Logitech Options permission prompts on macOS Mojave

For official macOS Mojave support, please upgrade to 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.
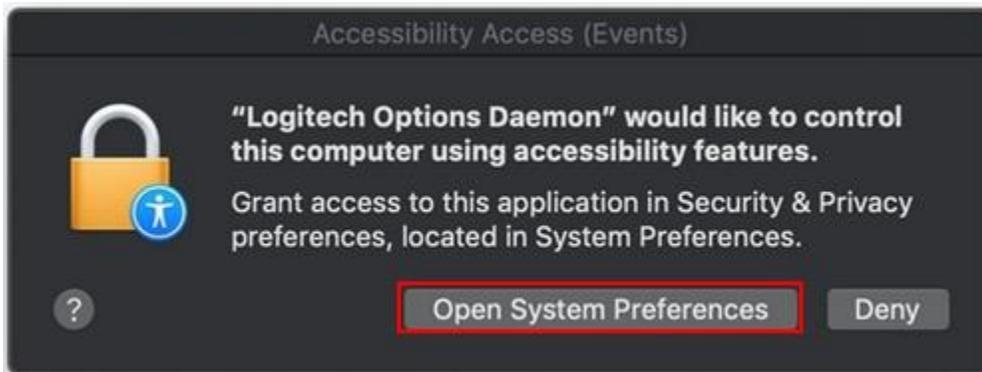
Click **Open System Preferences** and then turn on the checkbox for Logitech Options Daemon.
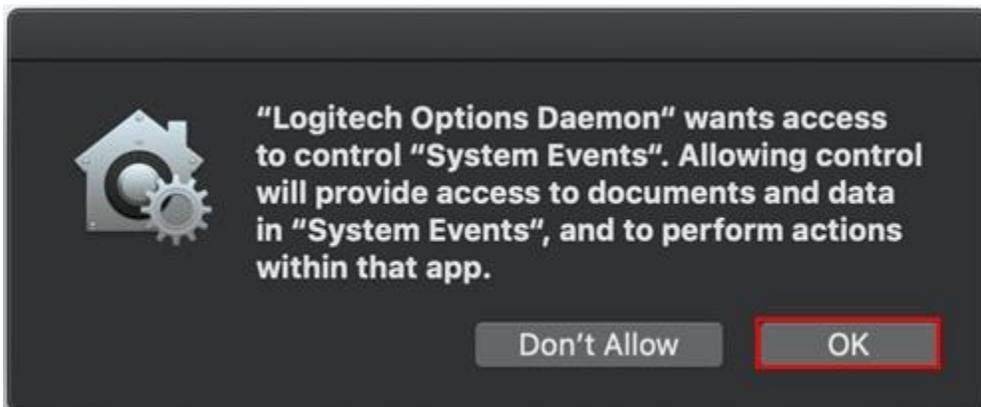
In case you clicked **Deny**, use the following steps to allow access manually:

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.
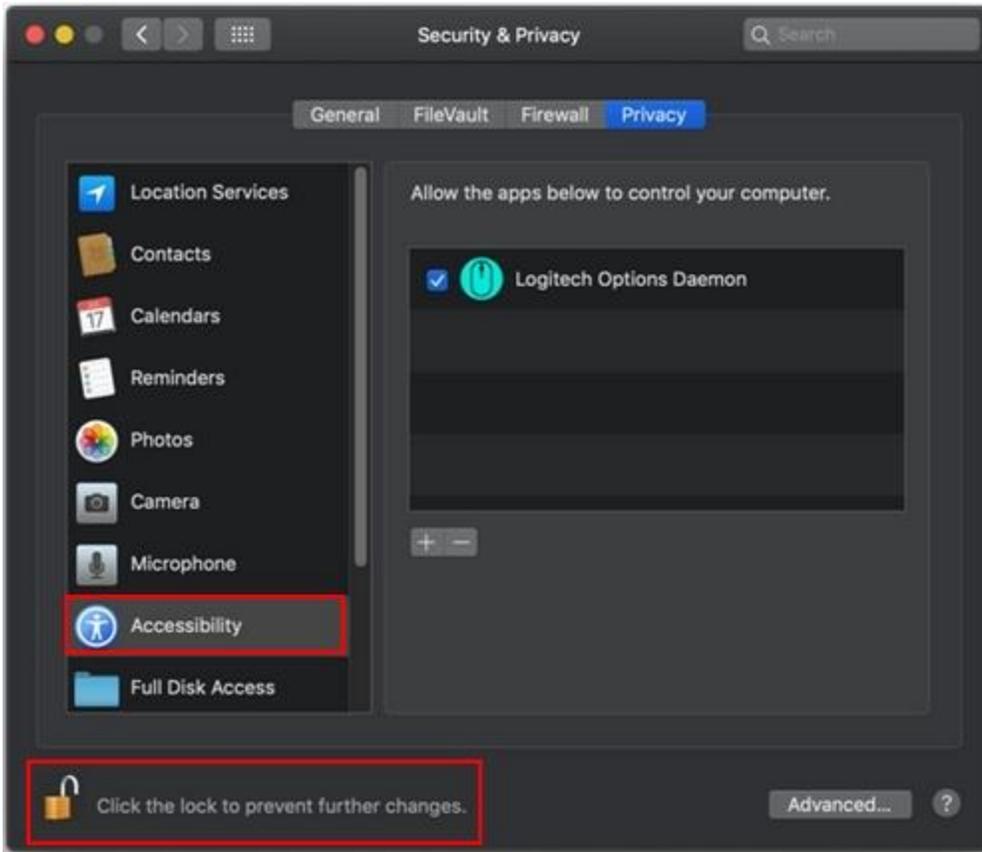
System Events prompts

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.

Close

Backup device settings to the cloud in Logitech Options

INTRODUCTION

INTRODUCTION

This feature on Logi Options allows you to backup the settings 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 setup your device and get going.

HOW IT WORKS

When you are logged into Logitech Options with a verified account, your device settings are automatically backed up to our cloud by default. You can manage the settings and the backups from the **Backups** tab under **More** settings of your device (as shown in the screenshots below):
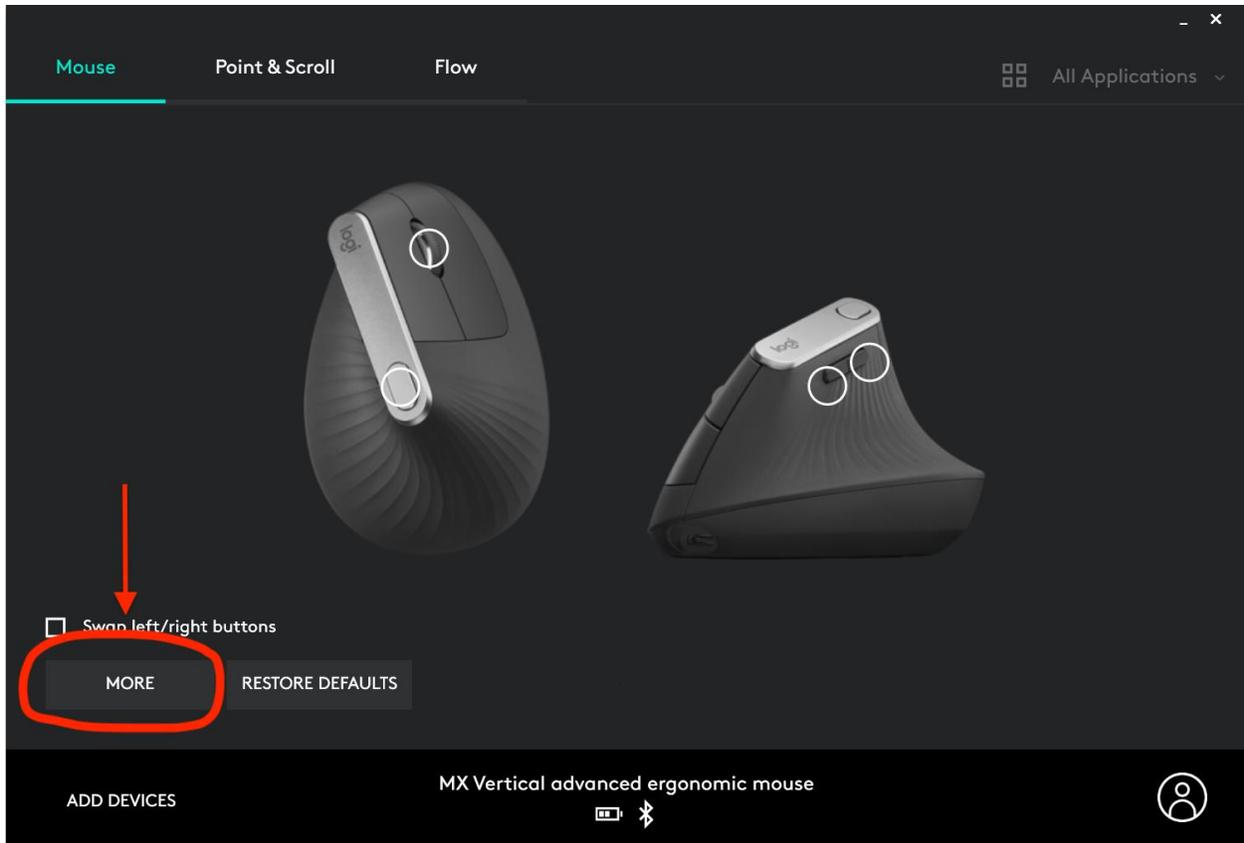
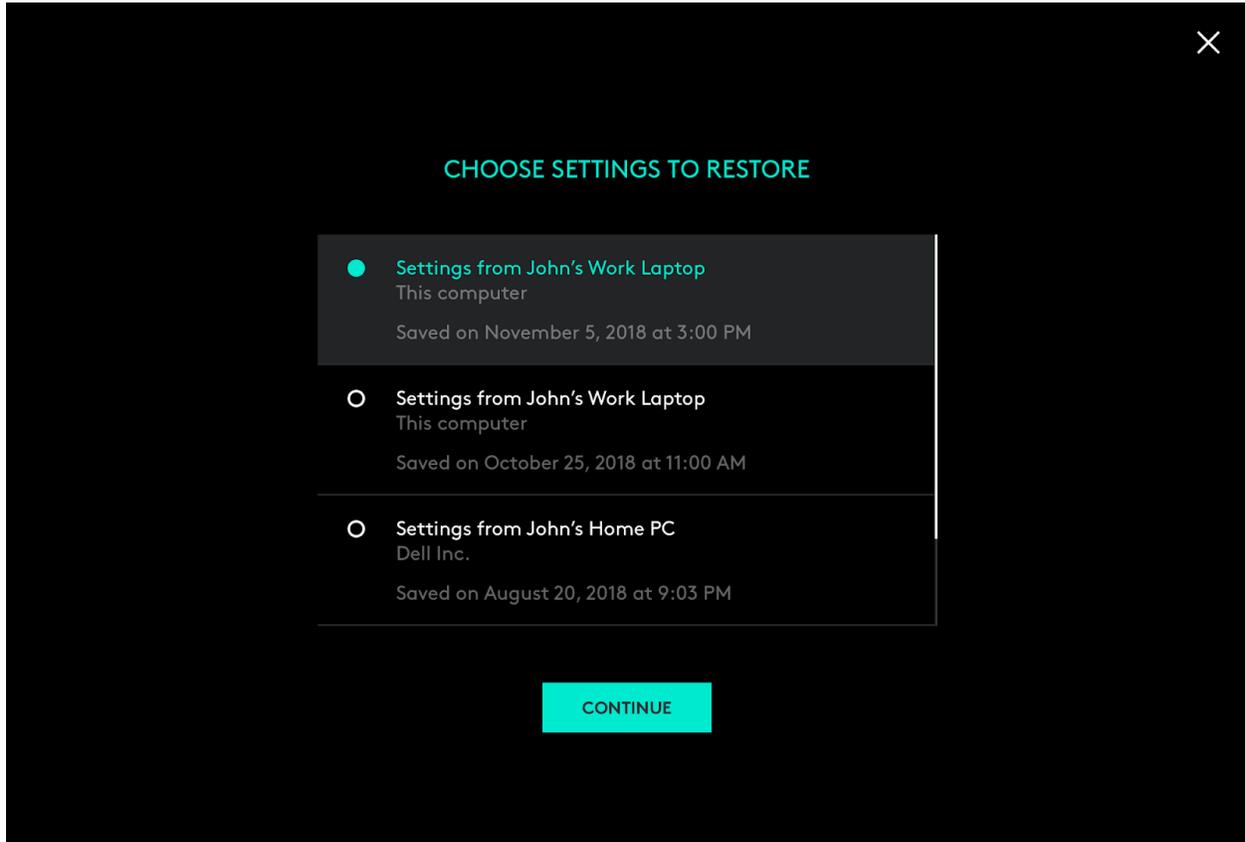Manage settings and backups by clicking on More>Backups.
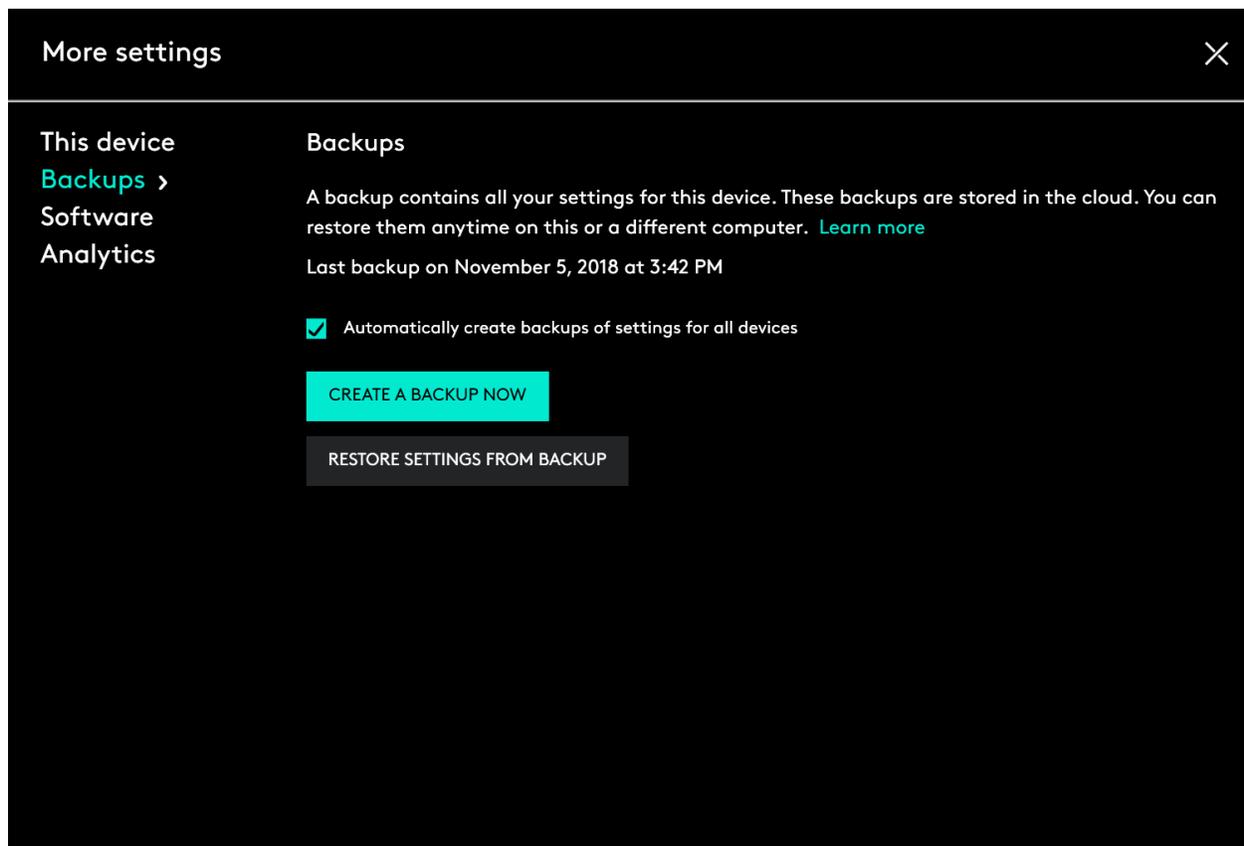
- **AUTOMATIC BACKUP OF SETTINGS -** If the **'Automatically create backups of settings for all devices'** checkbox is enabled, any settings you have or modify for all of your devices on that computer are backed up to the cloud automatically. The checkbox is enabled by default. You can disable it if you don't want the settings for your devices to be backed up automatically.
- **'CREATE A BACKUP NOW' button -** This button allows you to backup your current device settings yourself, if you need to fetch them later.
- **'RESTORE SETTINGS FROM BACKUP' button -** 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 Logitech 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:

1. Name of the computer. (Eg. John's Work Laptop)
2. Make and/or model of the computer. (Eg. Dell Inc., Macbook Pro (13-inch) etc.)
3. The time when the backup was made.

The desired settings can then be selected and restored accordingly.

CHOOSE SETTINGS TO RESTORE

● Settings from John's Work Laptop
This computer

Saved on November 5, 2018 at 3:00 PM

○ Settings from John's Work Laptop
This computer

Saved on October 25, 2018 at 11:00 AM

○ Settings from John's Home PC
Dell Inc.

Saved on August 20, 2018 at 9:03 PM

CONTINUE

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

CURRENT LIMITATIONS

1. The device settings aren't compatible between Windows and Mac operating systems. So, the settings from Windows operating system cannot be applied to a computer with the Mac operating system and vice versa.
2. There are some features that are available only on certain versions of Windows operating system. For example, triggering Cortana through a mouse button press is a feature available only on Windows 10 and not on Windows 7 and 8 as Cortana is not available on those operating systems. In such cases, those features cannot be applied on the unsupported operating systems.

Close

MX Vertical using Unifying receiver loses connection after switching devices
If your MX Vertical mouse loses connection after switching devices while connected using the Unifying receiver, do the following:

1. Make sure MX Vertical is turned on and the charging cable is unplugged.
2. Using the Easy-Switch button on the bottom of the mouse, select the channel you want to pair to. If you did not pair to the channel previously, the LED should blink rapidly.
3. Plug the Unifying receiver into a working port. The channel LED will stop blinking and glow steadily.
   NOTE: A USB-A port required.

Close

Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes
Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes

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

• My Logitech device doesn't connect with my computer, tablet or phone
• My Logitech device has already been connected, but frequently gets disconnected or laggy

Other useful FAQs that may help to fix the issue:

• Check for Bluetooth Low Energy Support
• Lag and disconnections on Bluetooth devices can be due to WiFi interference
• Resolve Bluetooth Wireless issues on Mac OS X
• Resolve Bluetooth Wireless issues on Windows 10

Close

Check for Bluetooth Low Energy support

There are two ways to check if your computer supports Bluetooth Low Energy (also called Bluetooth 4.0 or later):

- Use Logitech Options Software to check
- Check directly in the computer advanced settings (experienced users)

Use Logitech Options Software to check

You can use Logitech Options to find out if your computer supports Bluetooth Low Energy technology. If you don't have Logitech Options software installed, you can download it.

After you've installed Logitech Options, open it, and in the lower right corner, click **Add Devices**. In the **Add a device** window, in the right pane under **Set up a Bluetooth device**, you should see a message letting you know whether or not your computer supports Bluetooth Smart devices.

If your computer doesn't support Bluetooth Low Energy, you can still use your device using Logitech's Unifying technology. Click **Add Unifying Device** and follow the on-screen instructions.

**Check directly in the computer advanced settings**

On a Mac

As a general rule, your Mac should support Bluetooth Low Energy (Bluetooth 4.0) if you have a:

- MacBook (early 2015 and later)
- MacBook Air (mid-2012 and later)
- MacBook Pro (mid-2012 and later)
- Mac mini (mid-2011 and later)
- iMac (late 2012 and later)
- Mac Pro (late 2013 and later)

You can also check in the advanced settings:

- Go to Apple **Menu** > **About This Mac** > **System Report**
- Click on **Hardware** > **Bluetooth**
- Check the **LMP Version**:
    - If the value is 4.0 (0x6) or greater then the Mac supports Bluetooth Low Energy.
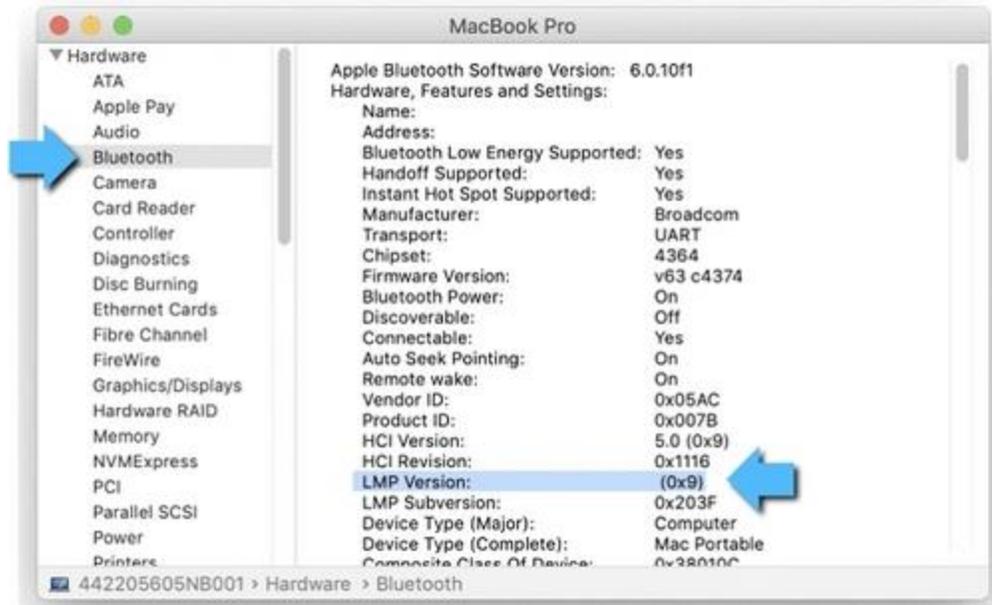
LPM Version	Supports Bluetooth Low Energy (Bluetooth 4.0 or later)
2.0 (0x3)	No
2.1 (0x4)	No
3.0 (0x5)	No
4.0 (0x6)	Yes
4.1 (0x7)	Yes
4.2 (0x8)	Yes
5.0 (0x9)	Yes
5.1 (0xa)	Yes

On Windows

- Go the search box on the taskbar, type **Device Manager**, then select from the menu. In Device Manager, expand **Bluetooth**, right-click on the Bluetooth wireless adapter (ex. "Qualcomm QCA61x4 Bluetooth" or "Intel(R) Wireless Bluetooth"), and then click **Properties**.
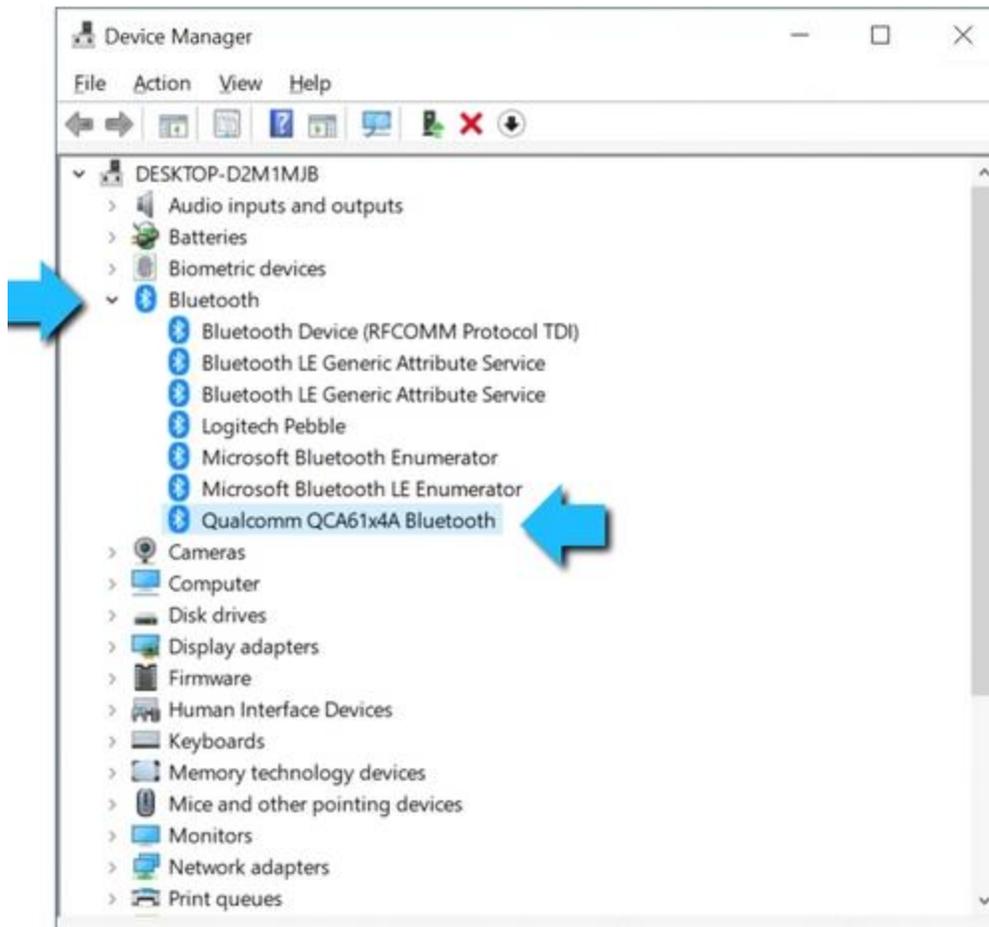
- In the Properties window, click the **Advanced** tab. In Firmware, if the LMP number is 6 or greater than 6 (ex. here 8) then the PC supports Bluetooth Low Energy.

Close

Connectivity range of the MX Vertical Unifying receiver
The connection range of the Unifying receiver is 10 meters or 33 feet. For the strongest connection, we recommend keeping the device close to the receiver.
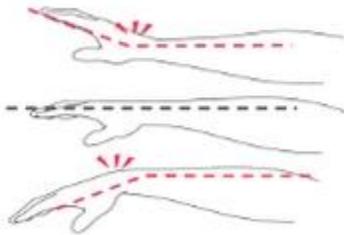
Close

What makes MX Vertical an ergonomic mouse
Your MX Vertical is designed with ergonomics in mind. The shape reduces pronation (twisting of the forearm) and gives you a natural, more relaxed posture throughout your wrist and forearm.

It also reduces the direct pressure on the wrist area, as you rest your hand on the side while you use the mouse.

Close

About the shape of the MX Vertical
The shape of MX Vertical is designed to give full palm support while you use the mouse — your hand and wrist maintain a more natural position and grip.

Close

Connect MX Vertical mouse using Bluetooth
To connect your MX Vertical using Bluetooth:

1. Make sure your MX Vertical is turned on and the charging cable is unplugged

2. Select the channel you want to pair to, using the Easy-Switch button on the bottom of the mouse.
3. Press and hold the button for three seconds (until the LED starts blinking rapidly) to make the channel discoverable.
4. Open the Bluetooth settings on your computer and follow the on-screen instructions.
   NOTE: The MX Vertical uses Bluetooth Low Energy technology. If you're not sure if your computer supports Bluetooth Low Energy, see Check for Bluetooth Low Energy support.

Close

How to reconnect the MX Vertical mouse to a Unifying receiver
You can use Logitech Unifying Software to reconnect your MX Vertical mouse.

NOTE: If you don't have the software, you can download it.

After installing the Unifying software, use the following steps to connect your device to a new Unifying receiver:

1. Turn the MX Vertical on and make sure the charging cable is unplugged.
2. Press the Easy-Switch button to select the channel you want to connect to.
3. Press and hold the button for three seconds (until the LED starts to blink rapidly) to start discovery mode.
4. Open the Logitech Unifying Software and follow the on-screen instructions to connect your device. When prompted, plug the Unifying receiver into a working USB-A port.