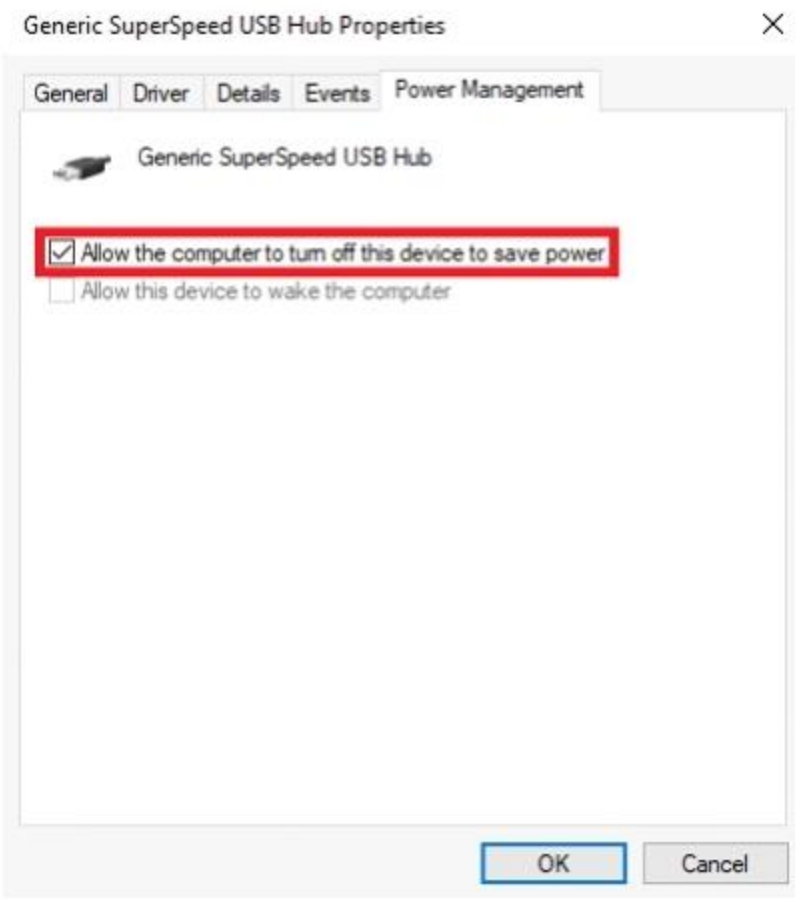
2. Select "Change advanced power settings".
3. Expand the tree for "USB settings", then expand the tree for "USB selective suspend setting". Disable the option for **On battery** and **Plugged in** as shown:



- Power Management for USB hubs:
    1. Press the Windows key, type "Device Manager" and press **Enter**.
    2. Expand the tree for "Universal Serial Bus controllers".



3. Right-click a hub and select **Properties**.
4. Under the Power Management tab, uncheck the setting "Allow the computer to turn off this device to save power".

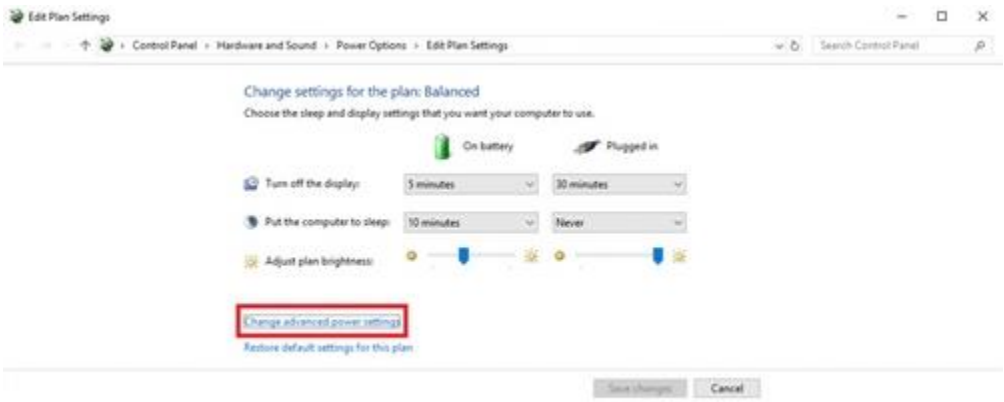


5. Repeat steps for all items listed as hubs.

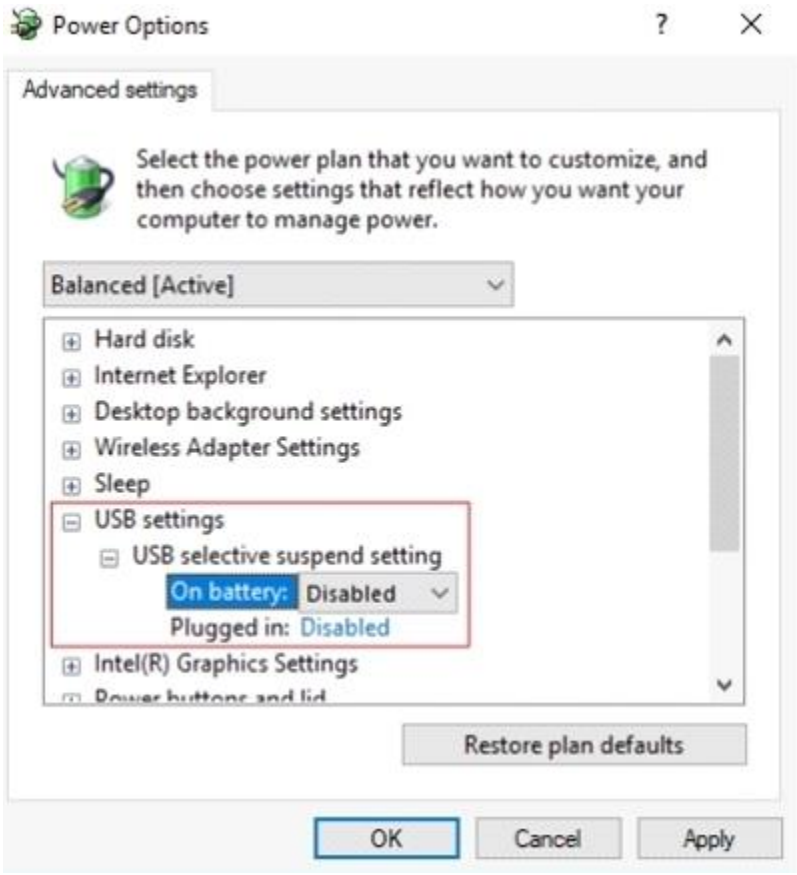
- Try updating the motherboard chipset drivers. See Update your motherboard USB and chipset drivers for more information.

- **+G502 - Troubleshooting - Connection Issue: Mouse auto disconnects from computer**

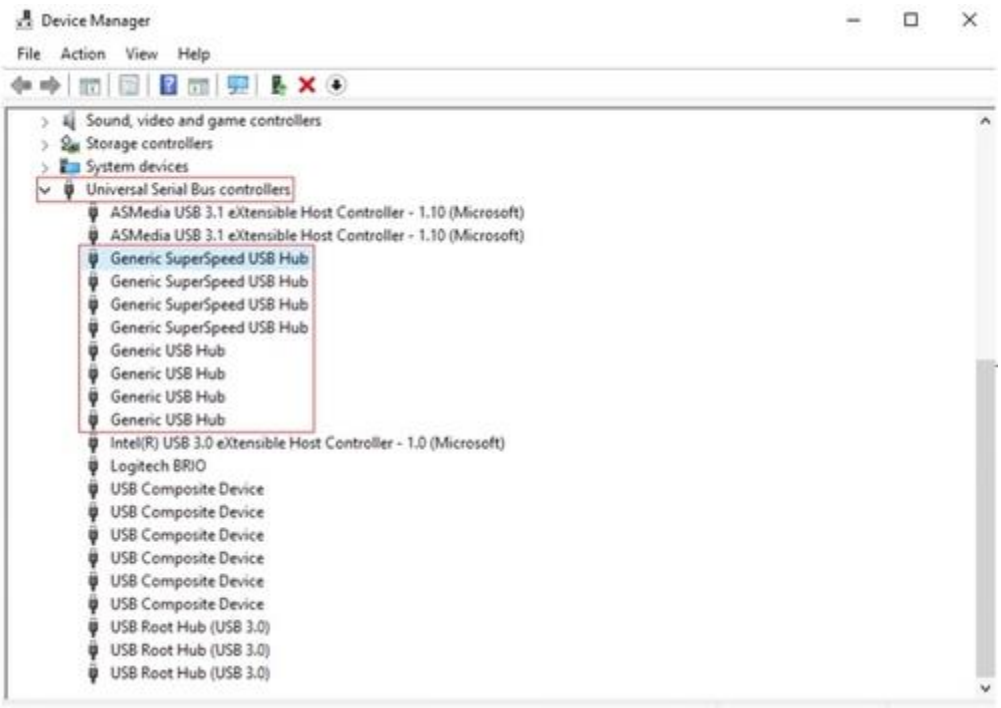
- We recommend that you plug the mouse directly into a USB port on the motherboard or a USB port on the computer case while troubleshooting. Please avoid using hubs of any kind, powered or not. This includes hubs that can be found on monitors.
- Try a different USB port on the motherboard or computer case.
- Try the mouse on another computer (if available).
- Disable "USB Selective Suspend":
    1. Press the Windows key, type "Edit power plan" and press **Enter**.



2. Select "Change advanced power settings".
3. Expand the tree for "USB settings", then expand the tree for "USB selective suspend setting". Disable the option for On battery and Plugged in as shown:



- Power Management for USB hubs:
    1. Press the Windows key, type "Device Manager" and press **Enter**.
    2. Expand the tree for "Universal Serial Bus controllers".



3. Right-click on a hub and select **Properties**.
4. Under the Power Management tab, uncheck the setting "Allow the computer to turn off this device to save power".



5. Repeat steps for all items listed as hubs.

- Try updating the motherboard chipset drivers. See Update your motherboard USB and chipset drivers for more information.