

TROUBLESHOOTING

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

Support statement from Microsoft

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

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

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

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

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

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

If you have a working keyboard/mouse:

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



Title	Products	Classification	Last Updated	Version	Size	Download
2018-03 Cumulative Update for Windows Server 2016 (17134) for x64-based Systems (KB4090913)	Windows Server 2016	Updates	3/5/2018	n/a	888.8 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for x86-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	n/a	877.2 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for x64-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	n/a	888.8 MB	Download
2018-03 Cumulative Update for Windows 10 Version 1709 for ARM64-based Systems (KB4090913)	Windows 10	Updates	3/5/2018	n/a	882.8 MB	Download

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

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

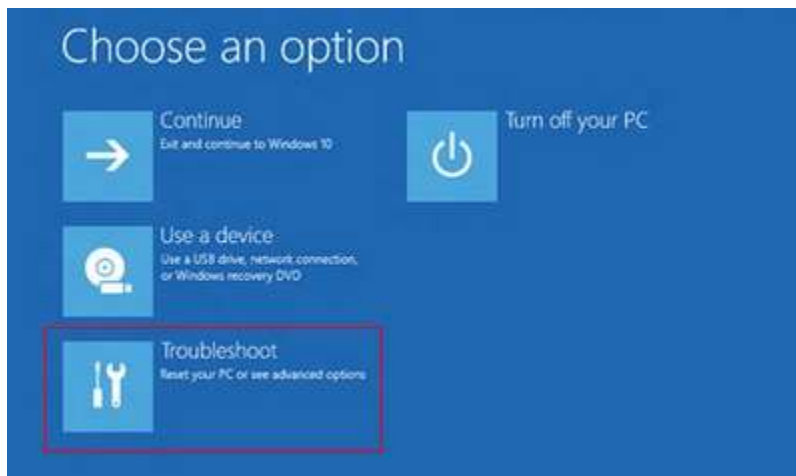
If you currently have no working keyboard/mouse:

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

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

Do the following:

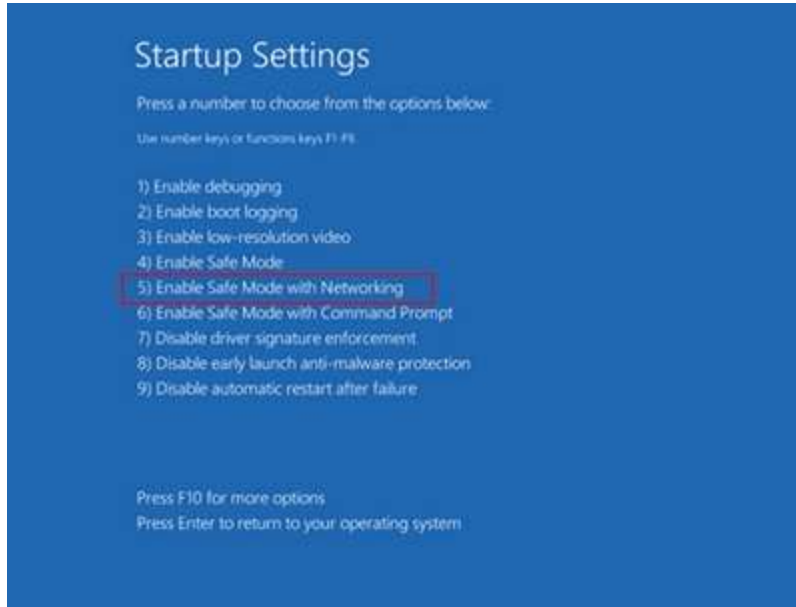
1. Restart the system before Windows finishes loading the desktop three times in a row. Windows should automatically start the Windows 10 Recovery Environment (WinRE).



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



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



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

When using a USB 2.0 2.4GHz wireless peripheral device (such as a mouse, keyboard, or headphones) with a PC that also has a USB 3.0 peripheral device plugged in, you may experience erratic operation caused by interference. This is especially likely to happen when using USB 3.0 remote hard drives or flash drives.

This interference may result in:

- Delayed response to mouse or keyboard inputs
- Missing keyboard characters or mouse commands
- Decreased operating distance between the USB 2.0 wireless device and its receiver

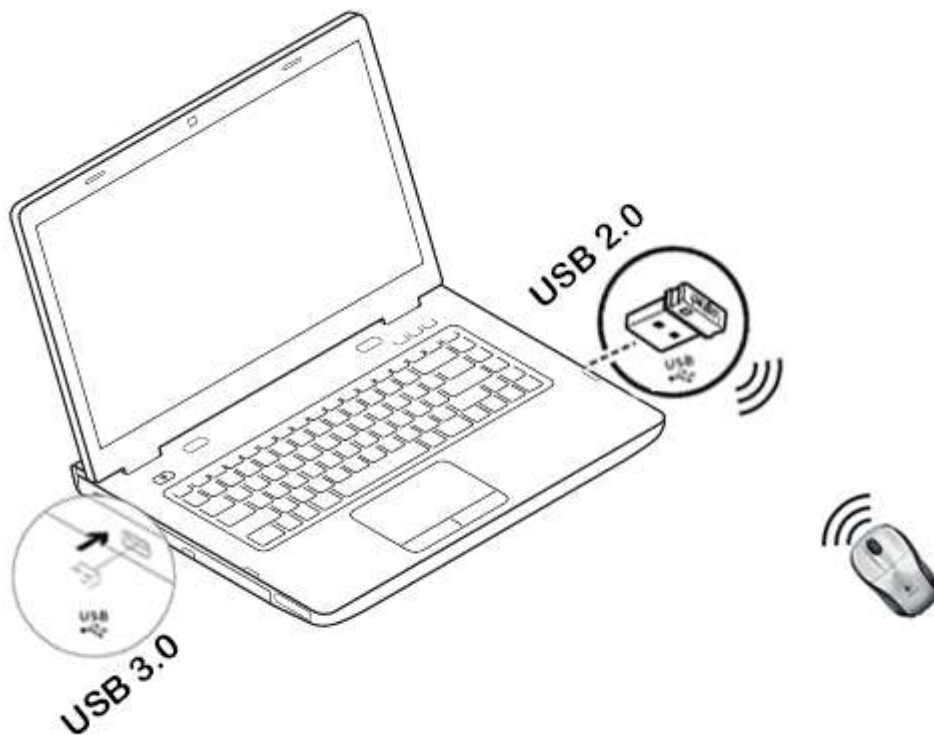
There are some techniques that can help early adopters of USB 3.0 to mitigate potential problems with their existing 2.4GHz wireless devices:

- If your PC has multiple USB 2.0 connectors available, separate your USB 3.0 and USB 2.0 receivers by as much distance as possible. For example, if your PC has a choice of USB 2.0 connectors, use the one on the opposite side of the PC from the USB 3.0 connector.
- Position your USB 2.0 receiver as close as possible to your wireless peripheral (mouse, keyboard, headphones, etc.).
- Use a standard, USB-extender cable to position your USB 2.0 wireless receiver as far away as possible from your USB 3.0 connector.

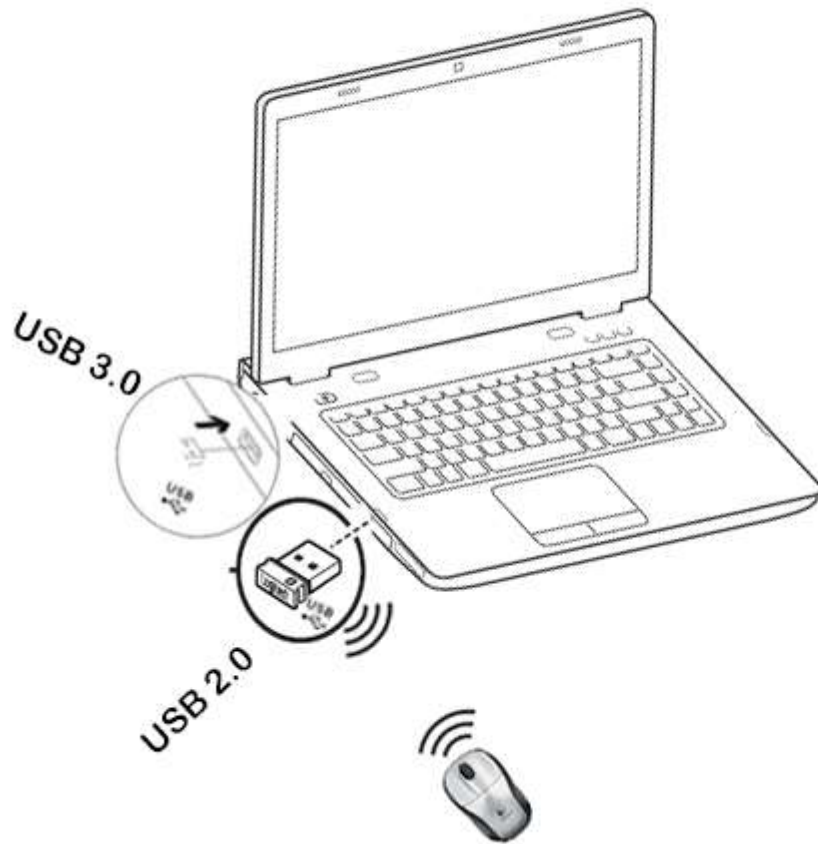
A USB-extender cable is available for Logitech customers who are experiencing this problem ([click here for more information](#)).

NOTE: A USB 3.0 connector sometimes referred to as Super Speed USB or SS, normally has a blue plastic insert in the connector. Unlike a USB 2.0 connector which has 4 pins within the connector, a USB 3.0 connector has 9 pins.

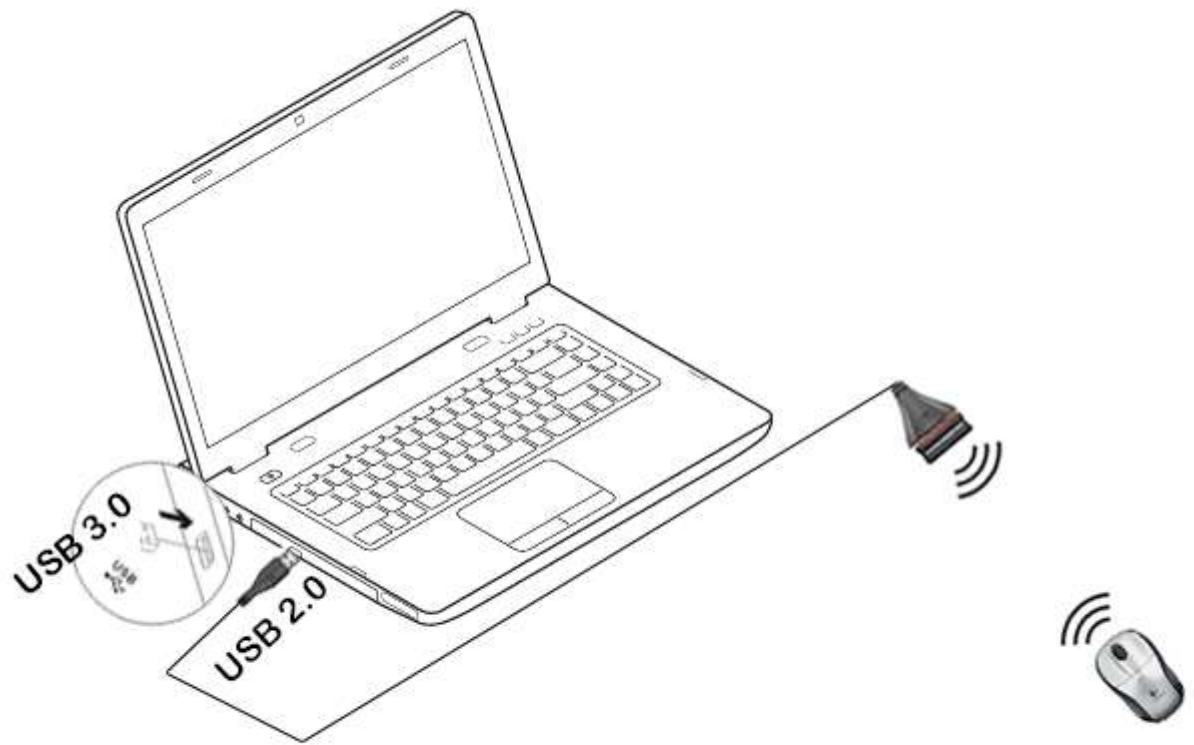
Move your USB 2.0 wireless receiver to the opposite side of your computer:



Make sure your USB 2.0 wireless receiver is in the USB 2.0 connector closest to your wireless peripheral:



Use a USB extended cable to position your wireless receiver as far away from your USB 3.0 peripheral as possible:



My MK320 mouse battery light does not stay on

This is normal behavior of the mouse.

The green battery light of your MK320 mouse will come on for a few seconds to indicate the battery condition and then go out. This will occur when you power on your mouse and when you replace the battery. The battery light goes out after a few seconds to conserve battery power.



- [My mouse has been double-clicking from the first day of usage](#)
- [My mouse has been working fine until recently and now it's double-clicking](#)

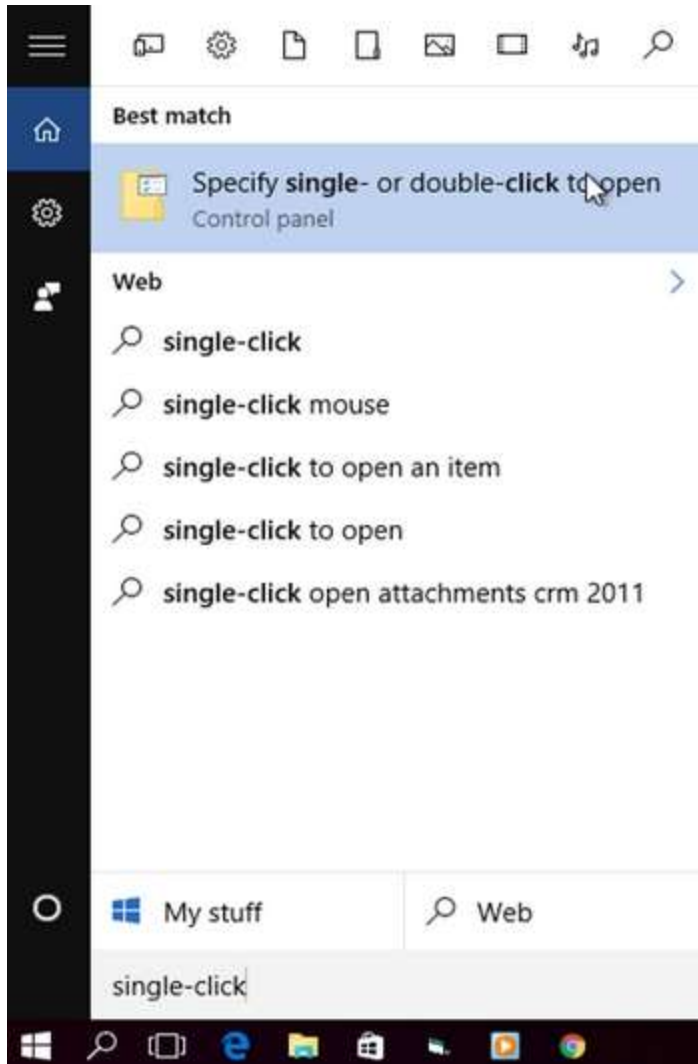
If your mouse double-clicked from the first day of usage, check the Windows setting called **Single-click to open an item**. This option makes a single mouse click act as a double click. Disable this setting to return the mouse to the standard one click option.

To disable, first select your operating system:

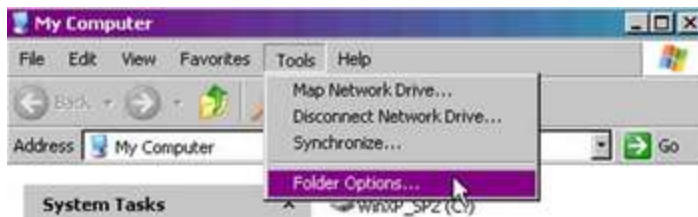
- [Disabling the single-click to open option in Windows 8/Windows 10](#)
- [Disabling the Single-Click to open option in Windows 7/Vista](#)
- [Disabling the Single-Click to open option in Windows XP](#)

Disabling the single-click to open option in Windows 8/Windows 10

1. Click on the magnifying glass to bring up the Search menu, type 'single-click', and then select **Specify single- or double-click to open**.



2. Select the General tab, and under **Click items as follows**, make sure **Double-click to open an item (single-click to select)** is the selected option.

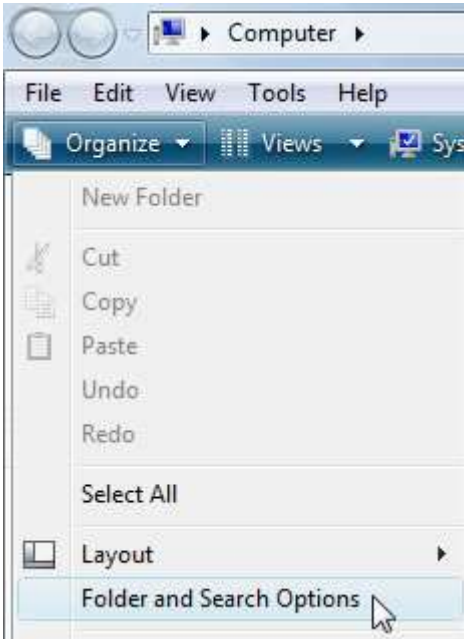


Disabling the Single-Click to open option in Windows 7/Vista

1. Open your computer window by clicking on Computer.



2. Click Folder and Search Options in the file menu under Organize.



3. Under the General tab, make sure that the option 'Double-click to open an item' is selected.



4. Click on OK to save the settings.
5. If the 'Single-click to open an item' option was not selected, try resetting the mouse by switching it off and on.

Disabling the Single-Click to open option in Windows XP

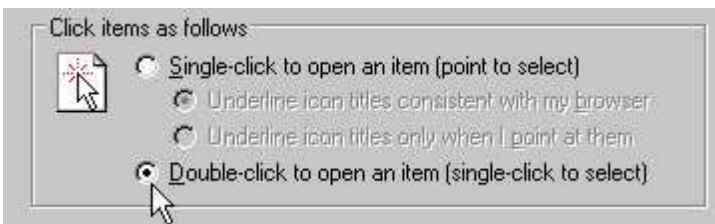
1. Open My Computer.



2. Click Folder Options in the file menu under Tools.



3. Under the General tab, make sure that the option 'Double-click to open an item' is selected.



4. Click on OK to save the settings.
5. If the 'Single-click to open an item' option was not selected, try resetting the mouse by switching it off and on.

My MK320 keyboard and mouse are not working

This problem is likely to be a lost connection. The connection between the MK320 and the USB receiver can be lost due to several reasons:

- 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)
- Using your cordless mouse on metal surfaces
- Radio frequency (RF) interference of more powerful wireless devices such as:
 - Wireless speakers
 - Computer power supplies
 - Monitors
 - Cellular telephones

- Garage door openers

Eliminate any problem sources mentioned above that might be affecting your devices.

Before connecting your MK320 Desktop:

NOTE: You may need a working keyboard and mouse set to re-connect the MK320 keyboard and mouse to your computer.

1. Put fresh batteries in your keyboard and mouse. See [Knowledge Base article 16099](#) for instructions on replacing the batteries in your MK320.
2. Turn on your MK320 keyboard and mouse. See [Knowledge Base article 16150](#) for instructions on turning on your mouse. See [Knowledge Base article 16188](#) for instructions on turning on your keyboard.
3. Plug the USB receiver is directly and securely into a working USB port on your computer.
4. Turn your computer on.
5. Download the connection utility from the Logitech [web site](#):
6. Follow the below procedure to re-connect your MK320 Desktop.

Re-connecting your MK320 mouse:

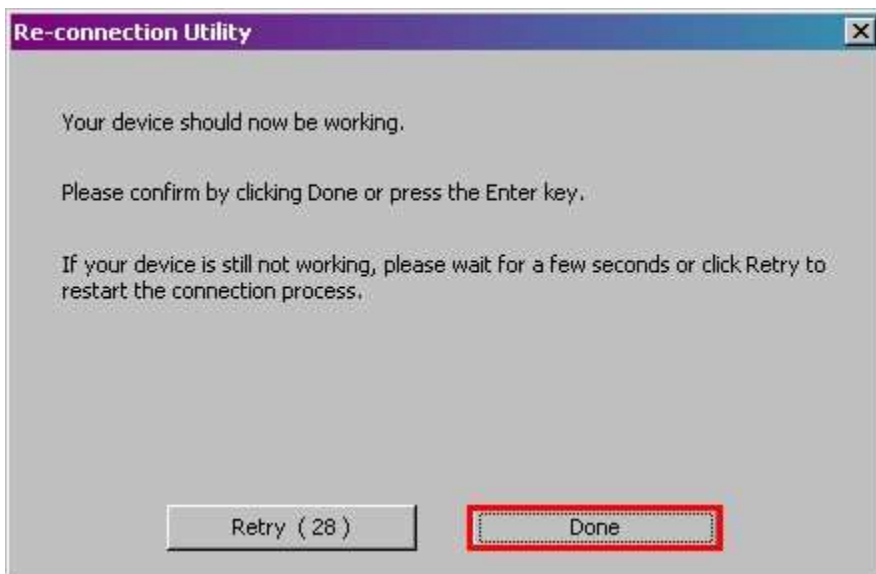
1. Double-click the file you just downloaded and click Run as shown below:



2. You will see the Re-connection Utility screen. Follow the instructions shown below:



3. You will see the following window:



4. Click Done if the mouse is working properly, otherwise click Retry to repeat the connection process.

Re-connecting your MK320 keyboard:

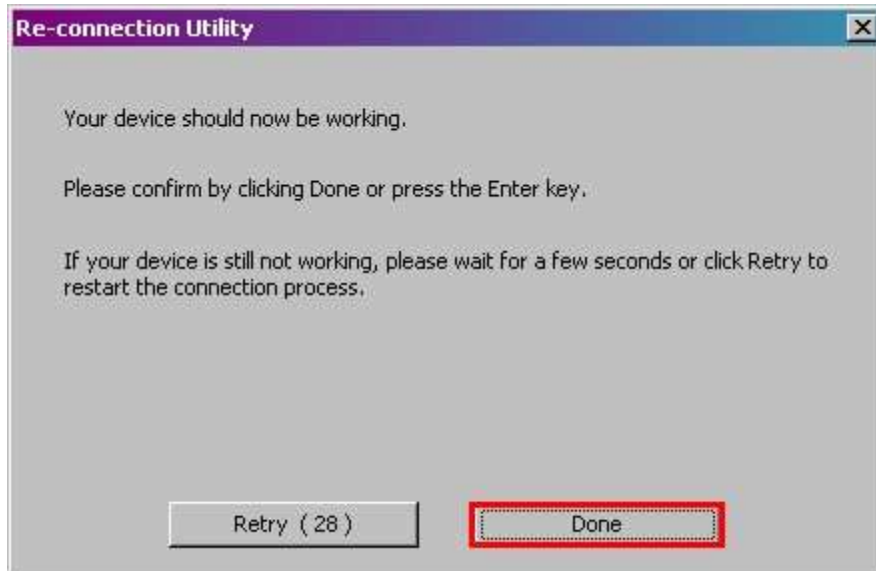
1. Double-click the file you just downloaded and click Run as shown below:



2. You will see the Re-connection Utility screen. Follow the instructions shown below:



3. You will see the following window:



4. Click Done if the keyboard is working properly, otherwise click Retry to repeat the connection process.

My MK320 frequently loses connection

If you have to constantly reconnect your keyboard or your mouse, try the following:

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

Additional Information

The connection between the MK320 mouse, keyboard and the 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 mini-receiver must be plugged directly into your computer).
- Using your wireless mouse/keyboard on metal surfaces
- Radio frequency (RF) interference of more powerful wireless devices such as:
 - Wireless speakers
 - Computer power supplies
 - Monitors
 - Cellular telephones
 - Garage door openers

- Put fresh batteries in your mouse. Low or dead batteries can affect mouse movement. See [Knowledge Base article 16099](#) for instructions on changing your mouse batteries.
- Turn off your MK320 mouse and try cleaning the mouse sensor (shown below) with a soft cloth or a Q-tip.



- Plug your USB receiver securely and directly into a working USB port on your computer.
- Try using your mouse on a white piece of paper.
- Relocate your USB receiver to a different location and move your mouse closer to the USB receiver.

Comfort Guidelines - Important Ergonomic Information

Whether you spend five minutes or five hours using your keyboard, mouse or trackball, these suggestions can help you stay comfortable and productive. Some research suggests that

- long periods of repetitive motion,
- using an improperly set up work space,
- incorrect body position, and
- poor work habits

may be associated with physical discomfort and injury to nerves, tendons, and muscles. If you feel pain, numbness, tingling, weakness, swelling, burning, cramping, or stiffness in your hands, wrists, arms, shoulder, neck, or back, see a qualified health professional.

Follow the guidelines in the guidelines PDF file below to maximize your comfort and lessen the chance of injury.

[Download the Comfort Guidelines.PDF](#)