



## MX Master 3S Wireless Mouse

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- [Logitech Options](#)

# GETTING STARTED

## Quick Setup

For quick interactive setup instructions, go to the interactive setup guide:

[mxsetup.logi.com](https://mxsetup.logi.com).

## Detailed Setup

1. Make sure the mouse is turned on — the number 1 LED on the bottom of the mouse should blink quickly.

**NOTE:** If the LED is not blinking quickly, perform a long press (three seconds).

2. Choose how you want to connect:

- Use the included wireless USB receiver

Plug the receiver into a USB port on your computer

- Connect directly using Bluetooth

Open the Bluetooth settings on your computer to complete the pairing.

Go to [support.logitech.com/article/Connect-your-Logitech-Bluetooth-device](https://support.logitech.com/article/Connect-your-Logitech-Bluetooth-device) for more details on how to do this on your computer.

If you experience issues with Bluetooth, click [here](#) for Bluetooth troubleshooting.

3. Install **Logitech Options Software**.
4. Download **Logitech Options** to use all the possibilities this mouse offers. To download and learn more about **Logitech Options**, go to [logitech.com/options](https://logitech.com/options).

## Learn more about your product

### Product Overview

- |                                           |                                 |
|-------------------------------------------|---------------------------------|
| 1. MagSpeed scroll wheel                  | 6. USB-C charging port          |
| 2. Mode shift button for the scroll wheel | 7. On/Off button                |
| 3. Gesture button                         | 8. Darkfield 4000DPI sensor     |
| 4. Thumb wheel                            | 9. Easy-Switch & connect button |
| 5. Battery status LED                     | 10. 10 – Back/forward buttons   |



### Pair to a second computer with Easy-Switch

Your mouse can be paired with up to three different computers using the easy-switch button to change the channel.

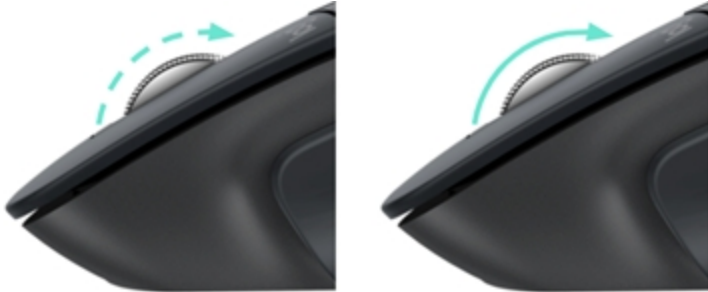
1. A short press on the Easy-Switch button lets you switch channels. Select the channel you want and go to the next step.
2. Press and hold the Easy-Switch button for three seconds. This puts the mouse in discoverable mode so that it can be seen by your computer. The LED will start blinking quickly.
3. Choose how you want to connect the keyboard to your computer:  
Bluetooth: Open the Bluetooth settings on your computer to complete the pairing. You can find more details [here](#).  
USB receiver: Plug the receiver to a USB port and open Logitech Options. In Options, select **Add devices > Setup Unifying device**, and follow the instructions.

### MagSpeed adaptive scroll-wheel

The speed-adaptive scroll wheel shifts between two scrolling modes automatically. As you scroll faster, it will automatically shift from line-by-line scrolling to free-spinning.



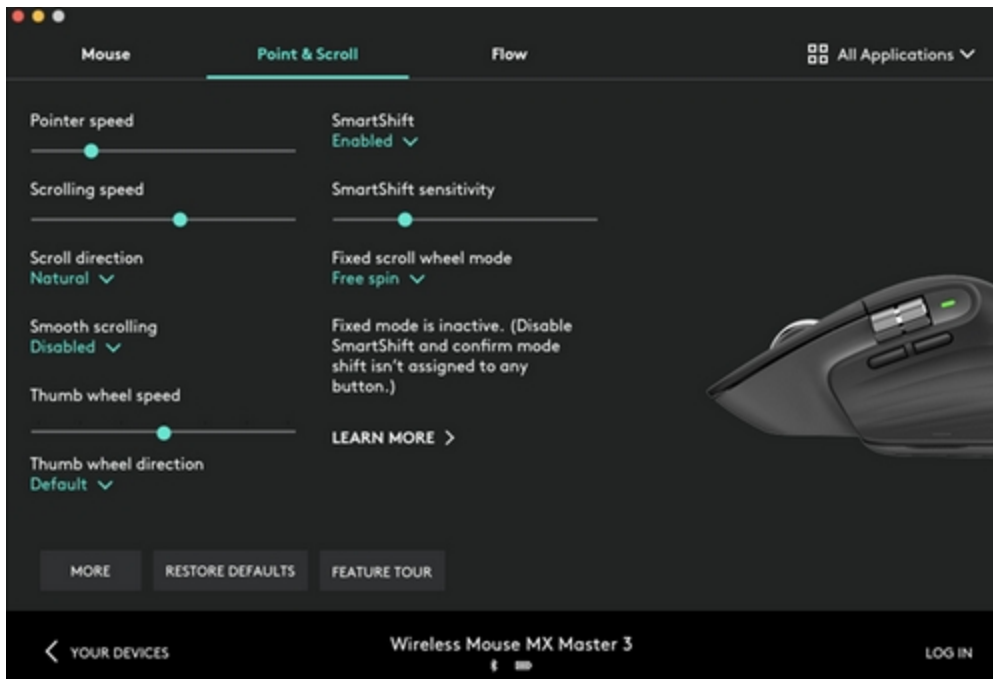
- Line-by-line (ratchet) mode — ideal for precise navigation of items and lists.
- Hyper-fast (free-spin) mode — near-frictionless spinning, letting you fly through long documents and web pages.



### Switch modes manually

You can also manually switch between modes by pressing the mode shift button.

By default, mode shift is assigned to the button on top of the mouse. Use the Logitech Options Software, to disable SmartShift if you prefer to stay in a single scrolling mode and shift manually. You can also adjust the SmartShift sensitivity, which will change the speed required to automatically shift into free spinning.



## Thumb Wheel

Scroll side to side effortlessly with a stroke of your thumb.

Install Logitech Options software to extend thumb wheel capabilities:

- Adjust thumbwheel scrolling speed, and direction
- Enable app-specific settings for the thumbwheel:
  - Zoom in Microsoft Word and PowerPoint
  - Adjust brush size in Adobe Photoshop
  - Navigate your timeline in Adobe Premiere Pro
  - Switch between tabs in the browser
  - Adjust volume
  - Assign custom keystrokes to the wheel rotation (up and down)



## Gesture Button

Install Logitech Options software to enable gestures.

### **To use the Gesture button**

Hold down the Gesture button while moving the mouse left, right, up, or down.



| Gesture Button      |   | Windows 10              |   | Mac OS                  |
|---------------------|---|-------------------------|---|-------------------------|
| Single press        | ○ | Task View               | ○ | Mission Control         |
| Hold and move down  | ↓ | Start Menu              | ↓ | Mission Control         |
| Hold and move up    | ↑ | Show/hide desktop       | ↑ | App Expose              |
| Hold and move right | → | Switch between desktops | → | Switch between desktops |
| Hold and move left  | ← | Switch between desktops | ← | Switch between desktops |

You can use gestures for desktop navigation, app management, pan, zoom, and more. You can assign up to five different actions to the Gesture button. Or map gestures to other MX Master buttons, including the middle button or manual shift button.

### Back/Forward buttons

Conveniently located, the back and forward buttons enhance navigation and simplify tasks.

To move back and forward:

- Press the back or forward button to navigate web or document pages, depending on the location of the mouse pointer.

**NOTE:** On the Mac, enabling the back/forward buttons requires installation of Logitech Options software.

Install Logitech Options software to unlock new capabilities for the back/forward buttons. In addition to enabling the buttons for use with Macs, Logitech Options software lets you map other useful functions to the buttons, including undo/redo, OS navigation, zoom, volume up/down, and more.

### App-Specific Settings

Your mouse buttons can be assigned to perform different functions for different applications. For example, you can assign the thumb wheel to do horizontal scrolling in Microsoft Excel and zoom in Microsoft PowerPoint.

With Logitech Options, you can install predefined app-specific settings that adapt the mouse button behavior to be optimized in selected applications.

The following app-specific settings have been created for you:

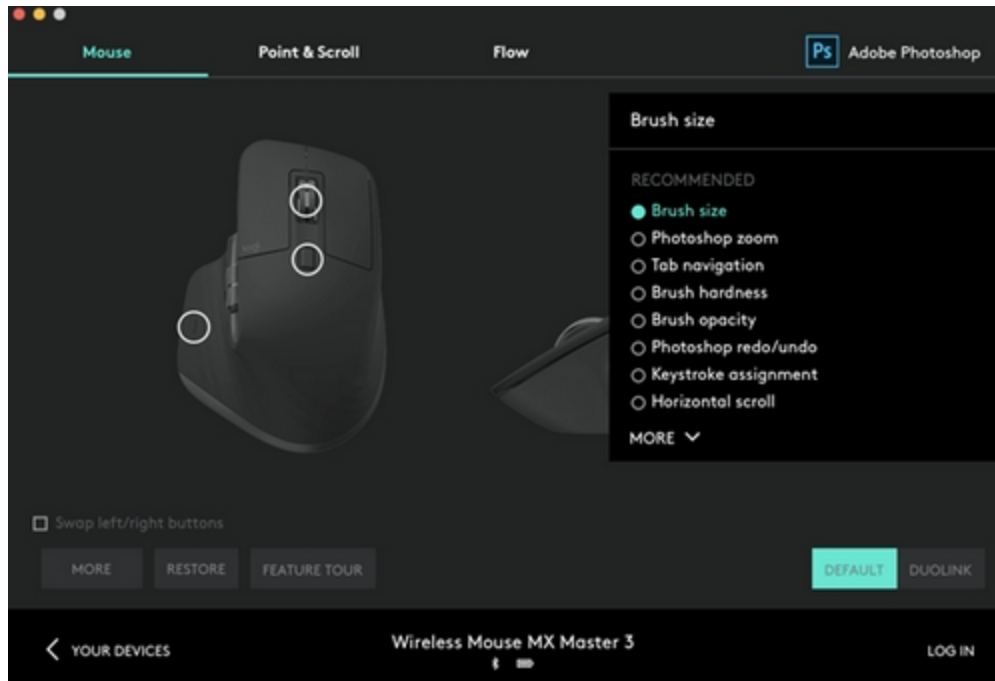




|                                           | 1                                | 2                              | 3              |
|-------------------------------------------|----------------------------------|--------------------------------|----------------|
| <b>Default settings</b>                   | Middle Button                    | Horizontal scroll              | Back / Forward |
| <b>Browser<br/>(Chrome, Edge, Safari)</b> | Open link in a new tab           | Switch between tabs            | Back / Forward |
| <b>Microsoft Excel</b>                    | Pan<br>(Hold and move the mouse) | Horizontal scroll              | Undo / Redo    |
| <b>Microsoft Word</b>                     | Pan<br>(Hold and move the mouse) | Zoom                           | Undo / Redo    |
| <b>Microsoft PowerPoint</b>               | Pan<br>(Hold and move the mouse) | Zoom                           | Undo / Redo    |
| <b>Adobe Photoshop</b>                    | Pan<br>(Hold and move the mouse) | Brush size                     | Undo / Redo    |
| <b>Adobe Premiere Pro</b>                 | Pan<br>(Hold and move the mouse) | Horizontal timeline navigation | Undo / Redo    |
| <b>Apple Final Cut Pro</b>                | Pan<br>(Hold and move the mouse) | Horizontal timeline navigation | Undo / Redo    |

With these settings, the Gesture button and the wheel mode-shift button are keeping the same functionality across all applications.

Each of these settings can be customized manually, for any application.



## Logitech Flow

You can work on multiple computers with your MX Keys keyboard. With a Flow-enabled Logitech mouse, such as MX Master 3, you can work and type on multiple computers with the same mouse and keyboard using Logitech Flow technology.

You can use the mouse cursor to move from one computer to the next. You can even copy and paste between computers, and if you have a compatible Logitech Keyboard, such as MX Keys, the keyboard will follow the mouse and switch computers at the same time.

You will need to install **Logitech Options** software on both computers and follow the instructions here: [support.logi.com/hc/en-us/articles/360023359293](https://support.logi.com/hc/en-us/articles/360023359293).

## Battery

### Charge mouse battery:

Connect one end of the provided charging cable to the USB-C port on the mouse and the other end to a USB power source.

A minimum of 3 minutes charging gives you enough power for a full day of use. Depending on how you use the mouse, a full charge can last up to 70 days.

**NOTE:** Battery life may vary depending on user and operating conditions.



### Check mouse battery status:

The LED light on the side of the mouse indicates battery status.

Install Logitech Options software to receive battery status notifications, including low-charge warnings.



| LED Color     | Indications             |
|---------------|-------------------------|
| Green         | From 100% to 10% charge |
| Red           | 10% charge or below     |
| Pulsing green | While charging          |

## SPECIFICATIONS

| Product Information |                    |                   |
|---------------------|--------------------|-------------------|
| Component           | Model Number (M/N) | Location          |
| Mouse               | M-R0077            | Under the product |
| Receiver            | C-U0008            | Side of product   |

| Product Dimensions |                     |                           |                          |                        |
|--------------------|---------------------|---------------------------|--------------------------|------------------------|
| Component          | Height              | Width                     | Depth                    | Weight                 |
| Mouse              | 51 mm<br>(2 inches) | 124.9 mm<br>(4.92 inches) | 84.3 mm<br>(3.32 inches) | 141 g<br>(4.97 ounces) |

| General Product Specifications   |                                                                                                                                                                                                              |
|----------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Wireless Protocol                | Dual connectivity: <ul style="list-style-type: none"><li>Logitech USB receiver, 2.4 GHz wireless technology. (10 m)<ul style="list-style-type: none"><li>Bluetooth Low Energy technology</li></ul></li></ul> |
| Software Support (at release)    | Logitech Options<br>( <b>NOTE:</b> Check website for the latest software release.)                                                                                                                           |
| OS/Platform Support (at release) | Bluetooth: <ul style="list-style-type: none"><li>Windows® 8, Windows® 10 or later</li><li>macOS 10.13 or later</li><li>iOS 9 or later</li><li>Android 6 or later</li><li>Linux (*)</li></ul>                 |

|            |                                                                                                                                                                                                                                                                                                                                      |
|------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|            | <p>Unifying:</p> <ul style="list-style-type: none"> <li>- Windows® 7, Windows® 8, Windows® 10 or later</li> <li>- macOS 10.13 or later</li> <li>- Android 6 and later</li> <li>- Linux (*)</li> </ul> <p>(*) Sensor, wheel, and buttons will be supported without adding additional drivers in most popular Linux distributions.</p> |
| Power Type | Rechargeable                                                                                                                                                                                                                                                                                                                         |

| Mouse Specifications        |                                                                                                                                                                                |
|-----------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Connection Type             | Logitech Unifying USB receiver and Bluetooth® Low Energy                                                                                                                       |
| Buttons                     | <p>Left/Right-click, Back/Forward, App-Switch, Wheel mode-shift, Middle-click</p> <p>Scroll Wheel: Yes, with smart-shift</p> <p>Thumbwheel: Yes</p> <p>Gesture button: Yes</p> |
| Indicator Lights (LED)      | Low battery LED                                                                                                                                                                |
| Battery Details             | Rechargeable Li-Po (500 mAh) battery, not replaceable                                                                                                                          |
| Battery Life (rechargeable) | Up to 70 days                                                                                                                                                                  |
| Battery Charge Speed        | <p>Empty to full charge: 2 hours</p> <p>1 min charge = 3 hours of use</p> <p>3 min charge = 1 day of use</p>                                                                   |
| Other Features              | Fast-charging (1 minute ~ 2 hours of usage)                                                                                                                                    |
| DPI (Min/Max)               | Resolution: 200 – 4,000 DPI                                                                                                                                                    |
| Sensor                      | Darkfield high precision                                                                                                                                                       |

## FAQs

- [Bluetooth – Pairing and Troubleshooting](#)

Connect your device

**VIDEO:** [Connecting your Logitech Bluetooth devices](#) : [youtu.be/zKg2G3u0APM](https://youtu.be/zKg2G3u0APM)

### Prepare your Logitech device for Bluetooth pairing

Most Logitech products are equipped with a Connect button and will have a Bluetooth Status LED. Usually the pairing sequence is started by holding down the Connect button until the LED starts blinking rapidly. This indicates that the device is ready for pairing.

Select your operating system to learn how to connect your Logitech device:

- [Windows](#)
  - [macOS](#)
  - [Chrome OS](#)
  - [Android](#)
  - [iOS / iPadOS](#)
- 

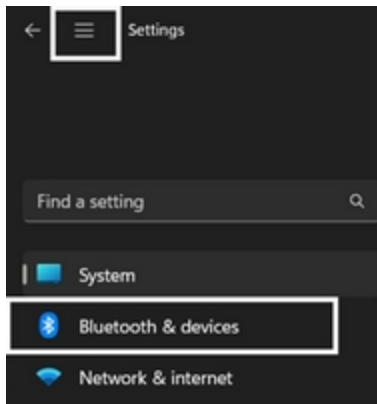
### Windows

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

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

### Windows 11

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



3. Click **Add device**, select the Logitech device you want to connect to, and then click **Pair**.
4. Follow the onscreen instructions to finish pairing.

#### Windows 10

1. Select the **Windows icon**, then select **Settings**.
2. Select **Devices**, then **Bluetooth** in the left pane.
3. In the list of Bluetooth devices, select the Logitech device you want to connect to and select **Pair**.
4. Follow the onscreen instructions to finish pairing.

#### Windows 8

1. Go to **Apps**, then find and select **Control Panel**.
2. Select **Devices and Printers**.
3. Select **Add a device**.
4. In the list of Bluetooth devices, select the Logitech device you want to connect to and select **Next**.
5. Follow the onscreen instructions to finish pairing.

**NOTE:** It may take up to five minutes for Windows to download and enable all drivers, depending on your computer's specifications and your internet speed. If you have not been able to connect your device, repeat the pairing steps and wait a while before you test the connection.

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## macOS

1. Open **System Settings** and click **Bluetooth**.
2. Select the Logitech device you want to connect to from the Devices list and click **Connect**.
3. Follow the onscreen instructions to finish pairing.

Upon pairing, the LED light on your Logitech device stops blinking and glows steady for 5 seconds. The light then turns off to save energy.

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## 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.

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## 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.

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## iOS / iPad

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



2. Tap on the Logitech device you want to connect to from the **Other Devices list**.
3. The Logitech device will be listed under My Devices when paired successfully.

Upon pairing, the LED light on the Logitech device stops blinking and glows steady for 5 seconds. The light then turns off to save energy.

## Bluetooth troubleshooting tips

### Logitech Bluetooth device doesn't connect with computer, tablet or phone

Bluetooth allows you to connect your device wirelessly to your computer without using a USB receiver.

Follow these steps to connect via Bluetooth:

### **Check if your computer is compatible with the latest Bluetooth technology**

The latest generation of Bluetooth is called **Bluetooth Low Energy** and is not compatible with computers that have an older version of Bluetooth (called Bluetooth 3.0 or Bluetooth Classic).

**NOTE:** Computers with Windows 7 cannot connect with devices that use Bluetooth Low Energy. Make sure that your computer has a recent operating system:

- Windows 8 or later
- macOS 10.10 or later

Check if your computer hardware supports Bluetooth Low Energy.

### **Set your Logitech device in 'pairing mode'**

In order for the computer to see your Logitech device, you need to put your Logitech device in discoverable mode or pairing mode.

Most Logitech products are equipped with a Bluetooth button or Bluetooth key and have a Bluetooth status LED.

- Make sure your device is turned ON
- Hold down the Bluetooth button for three seconds, until the LED starts blinking rapidly. This indicates that the device is ready for pairing.

### **Complete the pairing on your computer**

You will need to complete the Bluetooth pairing on your computer, tablet or phone.

See [Connect your Logitech Bluetooth device](#) for more information on how to do this depending on your operating system (OS).

### My Logitech Bluetooth device frequently gets disconnected or laggy

Follow these steps if you experience disconnections or lag with your Logitech Bluetooth device.

1. Make sure that **Bluetooth is ON** or enabled on your computer.
2. Make sure your Logitech product is **ON**.
3. Make sure that your Logitech device and computer are within close proximity of each other.
4. Try moving away from metal and other sources of wireless signal.
  - a. Try moving away from:
    - i. Any device that could emit wireless waves: Microwave, cordless phone, baby monitor, wireless speaker, garage door opener, WiFi router
    - ii. Computer power supplies
    - iii. Strong WiFi signals ([learn more](#))
    - iv. Metal or metal wiring in the wall
5. Check the battery of your Logitech Bluetooth product. Low battery power can adversely affect connectivity and overall functionality.
6. If your device has removable batteries, try removing and re-inserting the batteries in your device.
7. Make sure your operating system (OS) is up to date.

### Send a feedback report to Logitech

Help us improve our products by submitting a bug report using our Logitech Options Software:

- Open Logitech Options.
- Click **More**.
- Select the problem you see and then click **Send feedback report**.

- Limitation on “zoom using scroll” when assigned to the gesture button

A button can have one of the following two actions:

- **Click** — the task is performed the instant you press the button.
- **Hold** — the button must be continuously pressed until the task is complete.

By default, the gesture button is a hold action. Any other hold actions such as “zooming using the scroll wheel”, do not work when assigned to the gesture button.

- Can I switch my mouse and keyboard at the same time using one Easy-Switch button?

It is not possible to use one Easy-Switch button to at the same time change both your mouse and keyboard to a different computer/device.

We do understand that this is a feature that a lot of customers would like. If you are switching between Apple macOS and/or Microsoft Windows computers, we offer [Flow](#). Flow allows you to control multiple computers with a Flow-enabled mouse. Flow automatically switches between computers by moving your cursor to the edge of the screen, and the keyboard follows.

In other cases where Flow is not applicable, one Easy-Switch button for both mouse and keyboard might look like a simple answer. However, we cannot guarantee this solution at the moment, as it is not easy to implement.

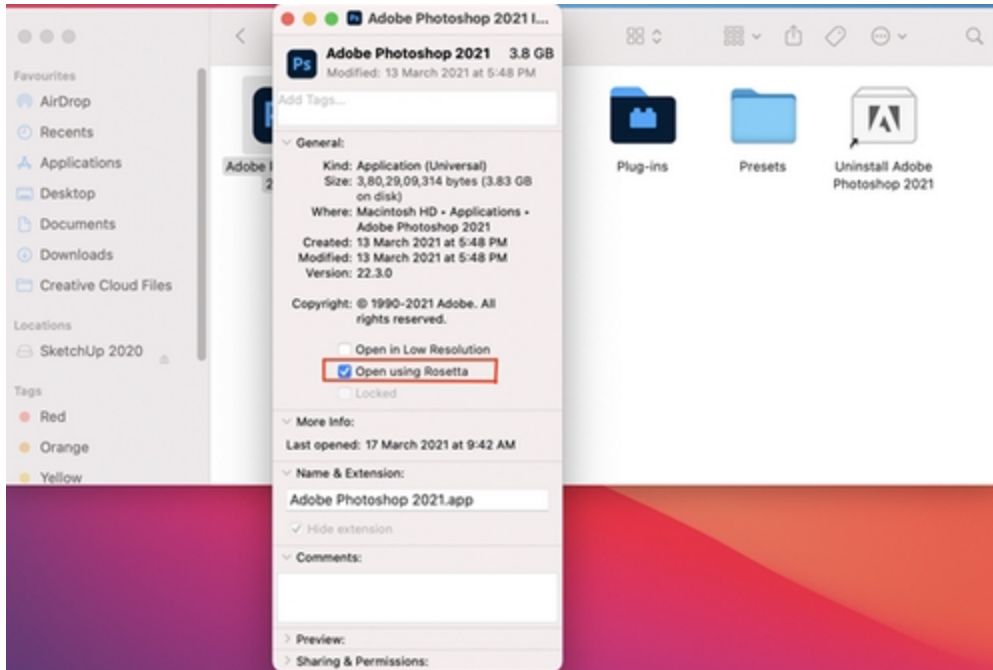
- Adobe Photoshop 22.3 incompatibility with Mac M1 computers and Logitech Options

Logitech Options software is not compatible with the recent update from Adobe Photoshop 22.3, with native support for Apple M1 computers. We have not observed issues with Intel-based Mac computers.

Adobe Photoshop 22.3 has been confirmed to work with the Logitech Options plugin when you open it using Rosetta 2. Use the following steps:

1. Install the latest Logitech Options software.

2. Install Adobe Photoshop 22.3.
3. Connect any plugin-supported device.
4. Navigate to **Applications > Adobe Photoshop 2021 > Adobe Photoshop 2021**.
5. Right-click on **Photoshop**.
6. Select **Open using Rosetta**.



The plugin actions should now work.

- Unable to load extensions with Adobe Photoshop

If you're getting the error "LogiOptions extension could not be loaded because it was not properly signed", please remove the Adobe Photoshop plugin and then add it again.

- Mouse or keyboard stopped working during firmware update and blinks red and green

If your mouse or keyboard stops working during a firmware update and starts to blink repeatedly red and green, this means the firmware update has failed.

Use the instructions below to get the mouse or keyboard working again. After you download the firmware, select how your device is connected, either using the receiver (Logi Bolt/Unifying) or Bluetooth and then follow the instructions.

1. Download the Firmware Update Tool specific to your operating system:  
<https://support.logi.com/hc/articles/360035037273>.
2. If your mouse or keyboard is connected to a Logi Bolt/Unifying receiver, follow these steps. Otherwise, skip to Step 3.
  - Make sure to use the Logi Bolt/Unifying receiver that originally came with your keyboard/mouse.
  - If your keyboard/mouse uses batteries, please take the batteries out and put them back in or try replacing them.
  - Unplug the Logi Bolt/Unifying receiver and reinsert it into the USB port.
  - Turn off and on the keyboard/mouse using the power button/slider.
  - Press any button on the keyboard/mouse to wake up the device.
  - Launch the downloaded Firmware Update Tool and follow the on-screen instructions.
  - If your keyboard/mouse still does not work, please reboot your computer and repeat the steps at least two more times.
3. If your mouse or keyboard is connected using Bluetooth and is still paired to your Windows or macOS computer:
  - Turn off and on your computer's Bluetooth or reboot your computer.
  - Turn off and on the keyboard/mouse using the power button/slider.
  - Launch the downloaded Firmware Update Tool and follow the on-screen instructions.
  - If your keyboard/mouse still does not work, please reboot your computer and repeat the steps at least two more times.

Do not remove the device pairing from the System Bluetooth or Logi Bolt when the device is blinking red and green.

If the issue persists, please contact our customer support team here: [logitech.com/support](https://support.logitech.com).

- Unpaired device stuck in bootloader mode

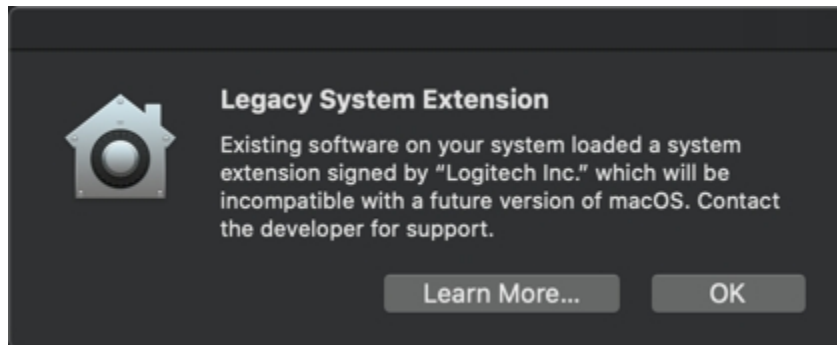
If your device failed to update and can't be updated with the **Firmware Update Tool** again, try the following:

1. Unplug the receivers and remove the Bluetooth connections of all your Logitech devices.
2. Open and run the **Logitech Firmware Update Tool**, keep your device turned on, and wait until the software recognizes your device. This may take up to 30 seconds.
3. If the device isn't detected after 30 seconds, wake up the device by pressing any key or restart the device.

- [Logitech Options and Logitech Control Center macOS message: Legacy System Extension](#)

If you are using Logitech Options or Logitech Control Center (LCC) on macOS you may see a message that legacy system extensions signed by Logitech Inc. will be incompatible with future versions of macOS and recommending to contact the developer for support. Apple provides more information about this message here:

<https://support.apple.com/en-in/HT210999>.



Logitech is aware of this and we are working on updating Options and LCC software to ensure we comply with Apple's guidelines and also to help Apple improve its security and reliability.

The Legacy System Extension message will be displayed the first time Logitech Options or LCC loads and again periodically while they remain installed and in use, and until we have released new versions of Options and LCC. We do not yet have a release date, but you can check for the latest downloads [here](#).

**NOTE:** Logitech Options and LCC will continue to work as normal after you click **OK**.

- [How to revert from NewWorld Script to ExtendScript in Premiere Pro 2020](#)

Premiere Pro 2020 (version 14.0.2 or later) has enabled the NewWorldScript engine. It has the following two issues:

Logitech Options 8.10 with Craft Keyboard and MX Master 3 does not work at all for Timeline Navigation.

Even after fixing the plugin code, the NewWorldScript engine is very slow (about x15) and is not usable for JogWheel. (Windows-only issue).

The following instructions are to help you revert to the old scripting engine as a temporary solution.

1. Launch Premiere Pro 2020.
2. Open the **Console window**:
  - Windows: **Ctrl + F12**.
  - Mac: **Cmd + F12**.
3. Verify the current settings:
  - Copy and paste the following text to the Command text field and then press Enter:  
**debug.get ScriptLayerPPro.EnableNewWorld**  
**Note:** Expected to be true,
4. Disable NewWorldScript and enable ExtendScript:
  - Copy and paste the following text to the Command text field and press Enter:  
**debug.set ScriptLayerPPro.EnableNewWorld=false**
5. Verify the current settings:
  - Copy and paste the following text to the Command text field and press Enter:  
**debug.get ScriptLayerPPro.EnableNewWorld**  
**Note:** Expected to be false.
6. Restart Premiere Pro 2020.
7. Quit the application.
8. If the Premiere Pro process is still running, end the process in Task Manager (**Ctrl+Shift+Esc**).

To reenable NewWorldScript as the default:

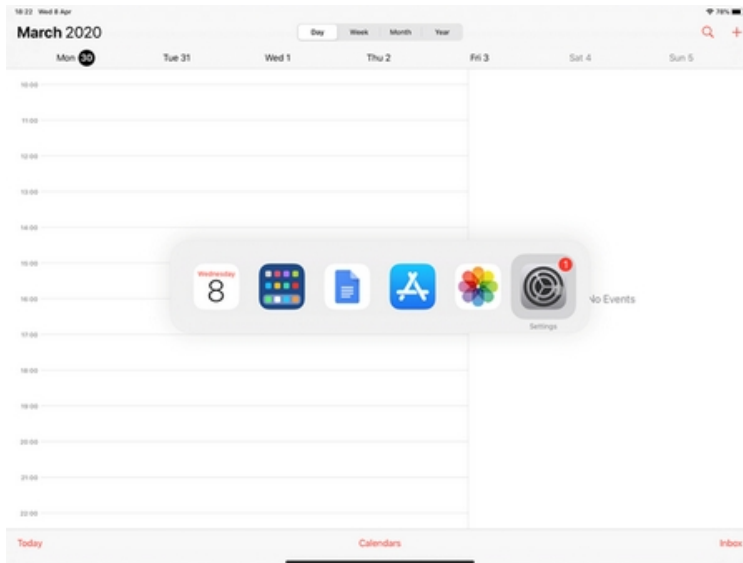
In step 3 above, set to True:

**debug.set ScriptLayerPPro.EnableNewWorld=true**

- What does the hidden button on my mouse do in iPadOS?

When you use the hidden button on your mouse, it behaves as it would when you perform a Command-Tab on your macOS, and goes between apps.

If you perform a single press, it will go between the two most recent apps you opened. If you perform a long-press, it will show all the opened apps. You can use the cursor to select the app you want to go to.



- What happens when you right-click on iPadOS?

A right-click is comparable to a long-press with your finger. Using the mouse, there's no need to hold down to have the menu appear — it shows in an instant.

**NOTE:** This functionality is subject to support by the app maker.





- [Does the thumbwheel work on iPadOS?](#)

The thumbwheel isn't supported on all apps. Support for scrolling depends on each app maker.

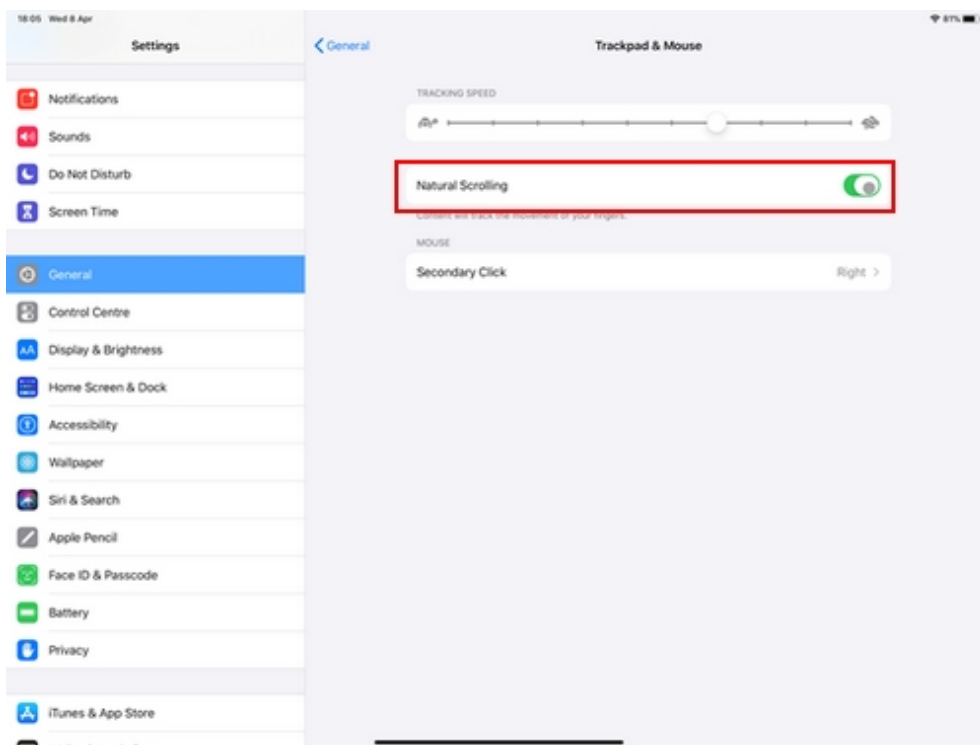
- [Does MagSpeed scrolling on MX Master 3 work on iPadOS?](#)

You can use the MagSpeed scroll wheel when going through long PDFs or webpages on your iPad. Note that line-by-line scrolling isn't supported on iPadOS but you can still scroll slowly enough to read an email or article.

- [Change the scrolling direction of mouse on iPadOS](#)

You can change the scrolling direction of your mouse from Natural Scrolling to the other direction. Here's how:

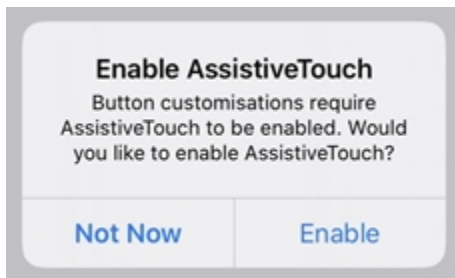
1. Go to **Settings > General > Trackpad and Mouse**.
2. Slide the **toggle to the left** to turn off **Natural Scrolling**.



- Customize MX Master 3 buttons for iPad

You can add new functionality to your mouse by going to the Accessibility setup. Here's how:

1. Make sure your mouse is connected to your iPad.
2. Go to **Settings > Accessibility > Touch > Assistive Touch > Devices > MX Master 3 > Customize Additional Buttons**.
3. If you want to customize buttons on your mouse, a message will appear and you'll be prompted to enable AssistiveTouch.

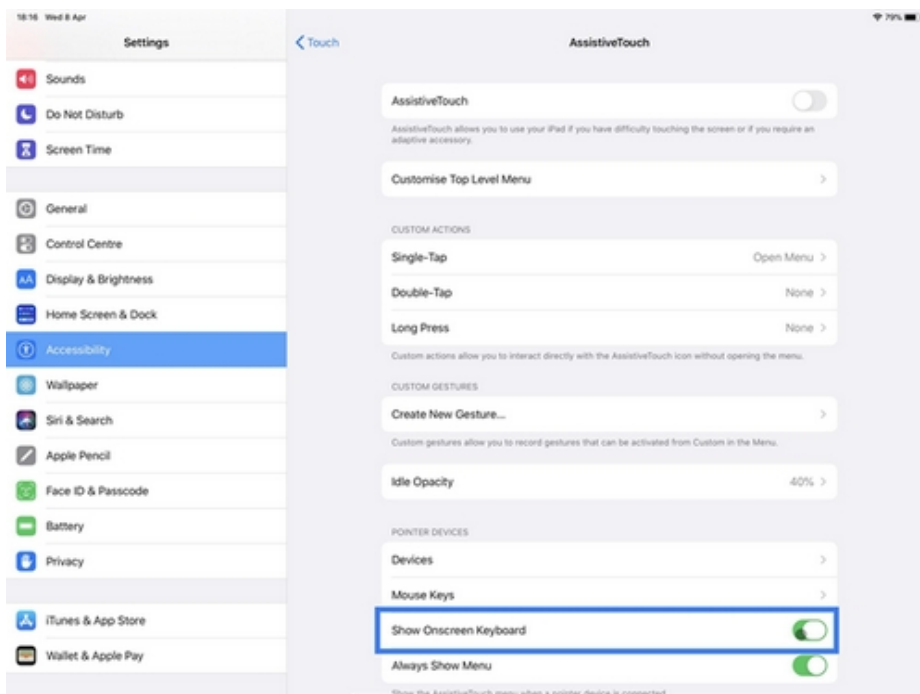


**NOTE:** These customizations aren't meant to help with the workflow but to help people with disabilities to have quicker access to some elements.

- Onscreen keyboard disappears when MX Master 3 mouse is connected

This might be because your onscreen keyboard is disabled.

1. To resolve this, go to **Settings > Accessibility > AssistiveTouch > Pointer Devices**.
2. Slide the toggle to **enable Show Onscreen keyboard**.



- [Pair Logitech mouse to iPad using Bluetooth](#)

To pair your mouse to iPad, do the following:

1. Turn your mouse ON.
2. The LED should start blinking fast. If it doesn't, perform a long press on the Easy-Switch button on the mouse.
3. Open the iPad Settings and tap **Bluetooth** settings.
4. Choose your mouse in the list of **Devices**.

- [Warning message when Logitech device is connected to iPadOS](#)

When you connect your Logitech device, you might see a warning message.

If this happens, make sure to connect only the devices you'll be using. The more devices that are connected, the more interference you might have between them.

If you are having connectivity issues, disconnect any Bluetooth accessories that you're not using. To disconnect a device:

- In **Settings > Bluetooth**, tap the information button next to the device name, then tap **Disconnect**.



- [Bluetooth mouse or keyboard not recognized after reboot on macOS \(Intel-based Mac\) – FileVault](#)

If your Bluetooth mouse or keyboard does not reconnect after a reboot at the login screen and only reconnects after the login, this might be related to FileVault encryption.

When FileVault is enabled, Bluetooth mice and keyboards will only re-connect after login.

Potential solutions:

- If your Logitech device came with a USB receiver, using it will solve the issue.
- Use your MacBook keyboard and trackpad to login.
- Use a USB keyboard or mouse to login.

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

- [Logitech mouse AssistiveTouch pointer support on iPadOS](#)

### Moving a pointer on iPadOS

iPad OS 13.1 lets you use a mouse as a pointer with the AssistiveTouch feature. This feature is intended to help people who have difficulty using the touch screen, but it can also be useful for advanced users. For example:

- [Getting things done on the go](#)



A Logitech mobile mouse such as MX Anywhere 2S can be a good addition to the Logitech Slim Folio Pro Keyboard Case for productive sessions on the go. The mouse will be quite efficient for text editing, scrolling in spreadsheets and navigating between apps.

- [Working with multiple devices at your desk](#)



Logitech multi-device keyboards and mice allow you to work on multiple computers, and tablets, and switch between them with the press of a button. You can start a report on your computer, and then switch to your iPad to write a quick message.

- Presenting from your iPad



When presenting with your iPad connected to a large screen, Logitech Spotlight Presentation Remote lets you control your slides and point out precise areas of focus in your presentation by moving the iPadOS pointer.

(**Note:** Logitech Presentation software cannot be installed on iPadOS. The Spotlight effect and other software-enabled features are not available on iPad).

### How does it work?

The pointer looks like a circle, designed to simulate the touch of a finger. You can use the mouse as if you moved a finger on the screen. Clicking will be like tapping the screen with the finger.

The mouse can be connected using Bluetooth or the wireless USB dongle using a USB adapter. You will need to enable AssistiveTouch in the Accessibility settings. See more setup details below.

### Which Logitech mice are supported?

Pointing, clicking, right-click and scrolling are supported on iPadOS 13.1 for most Logitech Bluetooth mice. The supported mice are MX Master 3, MX Master 2S, MX Anywhere 2S, MX Vertical, MX Ergo, M720 Triathlon Mouse, M585, and M350 Pebble Mouse.

**NOTE:** Logitech Options software and software-related features are not supported on iPadOS.

### Limitations

- Enabling the pointer and the AssistiveTouch requires going to multiple levels into the iPad settings. See the setup instructions below.
- iPadOS is enabling pointer movement as an AssistiveTouch feature. This means that the behavior of the pointer will be like moving a finger on the screen, not like using a cursor on a computer.
- Scrolling direction is fixed to "natural scrolling" and cannot be changed. Scrolling doesn't work in all applications.

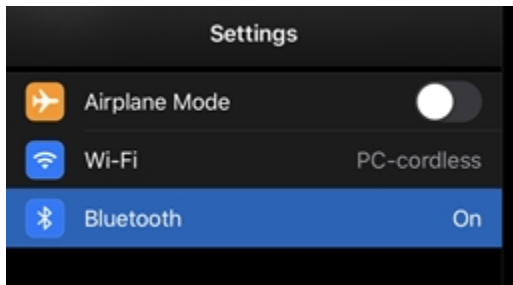
## Set up and use a Logitech mouse on iPad OS

Make sure you have iPadOS installed on your iPad iPadOS can be installed on the following devices:

- All iPad Pros
- iPad (5th and 6th generation)
- iPad mini (5th generation)
- iPad mini 4
- iPad Air (3rd generation)
- iPad Air 2

### Bluetooth Pairing

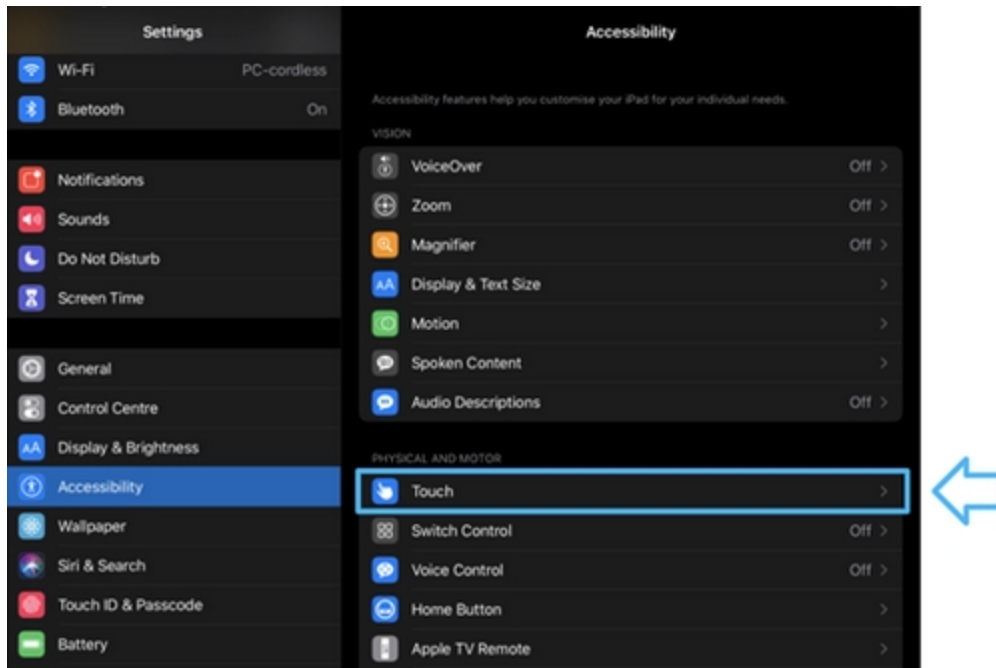
1. Turn on your mouse and do a long-press on the Bluetooth Easy-Switch button.
2. The Bluetooth LED will start blinking quickly, indicating your mouse is in discoverable mode.
3. Complete the pairing in the Bluetooth settings on your iPad.



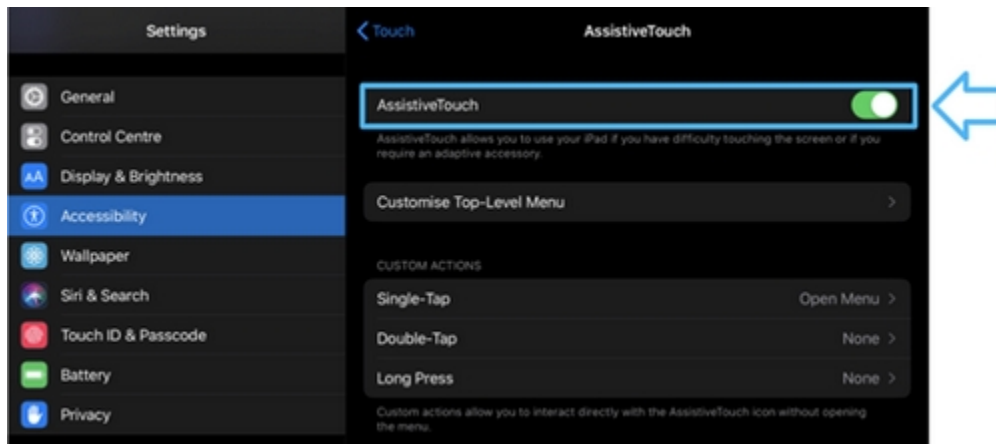
### Enable the pointer

The pointer is enabled through the AssistiveTouch feature in iPadOS settings. To enable the pointer:

1. Go to **Settings > Accessibility > Touch**.



2. Enable **AssistiveTouch**.



You should see the following appear on your screen:

**Pointer Circle**

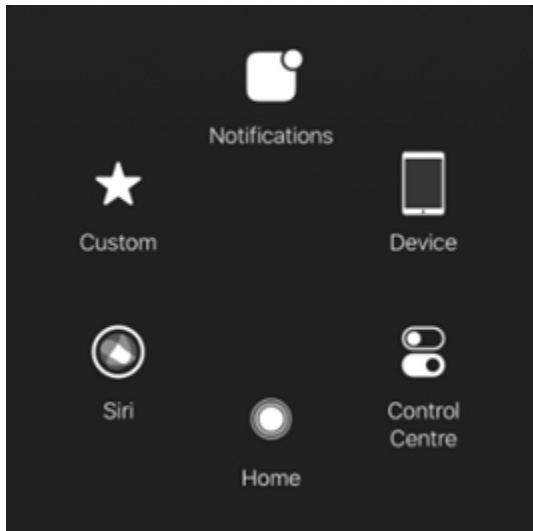


The pointer appears when the mouse is connected. You can move this pointer with your mouse. When you click, it will act as a finger doing a tap on the screen.

AssistiveTouch button



This is a shortcut to the AssistiveTouch top-level menu and allows you to go to the home screen.



Get the most out of your mouse on iPadOS

Mouse button mapping

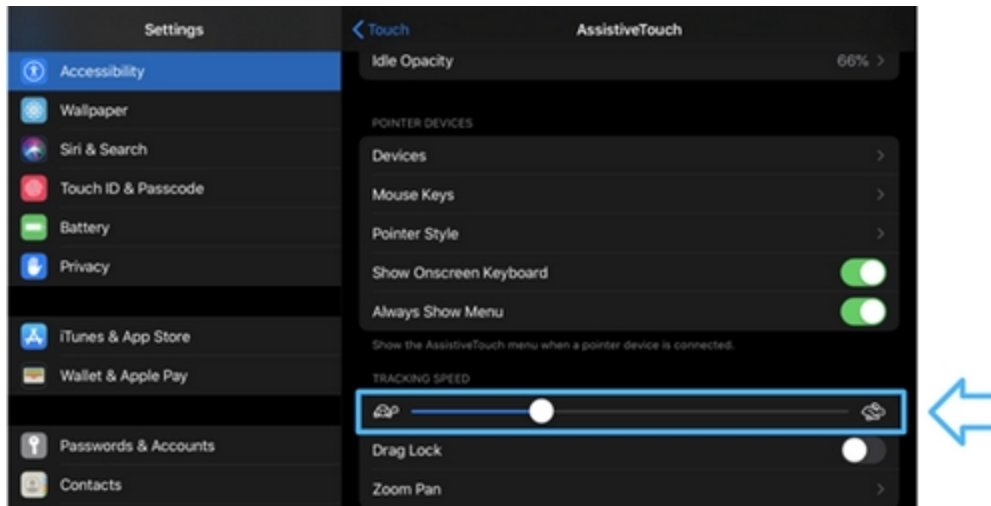
By default, the mouse buttons are assigned to the following actions:

| Mouse Button       | Button number on iPad OS | Default Action |
|--------------------|--------------------------|----------------|
| Left-click         | Button 1                 | Single-Tap     |
| Right-click        | Button 2                 | Open Menu      |
| Scroll wheel press | Button 3                 | Home button    |

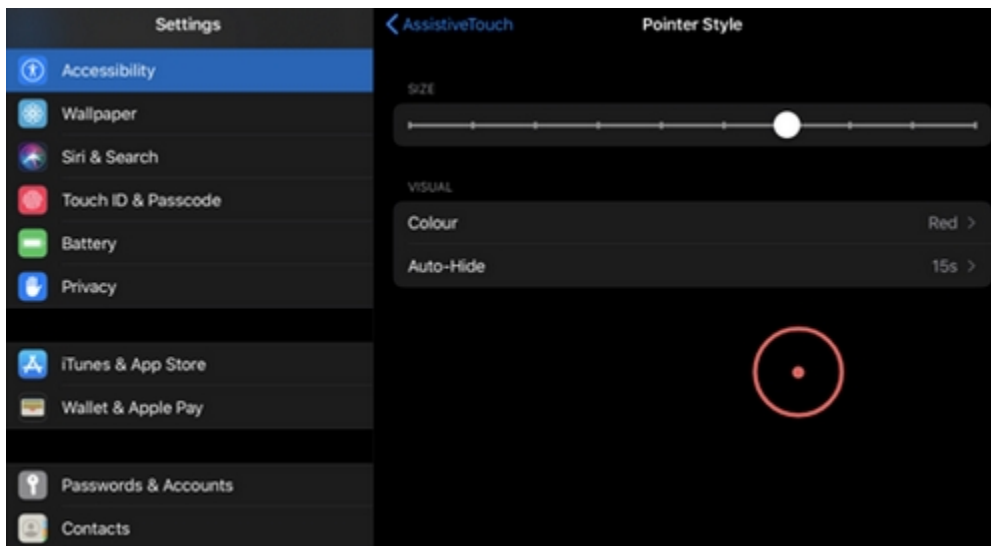


## Pointer Settings

You can change the tracking speed of the pointer:



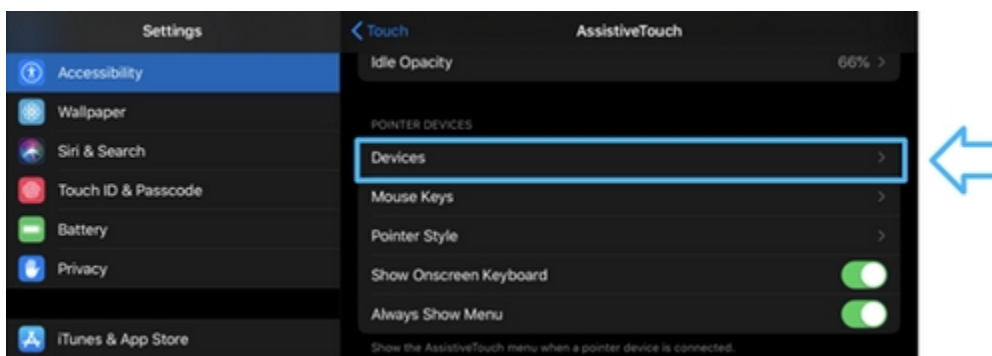
You can also customize the size and color of the pointer:



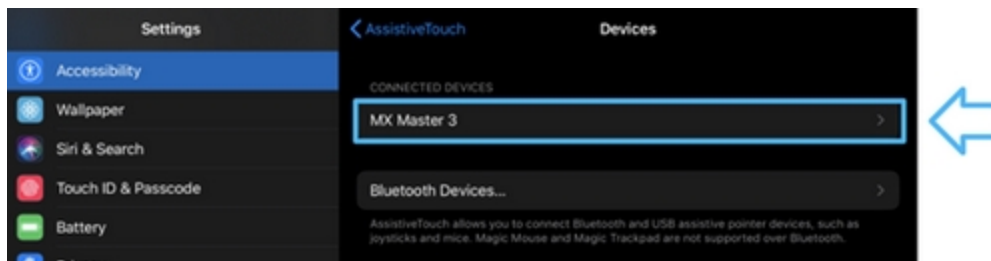
## Customize the mouse buttons

You can customize the actions that will be associated with the different mouse buttons:

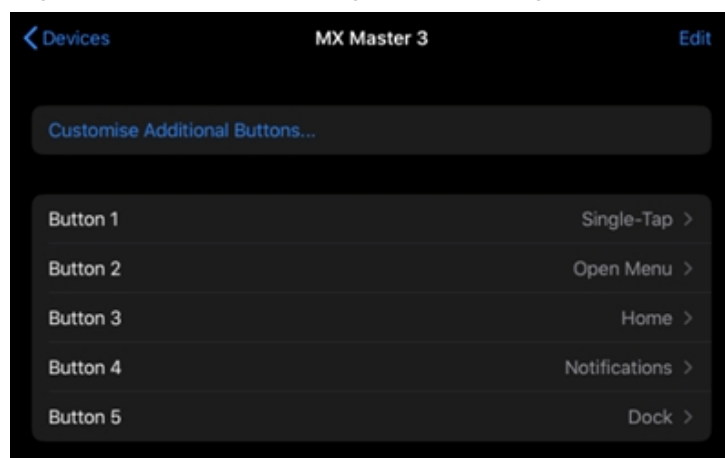
1. Go to **Settings > Accessibility > Touch > Devices**.



2. Select the connected device you want to customize.



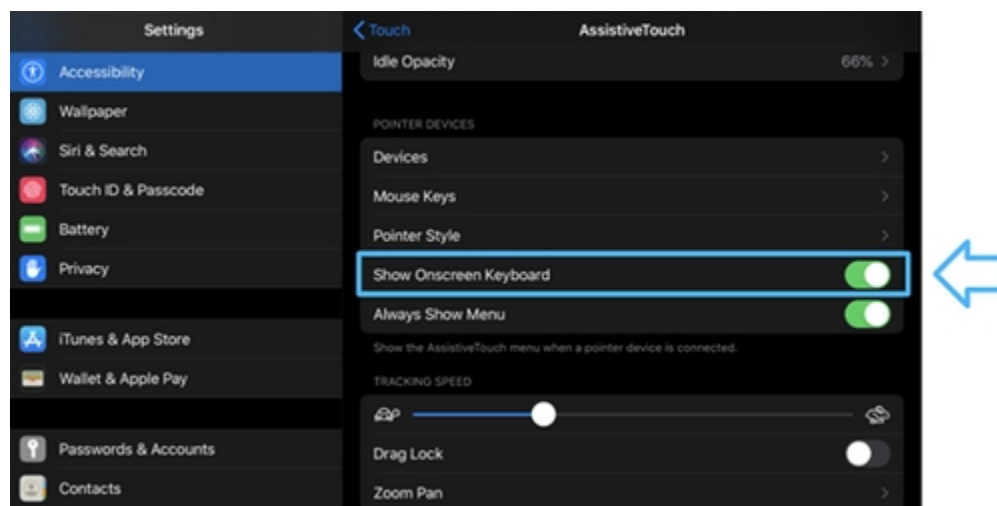
You can also customize additional buttons to use the "Back" and "Forward" buttons of your Logitech Mouse to do things like showing Notifications or using the Dock.



### Using the on-screen keyboard

Most of our mice have advanced buttons that are recognized by the system as keyboard shortcuts. Due to this, when a mouse is connected, the system believes that an external keyboard is also connected and the on-screen keyboard will disappear.

If you don't use an external keyboard and want to keep using the on-screen keyboard, make sure that **Show Onscreen Keyboard** is enabled.



- Forward or Back button does not work

**Likely Cause(s):**

- Potential hardware issue.
- Operating system or Logitech software settings.
- Application-specific or Internet browser settings.
- USB port issue.
- Logitech Control Center was installed or updated on macOS Mojave 10.14 or later and user permissions have not been set. See **Logitech Control Center permission prompts on macOS Mojave** for more information here:  
<https://support.logi.com/hc/en-us/articles/360023202814>.

**Symptom(s):**

- Single-click results in double-click.
- Button gets stuck or responds intermittently.
- The assigned function does not work.
- The button doesn't respond at all.
- Forward or Back function behavior is erratic or does not work.

**Possible solutions:**

1. Clean the button(s) with compressed air.
2. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
3. Unpair/repair or disconnect/reconnect hardware.
4. Upgrade firmware if available.
5. In **Setpoint** or **Logitech Control Center**:
  - Assign a different function to the button. If it works, the problem is probably application-specific. If it doesn't work, then it may be a hardware issue.
6. Windows only — Try a different USB port. If it makes a difference, try updating the motherboard USB chipset driver:  
<https://support.logi.com/hc/en-us/articles/360023370233>.
7. Try on a different computer.
  - Windows only — if it works on a different computer, then the issue might be related to a USB chipset driver. If it doesn't work on another computer, then it may be a hardware issue.
  - Mac only — if it works on a different Mac, then try to check for Mac OS X updates. If it doesn't work on a different Mac, then it may be a hardware issue.

**NOTE:** If you have macOS Mojave 10.14 or later and the scroll wheel stopped working after you installed or updated Logitech Control Center update, please set the user permissions following these steps: <https://support.logitech.com/article/360023372033>.

- Manual or mode shift button does not work

**Likely Cause(s):**

- Potential hardware issue.
- Operating system or Logitech software settings.
- Logitech Options was installed or updated on macOS Mojave 10.14 or later and user permissions have not been set. See **Logitech Options permission prompts on macOS Mojave** for more information here: <https://support.logi.com/hc/en-us/articles/360023203954>.

**Symptom(s):**

- Manual or mode shift function does not work.
- Ratched or hyper-fast mode does not work.

**Possible solutions:**

1. Check if the settings in Logitech Options for Manual shift button (Mode shift) are correctly assigned following the steps here: <https://support.logi.com/hc/en-us/articles/360023423313>.
2. Assign a different function to the button. If it works, the problem is probably an application-specific issue. If it doesn't work, then the problem may be due to a hardware issue.
3. Verify the device or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
4. Unpair/repair or disconnect/reconnect hardware.
5. Upgrade the firmware if one is available.
6. Windows only — try a different USB port. If it makes a difference, try updating the motherboard USB chipset driver, for more information go here: <https://support.logi.com/hc/en-us/articles/360023370233>.
7. Try on a different computer.
  - Windows only — if it works on a different computer, then the issue might be related to a USB chipset driver.

**NOTE:** If you have macOS Mojave 10.14 or later and the scroll wheel stopped working after you installed or updated Logitech Control Center update, please set the user permissions following the steps here: <https://support.logi.com/hc/en-us/articles/360023202814>.

- Middle or scroll button does not work

#### **Likely Cause(s):**

- Potential hardware issue.
- Operating system or software settings.
- USB port issue.
- Logitech Control Center was installed or updated on macOS Mojave 10.14 or later and user permissions have not been set. See **Logitech Control Center permission prompts on macOS Mojave** for more information here: <https://support.logi.com/hc/en-us/articles/360023202814>.

#### **Possible solutions:**

1. Clean the button with compressed air.
2. Verify the device or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
3. Unpair/repair or disconnect/reconnect hardware.
4. Upgrade firmware if available.
5. In **Setpoint** or **Logitech Control Center**.
  - Adjust scroll settings.
  - Assign a different function to the scroll button.
  - Disable Smooth Scrolling.
6. Please also check **Erratic scrolling with SetPoint when using Chrome, Internet Explorer, or Windows 8 Start screen apps** here: <https://support.logi.com/hc/en-us/articles/360023253294>.
7. Windows only — try using a different USB port. If it makes a difference, try updating the motherboard USB chipset driver, for more information go here: <https://support.logi.com/hc/en-us/articles/360023370233>.
8. Try on a different computer:
  - Windows only — if it works on a different computer, then the issue might be related to a USB chipset driver. If it doesn't work on a different computer, then it may be a hardware issue.

- Mac only — if it works on a different Mac, then check for Mac OS X updates. If it doesn't work on a different Mac, then it may be a hardware issue.

**NOTE:** If you have macOS Mojave 10.14 or later and the scroll wheel stopped working after you installed or updated Logitech Control Center update, please set the user permissions following these steps here: <https://support.logi.com/hc/en-us/articles/360023202814>.

- Erratic cursor movement

If you are experiencing erratic movement when you use your mouse, it may be due to the following:

### **Jittering or random movements**

Likely cause:

- Dirty sensor lens.
- Crack in the sensor lens.

### **Jumping**

Likely causes:

- Polling issue (firmware issue).
- Possible tracking height (mouse pad /surface tuning — software issue).

### **Drifting (in one direction, over lots of mouse movement)**

Likely cause:

- Bad sensor placement (hardware issue) — may be able to solve with surface tuning (Gaming only).

### **Lagging (delayed cursor after mouse movement or missing cursor movement)**

Likely causes:

- Connection issue.
- Interference issue.

### **No movement**

Likely causes:

- Surface tuning issue.
- Break in Sensor circuit (PCB — hardware issue).

- Dead battery.
- Bad wireless connection.

### Possible solutions

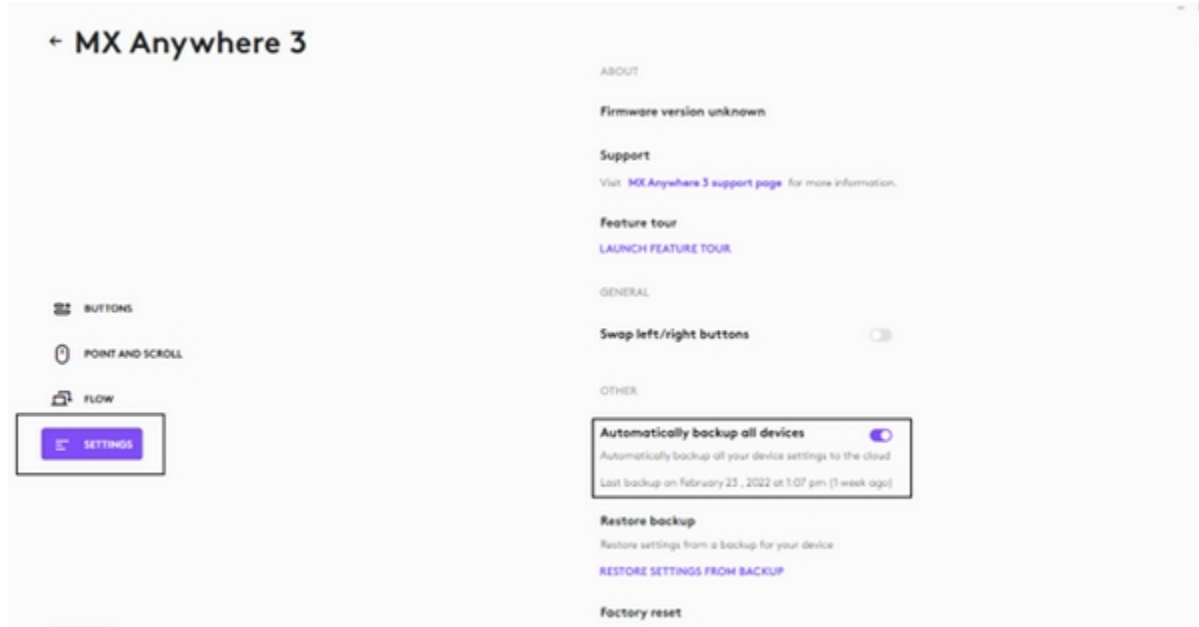
1. Make sure the battery is fully charged. Low or dead batteries can affect mouse movement.
  2. Turn off your mouse or unplug the mouse from the computer and try cleaning the mouse sensor on the bottom with compressed air or a Q-tip.
  3. Move the mouse closer to the USB receiver (if you have a wireless mouse). If your receiver is in the back of your computer, it may help to relocate the receiver to a front port. In some cases the receiver signal gets blocked by the computer case, causing a delay.
  4. Keep other electrical wireless devices away from the USB receiver to avoid interferences.
  5. Unpair/repair or disconnect/reconnect hardware (if you have a wireless mouse).
    - If you have a Unifying receiver, identified by this logo,  see **Unpair a mouse or keyboard from the Unifying receiver** here:  
<https://support.logi.com/hc/en-us/articles/360023181754>.
    - If your receiver is non-Unifying, it cannot be unpaired. However, if you have a replacement receiver, you can use the Connection Utility software to perform the pairing. For more information, go to:  
<https://support.logi.com/hc/en-us/articles/360025141574>.
  6. Upgrade the firmware for your device if one is available.
  7. Windows only – check if there are any Windows updates running in the background that may cause the delay.
  8. Mac only – check if there are any background updates that may cause the delay.
  9. Try your device on a different computer.
- 
- Backup device settings to the cloud in Logitech Options+
    - [Introduction](#)
    - [How it works](#)
    - [What settings get backed up](#)
-

## Introduction

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

## How it works

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



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

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

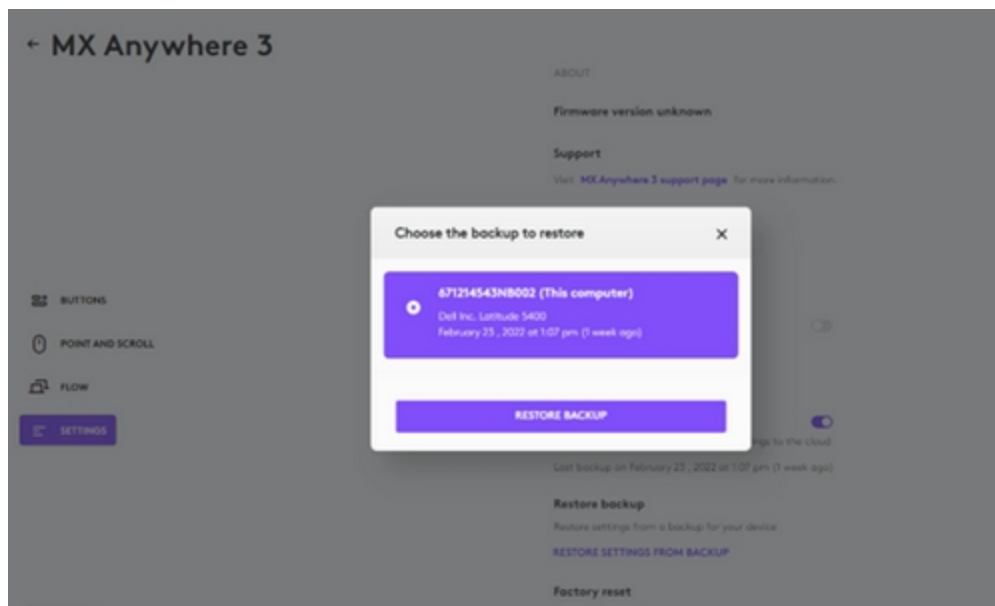


- **RESTORE SETTINGS FROM BACKUP** — this button lets you view and restore all the available backups you have for that device that are compatible with that computer, as shown above.

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

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

The desired settings can then be selected and restored accordingly.



### What settings get backed up

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

**WHAT SETTINGS ARE NOT BACKED UP**

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

**Likely Cause(s):**

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

**Symptom(s):**

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

**Possible solutions:**

1. Clean the button/key with compressed air.
2. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
3. Unpair/repair or disconnect/reconnect hardware.
4. Upgrade firmware if available.
5. Windows only – try a different USB port. If it makes a difference, try updating the motherboard USB chipset driver:  
<https://support.logi.com/hc/en-us/articles/360023370233>.
6. Try on a different computer. Windows only – if it works on a different computer, then the issue might be related to a USB chipset driver.

**\*Pointing devices only:**

- If you're not sure if the problem is a hardware or software issue, try switching the buttons in the settings (left click becomes right click and right click becomes left click). If the problem moves to the new button it is a software setting or application issue and hardware troubleshooting cannot resolve it. If the problem stays with the same button it is a hardware issue.

- If a single-click always double-clicks, check the settings (Windows mouse settings and/or in Logitech SetPoint/Options/G HUB/Control Center/Gaming Software) to verify if the button is set to **Single Click is Double Click**.

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

- Delay when typing

**Likely Cause(s):**

- Potential hardware issue.
- Interference issue.
- USB port issue.

**Symptom(s):**

- Typed characters take a few seconds to appear on screen.

**Possible solutions:**

1. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
2. Move the keyboard closer to the USB receiver. If your receiver is in the back of your computer, it may help to relocate the receiver to a front port. In some cases the receiver signal gets blocked by the computer case, causing a delay.
3. Keep other electrical wireless devices away from the USB receiver to avoid interferences.
4. Unpair/repair or disconnect/reconnect hardware.
  - If you have a Unifying receiver, identified by this logo , see Unpair a mouse or keyboard from the Unifying receiver here: <https://support.logi.com/hc/en-us/articles/360023181754>.
  - If your receiver is non-Unifying, it cannot be unpaired. However, if you have a replacement receiver, you can use the Connection Utility software to perform the pairing here: <https://support.logi.com/hc/articles/360025141574>.
5. Upgrade the firmware for your device if available.
6. Windows only – check if there are any Windows updates running in the background that may cause the delay.
7. Mac only – check if there are any background updates that may cause the delay.

8. Try on a different computer.

- Unable to pair to Unifying receiver

If you're unable to pair your device to the Unifying receiver, please do the following:

**STEP A:**

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

**STEP B:**

Open **Unifying Software** and see if your device is listed there. If not, follow the steps to

**Connect the device to a Unifying receiver** here:

<https://support.logi.com/hc/en-us/articles/360023357833>.

- USB receiver does not work or is not recognized

If your device stops responding, confirm that the USB receiver is working properly.

The steps below will help to identify if the issue is related to the USB receiver:

1. Open **Device Manager** and make sure your product is listed.
2. If the receiver is plugged into a USB hub or extender, try plugging it into a port directly on the computer
3. Windows only — try a different USB port. If it makes a difference, try updating the motherboard USB chipset driver here:  
<https://support.logi.com/hc/en-us/articles/360023370233>.
4. If the receiver is Unifying, identified by this logo , open **Unifying Software** and check if the device is found there.
5. If not, follow the steps to connect the device to a Unifying receiver here:  
<https://support.logi.com/hc/en-us/articles/360023357833>.
6. Try using the receiver on a different computer.
7. If it's still not working on the second computer, check **Device Manager** to see if the device is recognized.

If your product is still not recognized, the fault is most likely related to the USB receiver rather than the keyboard or mouse.

- Flow network setup check for Mac

If you are having difficulty establishing a connection between two computers for Flow, follow these steps:

1. Check both systems are connected to the internet:
  - On each computer, open a web browser and check the internet connection by navigating to a webpage.
2. Check that both computers are connected to the same network:
  - Open the Terminal: For Mac, open your **Applications folder**, then open the **Utilities folder**. Open the Terminal application.
  - In the Terminal, type: **ifconfig**
  - Check and note the **IP address** and **Subnet mask**. Make sure that both systems are in the same Subnet.
3. Ping the systems by IP address and make sure that ping works:
  - Open the Terminal and type **ping <IP address>** [Where the *IP address* is the IP address of the other computer noted in Step 2 above]
4. Check that the Firewall and Ports are correct:

**Ports used for Flow:**

|     |             |
|-----|-------------|
| TCP | 59866       |
| UDP | 59867,59868 |

- a. Open the Terminal and type the following cmd to show the ports in use:

**> sudo lsof +c15|grep IPv4**

- b. This is the expected result when Flow is using the default ports:

```
sharingd      754 Guest   10u    IPv4 0xd84e79629d9b63fd    0t0  UDP *:*
```

```
sharingd      754 Guest   13u    IPv4 0xd84e79629d9b86ed    0t0  UDP *:*
```

```
LogiMgrDaemon 766 Guest    8u    IPv4 0xd84e79629c7738d5    0t0  TCP *:59866 (LISTEN)
```

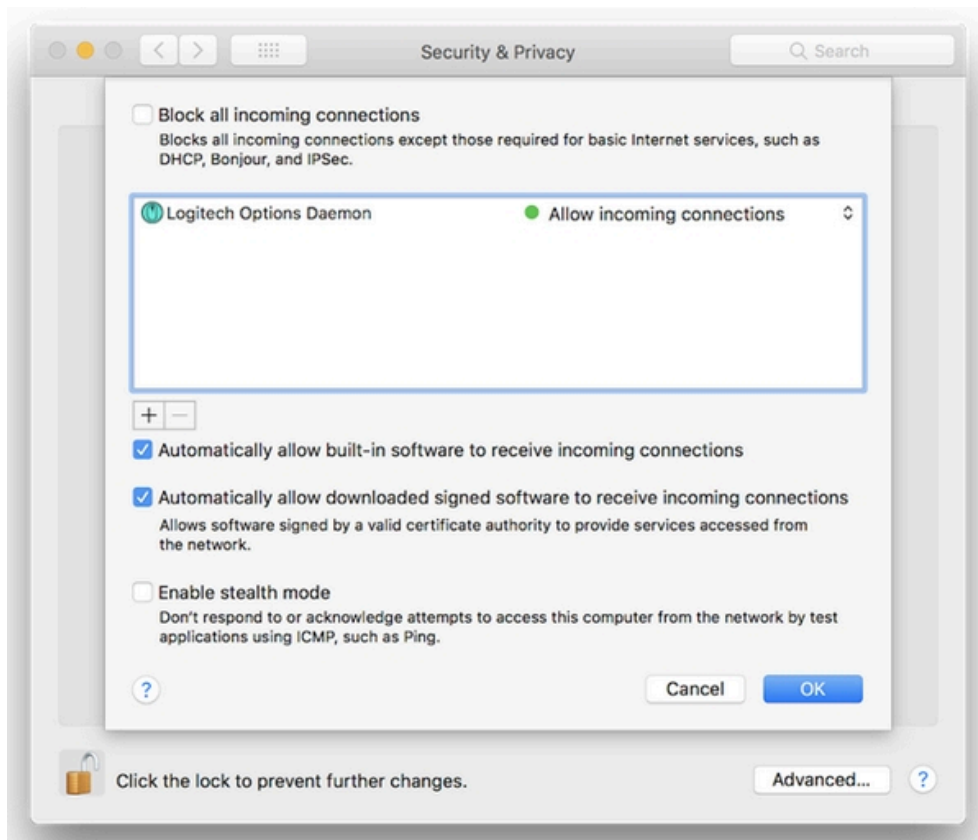
```
LogiMgrDaemon 766 Guest   12u    IPv4 0xd84e79629d9b7edd    0t0  UDP *:59867
```

```
LogiMgrDaemon 766 Guest   17u    IPv4 0xd84e79629d9b818d    0t0  UDP *:59868
```

```
davids-imac:~ Guest$
```

**NOTE:** Normally Flow uses the default ports but if those ports are already in use by another application Flow might use other ports.

- c. Check that the Logitech Options Daemon is added automatically when Flow is enabled:
- Go to **System Preferences > Security & Privacy**.
  - In **Security & Privacy** go to the **Firewall** tab. Make sure the Firewall is on, then click on **Firewall Options**. (**NOTE:** You may have to click the lock in the bottom left corner to make changes which will prompt you to enter the account password.)
- NOTE:** On macOS, the firewall default settings automatically allow ports opened by signed apps through the firewall. As Logi Options is signed it should be added automatically without prompting the user.
- d. This is the expected result: The two "**Automatically allow**" options are checked by default. The "**Logitech Options Daemon**" in the list box is added automatically when Flow is enabled.



- e. If Logitech Options Daemon is not there, try the following:
- Uninstall Logitech Options.
  - Reboot your Mac.
  - Install Logitech Options again.

f. Disable Antivirus and reinstall:

- Try disabling your Antivirus program first, then reinstall Logitech Options.
- Once Flow is working, re-enable your Antivirus program.

### Compatible Antivirus Programs

| Antivirus Program | Flow discovery & Flow |
|-------------------|-----------------------|
| Norton            | OK                    |
| McAfee            | OK                    |
| AVG               | OK                    |
| Kaspersky         | OK                    |
| Eset              | OK                    |
| Avast             | OK                    |
| ZoneAlarm         | Not Compatible        |

- [Flow network setup check for Windows – Logi Options](#)

If you are having difficulty establishing a connection between two computers for Flow, follow these steps:

1. Check both systems are connected to the internet:
  - On each computer, open a web browser and check the internet connection by navigating to a webpage.
2. Check both computers connected to the same network:
  - Open a CMD prompt/Terminal: Press **Win+R** to open **Run**.
  - Type **cmd** and click **OK**.
  - In the CMD prompt type: **ipconfig /all**
  - Check and note the **IP address** and **Subnet mask**. Make sure that both systems are in the same **Subnet**.
3. Ping the systems by IP address and make sure that ping works:

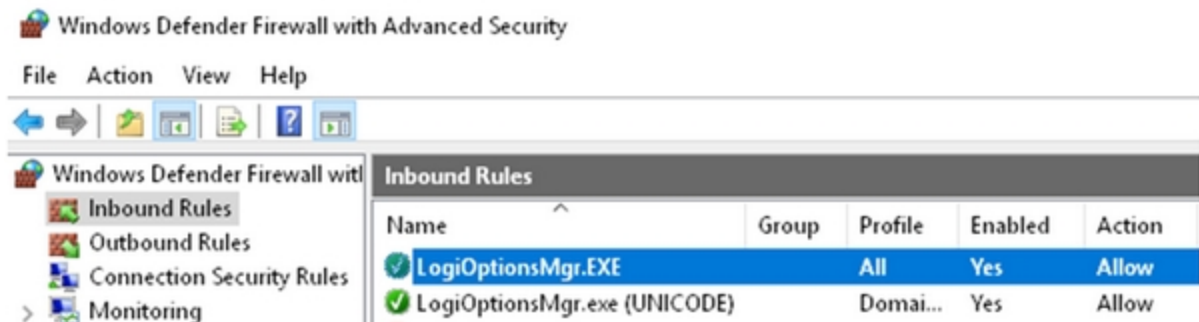
- Open a CMD prompt and type: **ping <IP address>** [Where the IP address is the IP address of the other computer noted in step 2 above].
4. Check that the Firewall & Ports are correct:

Ports used for Flow:

|     |             |
|-----|-------------|
| TCP | 59866       |
| UDP | 59867,59868 |

- Check the port is allowed: Press **Win + R** to open **Run**.
- Type **wf.msc** and click **OK**. This should open "**Windows Defender Firewall with Advanced Security**" window.
- Go to **Inbound Rules** and make sure **LogiOptionsMgr.Exe** is there and is allowed.

Example:



5. If you don't see the entry, it could be that one of your antivirus/firewall applications is blocking the rule creation, or you were initially denied access. Try the following:
- a. Disable the antivirus/firewall application temporarily.
  - b. Recreate the firewall inbound rule by:
    - Uninstalling Logitech Options.
    - Reboot your computer.
    - Make sure the antivirus/firewall app is still disabled.
    - Install Logitech Options again.
    - Re-enable your antivirus.



| Antivirus Program | Flow discovery & Flow |
|-------------------|-----------------------|
| Norton            | OK                    |
| McAfee            | OK                    |
| AVG               | OK                    |
| Kaspersky         | OK                    |
| Eset              | OK                    |
| Avast             | OK                    |
| ZoneAlarm         | Not Compatible        |

- Resolve Bluetooth Wireless issues on Mac OS X

These troubleshooting steps go from easy to more advanced.

Please follow the steps in order and check if the device works after each step.

Make sure you have the latest version of Mac OS

Apple is regularly improving the way Mac OS handles Bluetooth devices.

For instructions on how to update Mac OS go to: <https://support.apple.com/en-us/HT201541>.

Make sure you have the right Bluetooth parameters

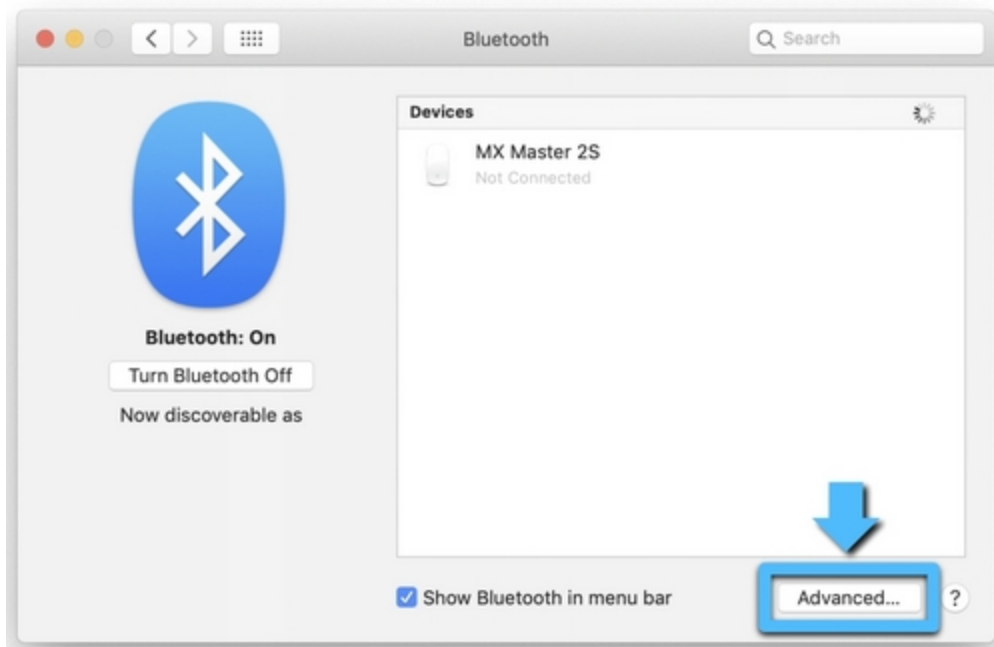
1. Navigate to the Bluetooth preference pane in System Preferences:
  - Go to **Apple Menu > System Preferences > Bluetooth**



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

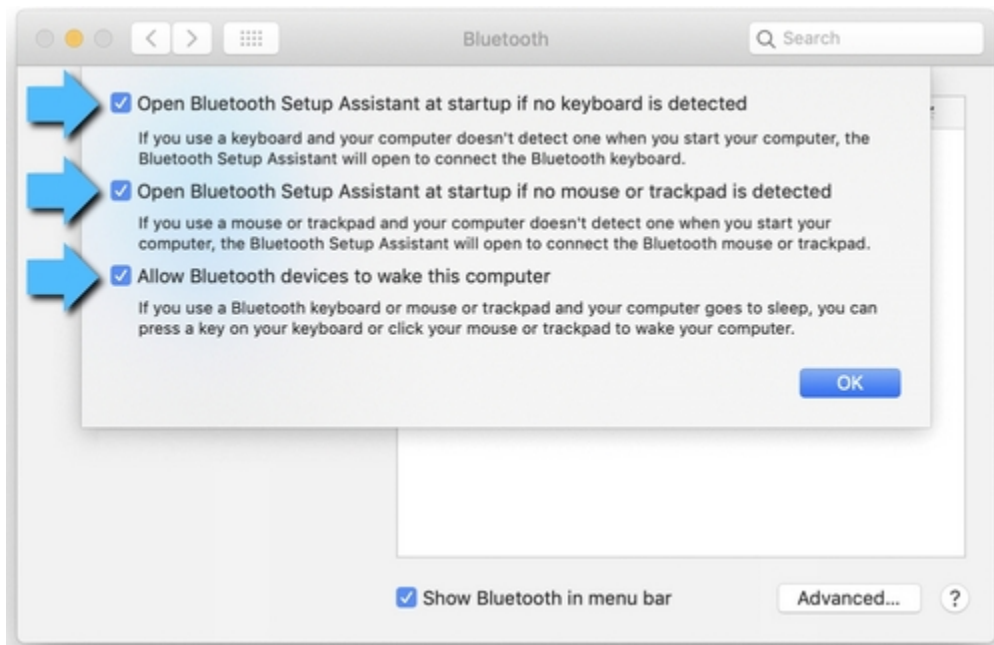


3. In the bottom-right corner of the Bluetooth Preference window, click **Advanced**.



4. Make sure all three options are checked:

- Open Bluetooth Setup Assistant at startup if no keyboard is detected
- Open Bluetooth Setup Assistant at startup if no mouse or trackpad is detected
- Allow Bluetooth devices to wake this computer



**NOTE:** These options ensure that Bluetooth-enabled devices can wake your Mac and that the OS X Bluetooth Setup Assistant will launch if a Bluetooth keyboard, mouse or trackpad is not detected as connected to your Mac.

5. Click **OK**.

Restart the Mac Bluetooth Connection on your Mac

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



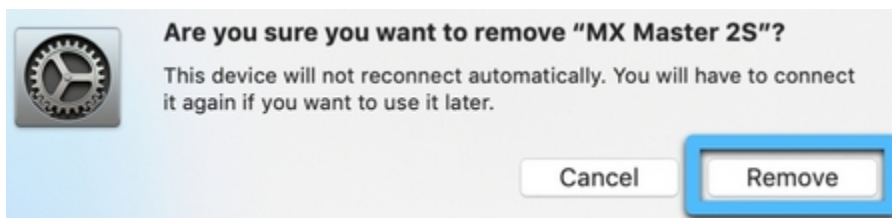
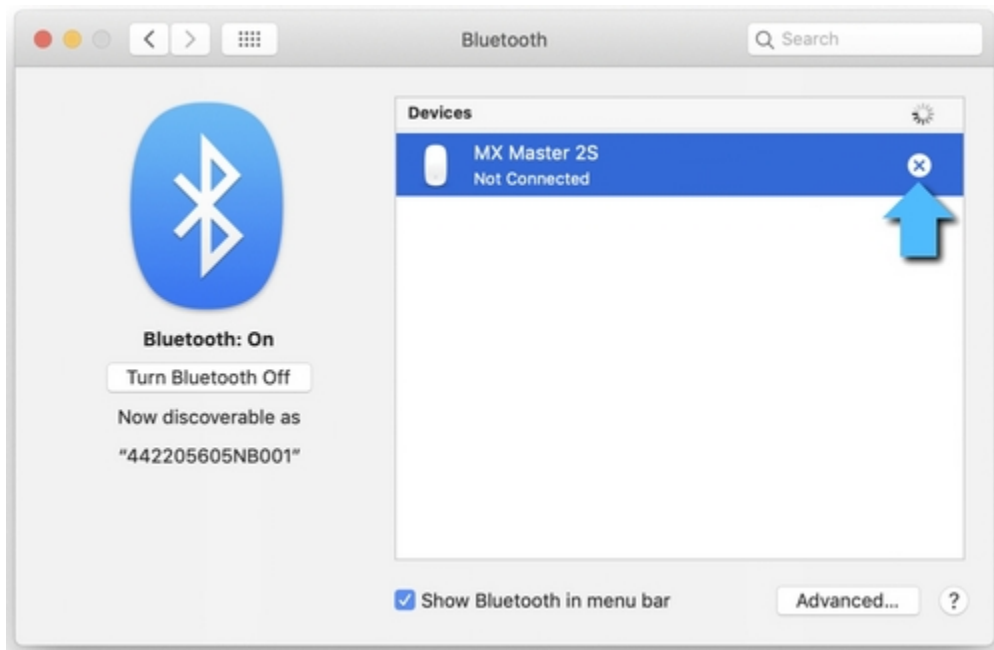
4. Wait a few seconds, and then click **Turn Bluetooth On**.



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

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

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

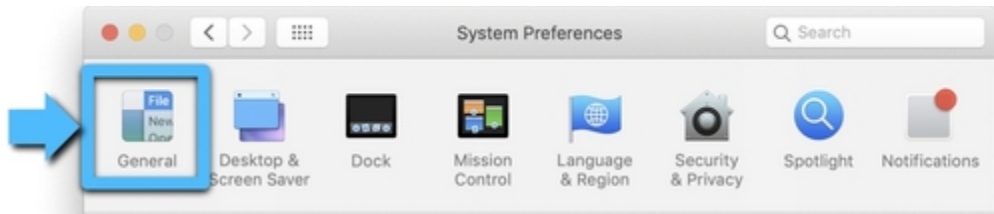


3. Re-pair your device by following the procedure described here:  
[https://support.logitech.com/article/Connect-your-Logitech-Bluetooth-device#mac\\_osx](https://support.logitech.com/article/Connect-your-Logitech-Bluetooth-device#mac_osx)

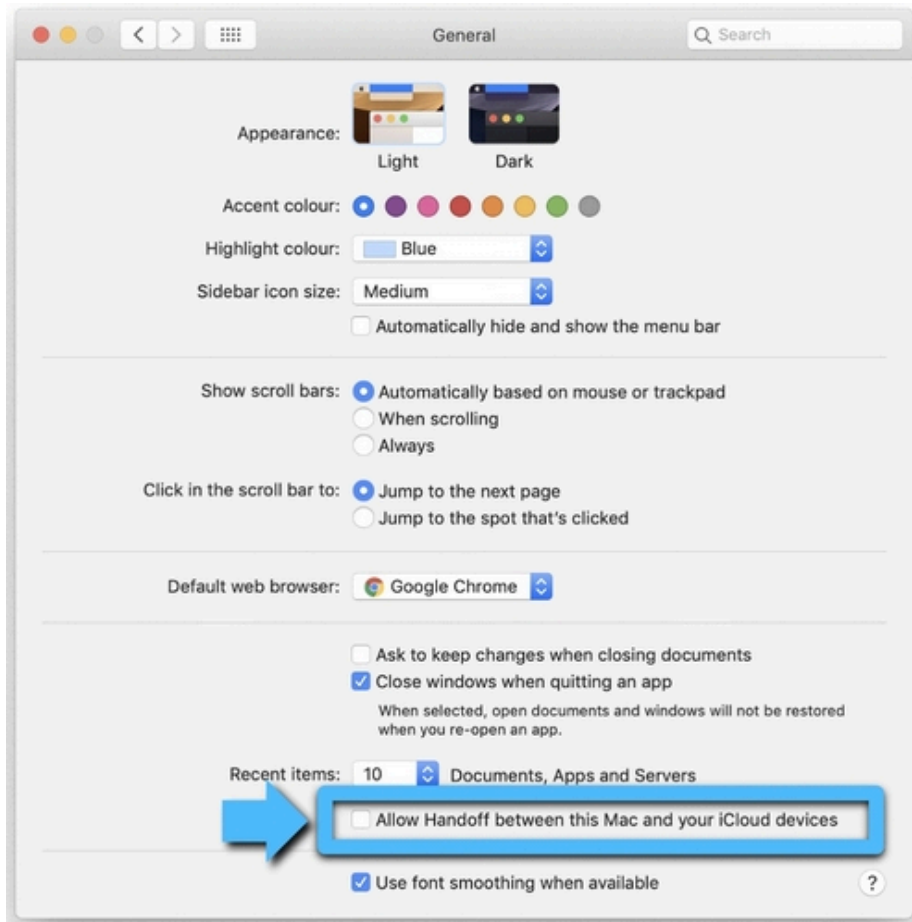
Disable the hand-off feature

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

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



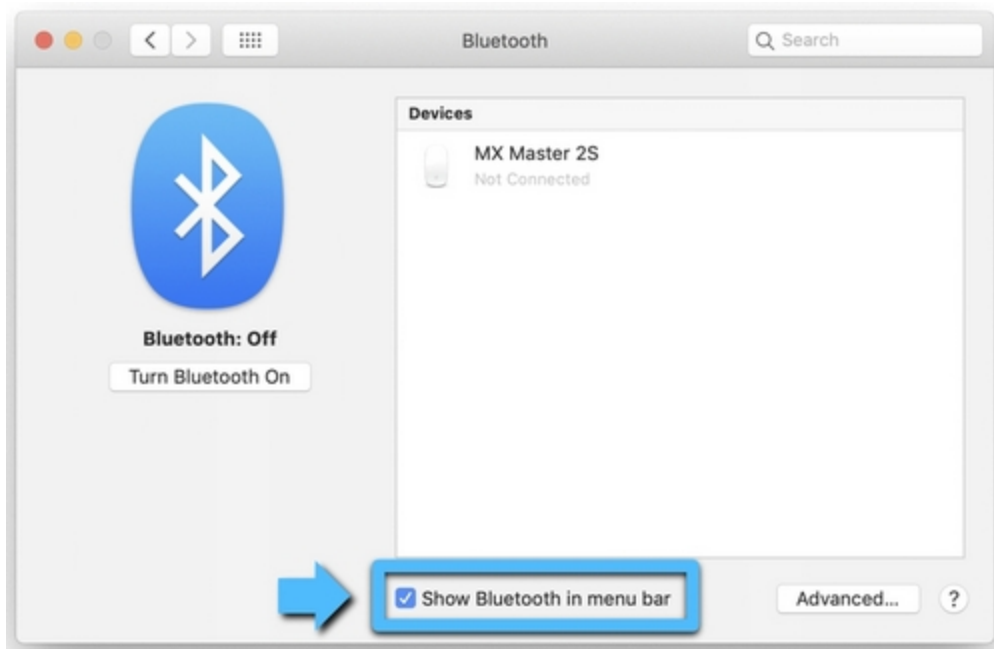
3. Make sure Handoff is unchecked.



Reset the Mac's Bluetooth settings

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

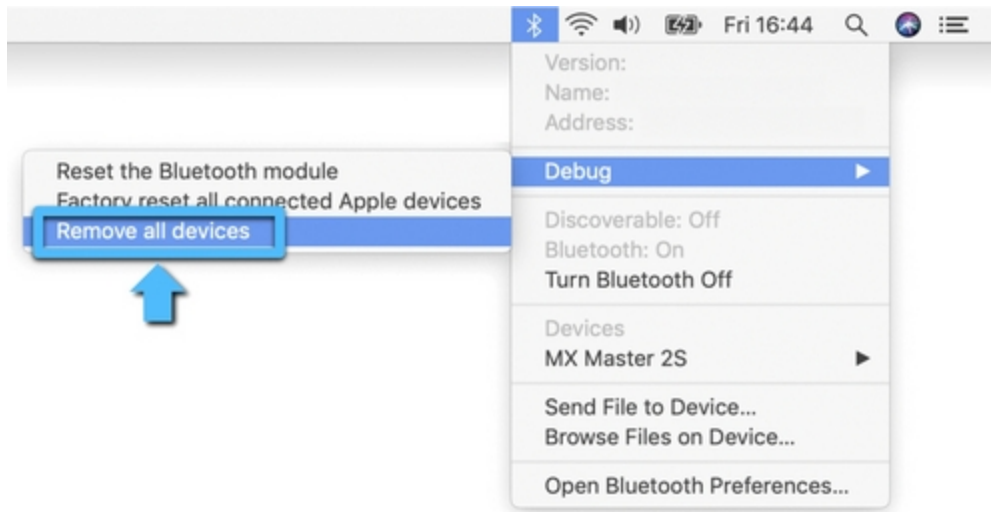
1. Make sure Bluetooth is enabled and that you can see the Bluetooth icon in the Mac Menu Bar at the top of the screen. (You'll need to check the box **Show Bluetooth in menu bar** in the Bluetooth preferences).



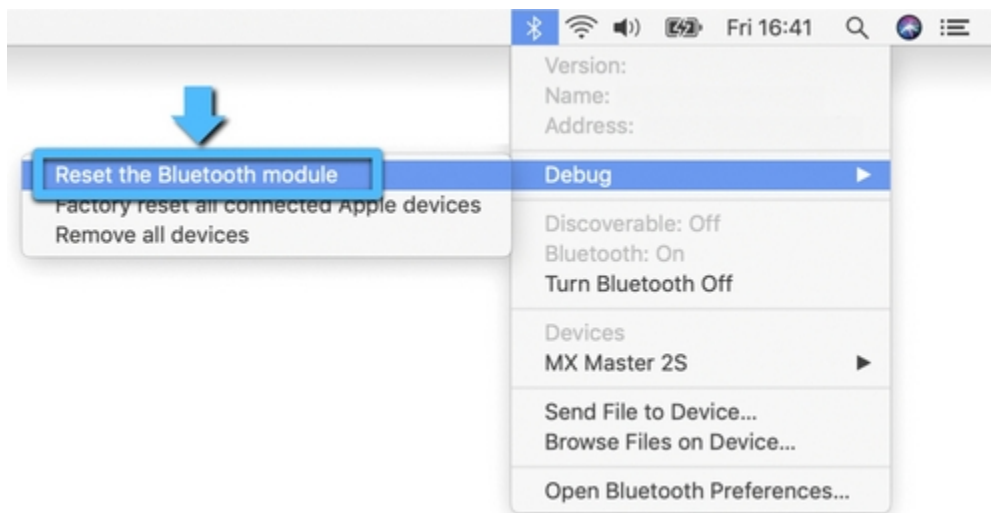
2. Hold down the **Shift and Option** keys, and then click the Bluetooth icon in the Mac Menu Bar.



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



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



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

To re-pair your Logitech Bluetooth device:

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

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



1. If the Bluetooth Assistant starts up, follow the onscreen instructions and you should be ready to go. If the Assistant doesn't appear, go to Step 3.
2. Click **Apple > System Preferences**, and select the Bluetooth Preference pane.
3. Your Bluetooth devices should be listed with a Pair button next to each unpaired device. Click Pair to associate each Bluetooth device with your Mac.
4. Check to see if the Logitech Bluetooth device is working. If not, go to the next steps.

### Delete your Mac's Bluetooth Preference List

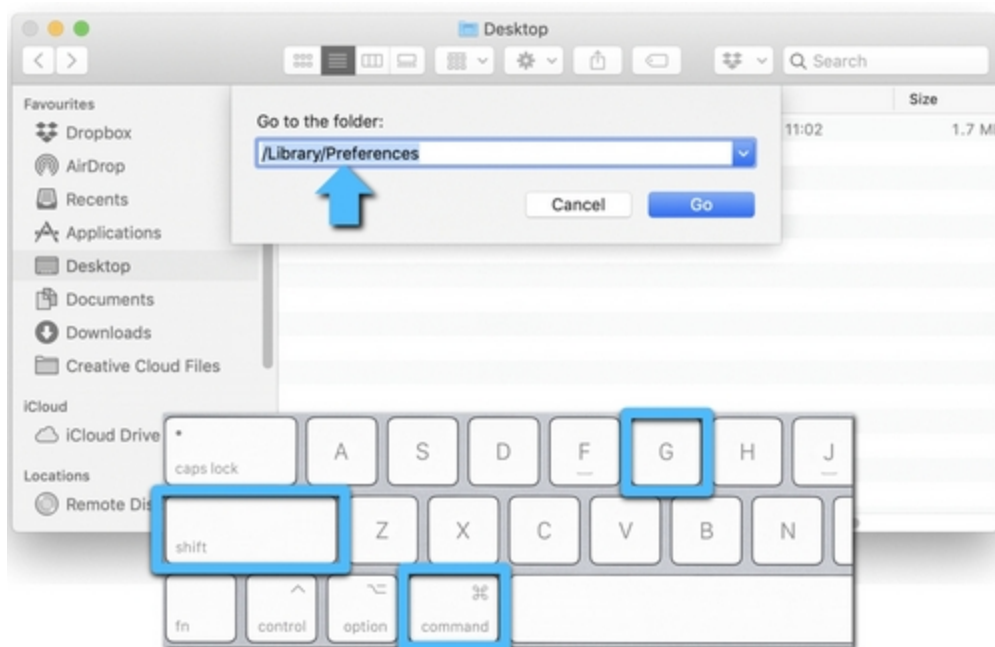
The Mac's Bluetooth Preference List may be corrupted. This preference list stores all the Bluetooth devices pairings and their current states. If the list is corrupted, you'll need to remove your Mac's Bluetooth Preference List and re-pair your device.

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

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

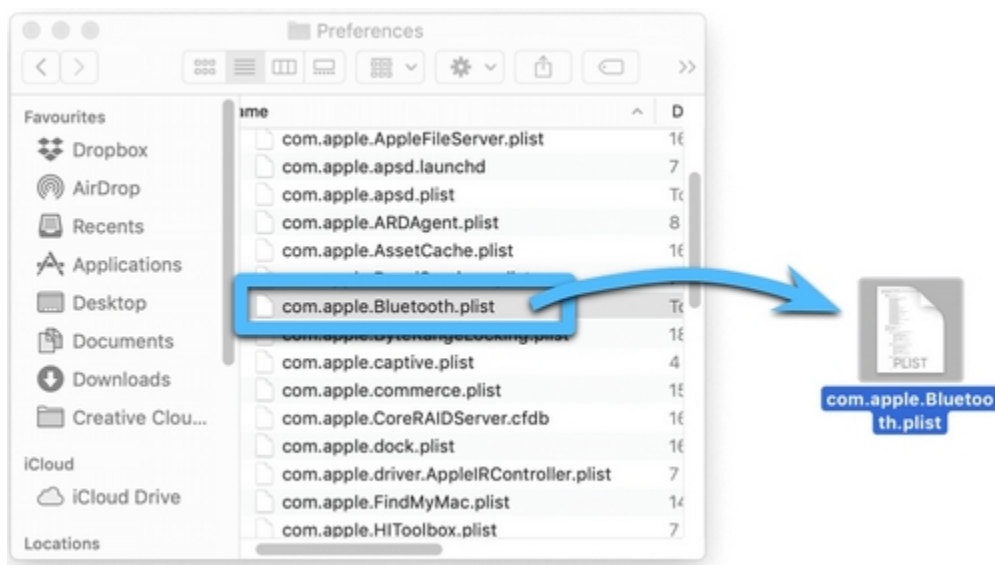


3. Open a Finder window and navigate to the **/YourStartupDrive/Library/Preferences** folder. Press **Command-Shift-G** on your keyboard and enter **/Library/Preferences** in the box.

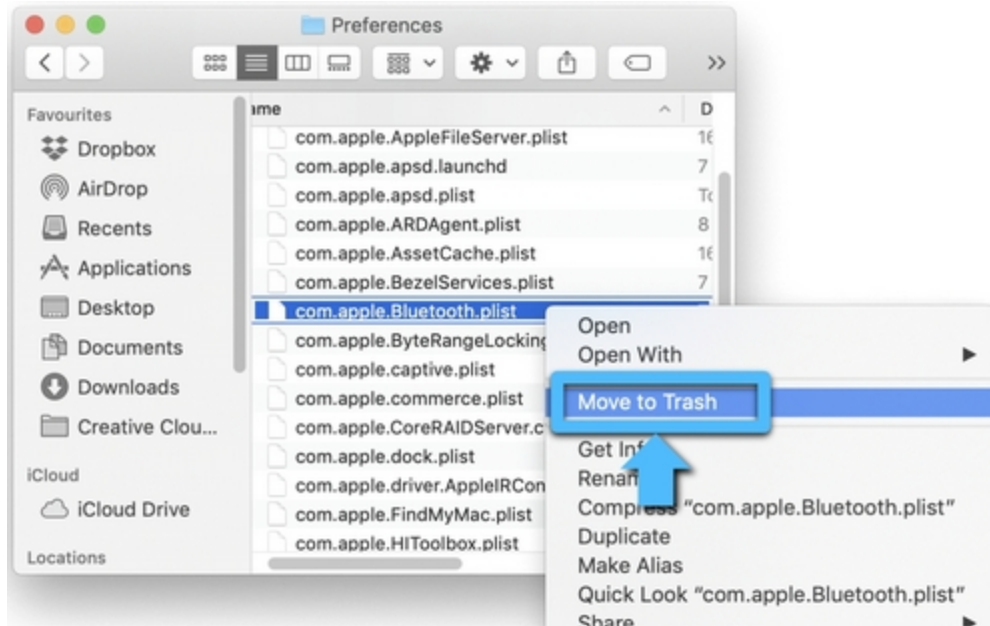


Typically this will be in **/Macintosh HD/Library/Preferences**. If you changed the name of your startup drive, then the first part of the pathname above will be that [Name]; for example, **[Name]/Library/Preferences**.

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



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



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

- Resolve Bluetooth Wireless issues on Windows 10

These troubleshooting steps go from easy to more advanced.

Please follow the steps in order and check if the device works after each step.

Make sure you have the latest version of Windows 10

Microsoft is regularly improving the way Windows handles Bluetooth devices. Check to make sure you have installed the latest updates.

- Click **Start**, then go to **Settings > Update & Security > Windows Update**, and select **Check for updates**. See Microsoft for more details on how to update Windows here: <https://support.microsoft.com/en-us/help/4027667/windows-10-update>.

If prompted, you should also include the optional updates related to Bluetooth, WiFi or radio.

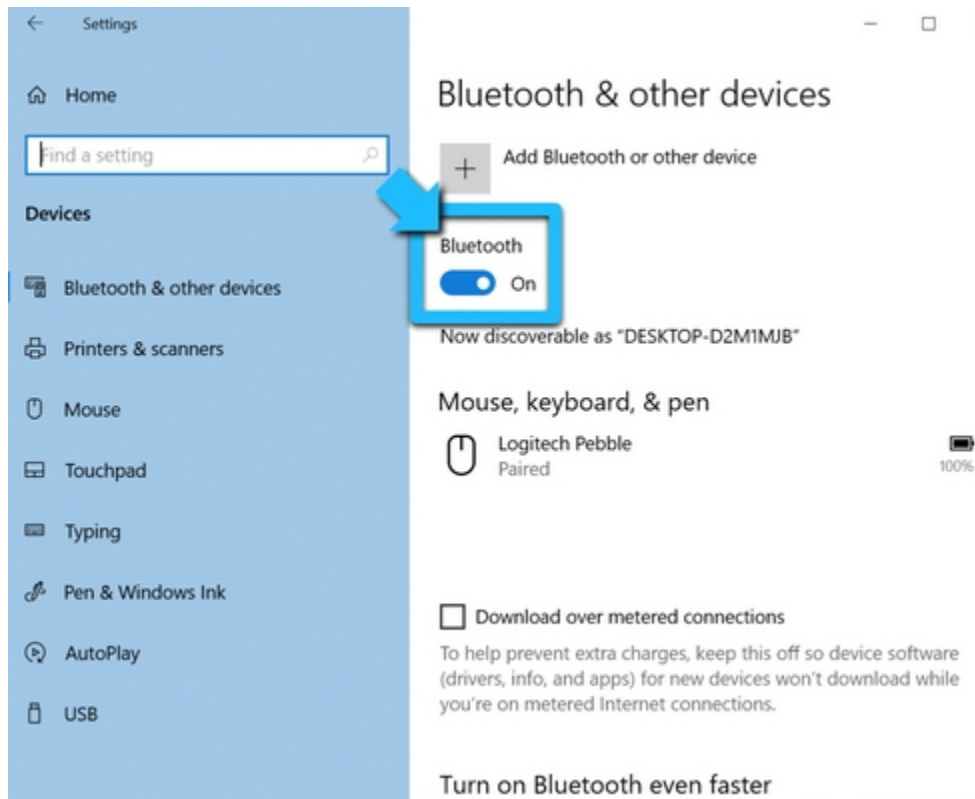
Make sure you have the latest Bluetooth drivers

Computer manufacturers are regularly improving the way they handle Bluetooth devices. Make sure you install the latest Bluetooth drivers from your computer manufacturer:

- Lenovo computers
  1. Click **Start**, and then go to **Lenovo Vantage** (formerly Lenovo Companion), and select **System Update**. Then select **Check for Updates**.
  2. If there is an update available, click **Install selected**. Optional updates are not required but are recommended. Go here for more details on how to update your Lenovo computer:  
<https://support.lenovo.com/us/en/solutions/tvsu-update>.
- HP computers
  1. Click **Start**, and then go to **HP Support Assistant** or search for support assistant. If it is not installed you can install it from the HP site here:  
[https://www8.hp.com/us/en/campaigns/hpsupportassistant/hpsupport.html?jumpid=va\\_r602\\_us/en/any/psg/pl\\_ot\\_ob\\_ds\\_pd/hpsupportassistant\\_cc/dt](https://www8.hp.com/us/en/campaigns/hpsupportassistant/hpsupport.html?jumpid=va_r602_us/en/any/psg/pl_ot_ob_ds_pd/hpsupportassistant_cc/dt).
  2. In the Devices window, select your HP computer and click on **Updates**. Optional updates are not required but are recommended. Go here for more details on how to update your HP computer:  
<https://support.hp.com/us-en/document/c03467905>.
- Dell computers
  1. Click **Start**, and then go to **Dell Command | Update** and select **Check**. You can also go to the Dell support page and scan your system for new updates here:  
<https://www.dell.com/support/>.
  2. If there is an update available, select **Install**. Optional updates are not required but are recommended.
- Other computers
  - Check the product support page of your computer manufacturer's website to see how to update your system.

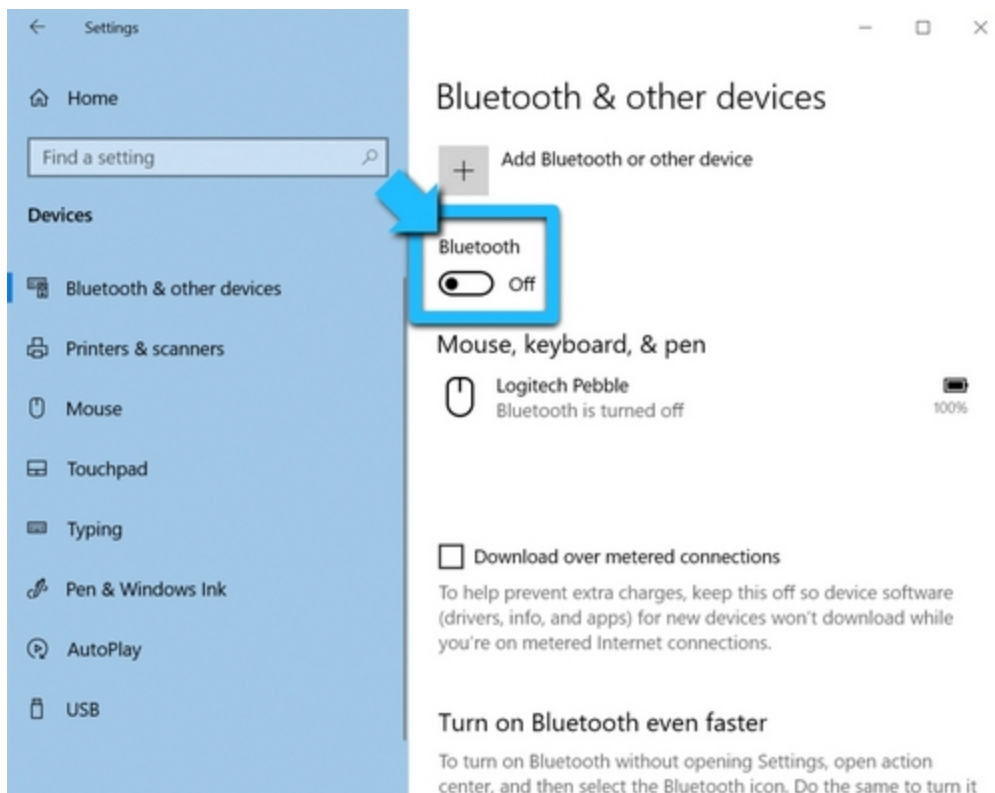
Make sure Bluetooth is turned ON on your computer

Click **Start**, then select **Settings > Devices > Bluetooth & other devices**. Make sure Bluetooth is turned **ON**. If you're using a laptop with a Bluetooth switch, make sure the switch is turned on.

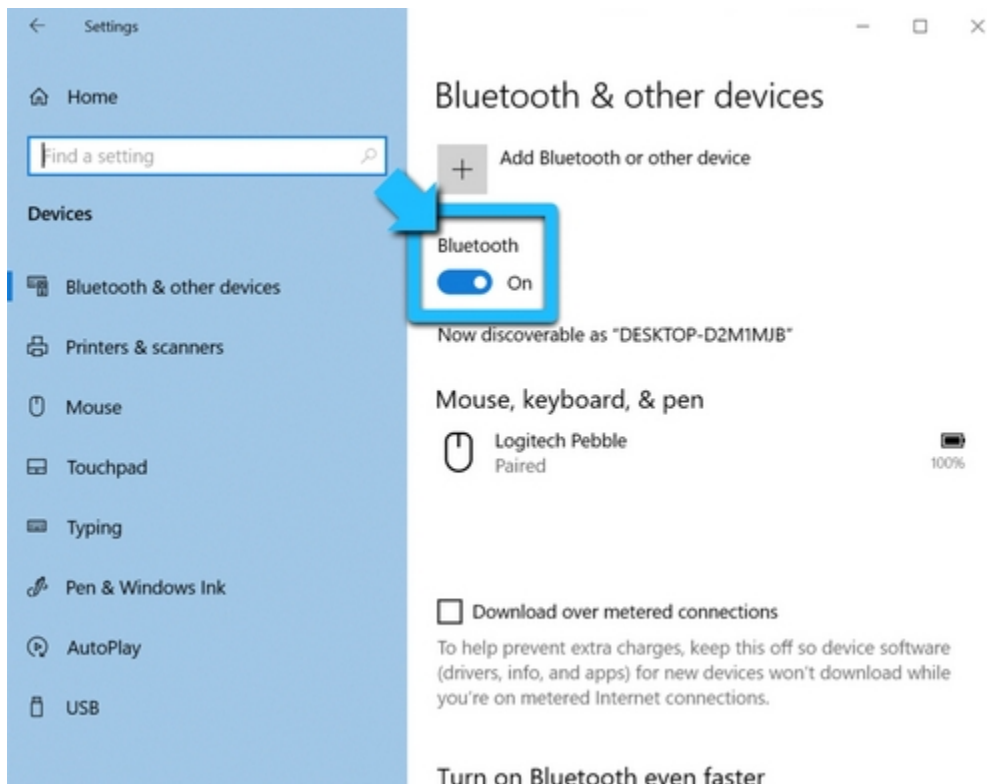


Restart Bluetooth on your computer

1. Navigate to the Bluetooth settings pane:
  - Click **Start > Settings > Devices > Bluetooth & other devices**.
2. Click on the Bluetooth switch to turn **Bluetooth Off**.



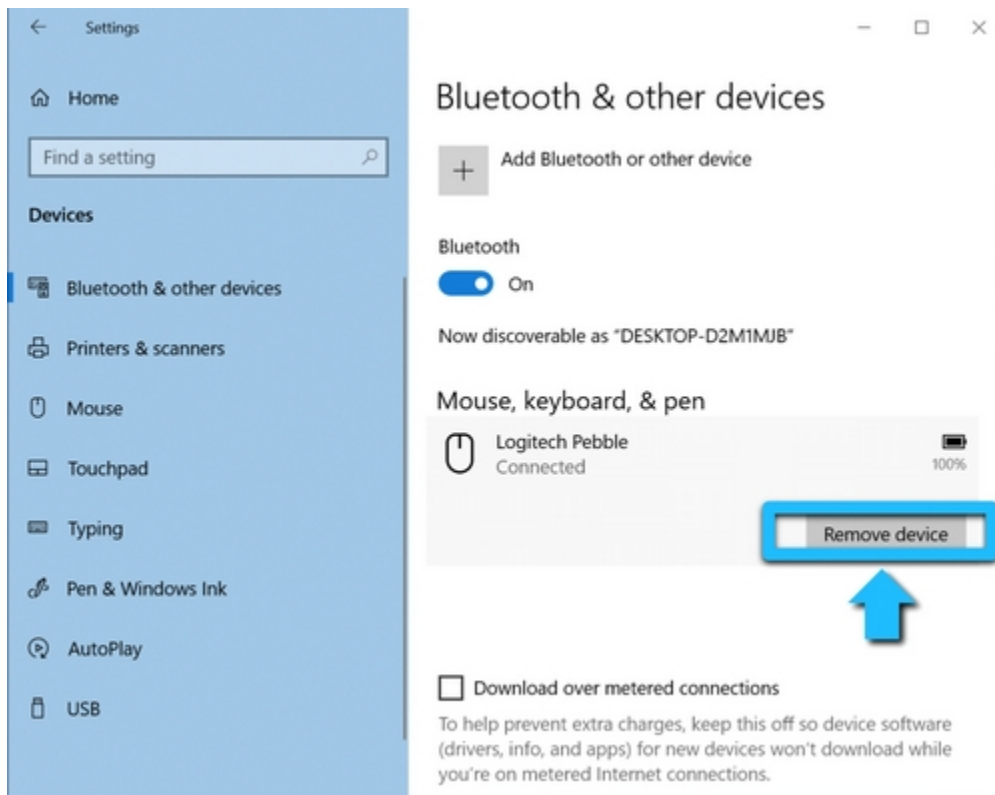
3. Wait a few seconds and then click on the Bluetooth switch to turn **Bluetooth On**.



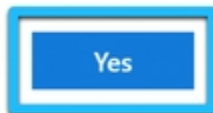
4. Check to see if the Logitech Bluetooth device is working. If not, go to the next steps.

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

1. Navigate to the Bluetooth Settings pane:
  - Click **Start > Settings > Devices > Bluetooth & other devices**.
2. Locate your device in the **Devices list**, click on it and select **Remove device**.



Are you sure you want to remove this device?



3. Re-pair your device by following the procedure described here:  
<https://support.logi.com/hc/articles/360023181634#windows>.



## Run the Windows Bluetooth troubleshooter

Click **Start**, then select **Settings > Update & Security > Troubleshoot**. Under **Find and fix other problems**, select **Bluetooth**, and then **Run the troubleshooter** and follow the onscreen instructions.

## Advanced: Try to change Bluetooth parameters

1. In Device Manager, change the Bluetooth wireless adapter power settings:
  - In the search box on the taskbar, type Device Manager, then select from the menu.
2. In Device Manager, expand **Bluetooth**, right-click on the Bluetooth wireless adapter (ex. "Dell Wireless XYZ adapter", or "Intel(R) Wireless Bluetooth"), 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.

- [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:**  
<https://support.logi.com/hc/en-us/articles/360023358393>
- **My Logitech device has already been connected, but frequently gets disconnected or laggy:**  
<https://support.logi.com/hc/en-us/articles/360023424853>

Other useful FAQs that may help to fix the issue:

- **Check for Bluetooth Low Energy Support:**  
<https://support.logi.com/hc/en-us/articles/360023193194>
- **Lag and disconnections on Bluetooth devices can be due to WiFi interference:**  
<https://support.logi.com/hc/en-us/articles/360023424833>
- [Resolve Bluetooth Wireless issues on Mac OS X](#)



- [Resolve Bluetooth Wireless issues on Windows 10](#)
- [Update the driver for your device's Human Interface Devices in Device Manager](#)

Locate and update the driver for your device's Human Interface Devices (HID):

1. Open **Device Manager**:
  - a. Windows 7, Windows 8, Windows 8.1: **Control Panel > System > Device Manager**
  - b. Windows 10: In the Task Bar, right-click the Windows flag and select **Device Manager**.
2. In **Device Manager**, search for your device. If it's a mouse or keyboard, navigate to the **Mice or Keyboard** sections and expand. If it's a joystick or any other device, expand the **Human Interface Devices** section.
3. Your device will appear with its name (ex., MX Master 2s, Craft) or as an HID-Compliant device. (A mouse will be an HID-compliant mouse and a keyboard will appear as an HID Keyboard Device.) If it appears as an HID-Compliant device or there is a yellow exclamation mark, update your USB chipset drivers.

- [Troubleshooting for power and charging Issues](#)

#### **Symptom(s):**

- Device does not power on.
- Device powers on intermittently.
- Battery compartment damage.
- Device does not charge.

#### **Likely Cause(s):**

- Dead batteries.
- Potential internal hardware issue.

#### **Possible solutions:**

1. Recharge the device if it's rechargeable.
2. Replace with new batteries. If this doesn't resolve the problem, check the battery compartment for possible damage or corrosion:
  - a. If you find damage, please contact Support.
  - b. If there's no damage, there could be a hardware issue.

3. If possible, try with a different USB charging cable or cradle and connect to a different power source.
4. If the device powers on intermittently there could be a break in the circuit. This could cause a possible hardware issue.

- [Troubleshooting for connection issues](#)

**Symptom(s):**

- Device connection drops.
- Device doesn't wake up computer after sleep.
- Device is laggy.
- Delay when using the device.
- Device cannot be connected at all.

**Likely Cause(s):**

- Low battery levels.
- Plugging the receiver into a USB hub or other unsupported device such as a KVM switch.

**NOTE:** Your receiver must be plugged directly into your computer.

- Using your wireless keyboard on metal surfaces
- Radio frequency (RF) interference from other sources, such as wireless speakers, cell phones, and so on
- Windows USB port power settings
- Potential hardware issue (device, batteries or receiver)

Troubleshooting steps for:

- [Wired devices](#)
- [Wireless devices: Unifying and non-Unifying devices](#)
- [Wireless devices: Bluetooth devices](#)

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## Wired devices

1. Plug the device into a different USB port on your computer. If possible, don't use a USB hub or other similar device. If using a different USB port works, try updating the

motherboard USB chipset driver following the steps here:

<https://support.logi.com/hc/en-us/articles/360023370233>.

2. Windows only — Disable USB Selective Suspend:
  - Click **Start > Control Panel > Hardware and Sound > Power Options > Change Plan Settings > Change Advanced Power Settings > USB Settings > USB Selective Suspend Setting**.
  - Change both settings to **Disabled**.
3. Update firmware if available.
4. Try testing the device on a different computer.

---

### Wireless devices: Unifying and non-Unifying devices

1. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
  2. Move the device closer to the USB receiver. If your receiver is in the back of your computer, it may help to relocate the receiver to a front port. In some cases the receiver signal gets blocked by the computer case, causing a delay.
  3. Keep other electrical wireless devices away from the USB receiver to avoid interference.
  4. Unpair/repair or disconnect/reconnect hardware:
  5. If you have a Unifying receiver, identified by this logo,  see Unpair a mouse or keyboard from the Unifying receiver here:  
<https://support.logi.com/hc/en-us/articles/360023181754>.
  6. If your receiver is non-Unifying, it cannot be unpaired. However, if you have a replacement receiver, you can use the Connection Utility software to perform the pairing here: <https://support.logi.com/hc/articles/360025141574>.
  7. Update the firmware for your device if available.
  8. Windows only — check if there are any Windows updates running in the background that may cause the delay.
  9. Mac only — check if there are any background updates that may cause the delay.
  10. Try on a different computer.
-

## Wireless devices: Bluetooth devices

Please try the steps to fix issues with your Logitech Bluetooth device here: [Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes](#).

- [All about Logi Options+](#)

Download the app here: [logitech.com/software/logi-options-plus.html](https://logitech.com/software/logi-options-plus.html).

Getting started video: <https://youtu.be/s5POJvwK8nc>.

For more information go to: [logitech.com/software/logi-options-plus.html](https://logitech.com/software/logi-options-plus.html).

## WARRANTY –MX Master 3S Wireless Mouse

1 year limited hardware warranty

See Terms of Use here: [logitech.com/en-my/tos/terms.html?id=3101](https://logitech.com/en-my/tos/terms.html?id=3101)

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Check our Logitech Warranty here:

<https://support.logi.com/hc/en-us/articles/360023361413-Warranty-FAQ-AMR-AP>

## CONTACT US

Would you like to speak with us? We're here to help.

Get 24/7 live support with chat here: [logitech.com/support](https://logitech.com/support)

Phone: (Local) +1 646-454-3200

(Toll Free) +1 866-632-5644

Monday – Friday:

**9:00 a.m. – 9:00 p.m. Eastern Time**

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