

My R800 frequently loses connection

If you have to constantly reconnect your R800 presenter, try the following:

- Keep other electrical devices at least 8 inches (20 cm) away from the USB receiver.
- Move the presenter closer to the USB receiver.
- Move the USB receiver to different locations.

Additional Information

The connection between the R800 presenter and the USB receiver can be lost due to several reasons such as:

- Low batteries
- Moving the USB receiver from one USB port to another
- Moving the USB receiver to another computer
- Plugging the USB receiver into a USB hub or other unsupported device such as a KVM switch (your USB receiver must be plugged directly into your computer).
- Radio frequency (RF) interference of more powerful wireless devices such as:
 - Wireless speakers
 - Computer power supplies
 - Monitors
 - Cellular telephones
 - Garage door openers

If the above solutions do not resolve your problem, consult [Knowledge Base article 14479](#) for instructions on contacting Logitech Technical Support

Supported operating systems for my R800

Your R800 is supported by:

- Windows 7
- Windows XP
- Windows Vista

The R800 is not supported on Windows 98, Windows ME, Windows 2000, UNIX, Linux or Macintosh operating systems

R800 operating distance

In ideal situations, the R800 can operate up to 100 feet (30 meters) with the receiver in clear sight of the presenter.

If you are not getting this distance:

- Replace the batteries with a fresh set.
- Move the USB receiver to a line of sight or change its positioning.
- Move devices such as cell phones, radios, wireless routers, microwaves, and other devices that emit radio waves or could cause radio interference (RF) away from your work area.

To determine if your environment is causing shorter than expected ranges, try using your R800 in a different environment to see if the distance improves