

Charging cable does not fit into my Performance Mouse MX

Ensure that the charging cable is at the correct angle when you connect it to your mouse. You must slightly angle the cable approximately 10-15 degrees in order for it to fit into the mouse without causing damage as shown below:

WARNING: Do not use excessive force or you could damage the mouse or the cable.

Correct angle



Incorrect angle



Windows 8 and Windows 10 product support and device compatibility

To check if your Logitech product works with Windows 8 or Windows 10, first select the appropriate product category from the list below.

- [Mice and keyboards](#)
- [Tablet and laptop accessories](#)
- [Gaming products](#)
- [Harmony remotes](#)
- [Speakers](#)
- [Headphones and headsets](#)
- [Smart radios](#)
- [Squeezebox network music players](#)
- [Alert security cameras](#)
- [WiLife security cameras](#)
- [Webcams](#)

Logitech Control Center issues after upgrade to OS X 10.11 / OS X 10.11.1

After you update to OS X 10.11 or OS X 10.11.1, devices that use Logitech Control Center (LCC) may experience the following:

- Cursor movement stops working when an LCC-supported Unifying mouse is connected. To fix this issue, unplug the receiver and then plug it back in again.
- A Unifying software prompt for multiple receivers appears, even though you only have one Unifying receiver connected.
Reboot your computer to resolve the problem.
- All devices appear twice in the LCC user interface.
Reboot your computer.

Wireless product not working properly when also using a USB 3.0 device

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

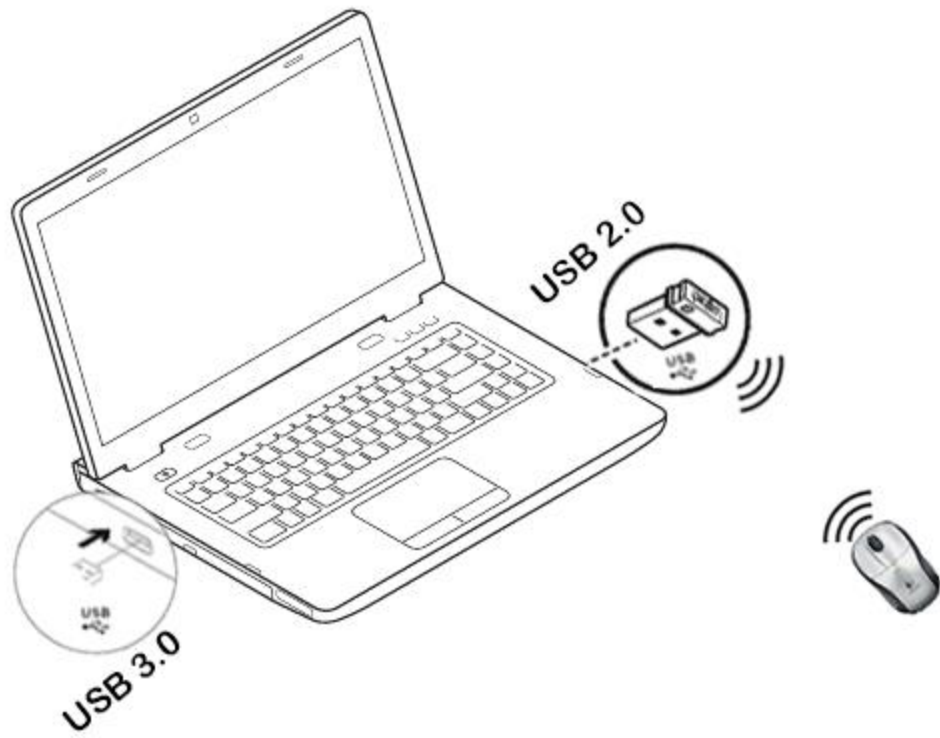
There are some techniques that can help early adopters of USB 3.0 to mitigate potential problems with their existing 2.4GHz wireless devices:

- 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.

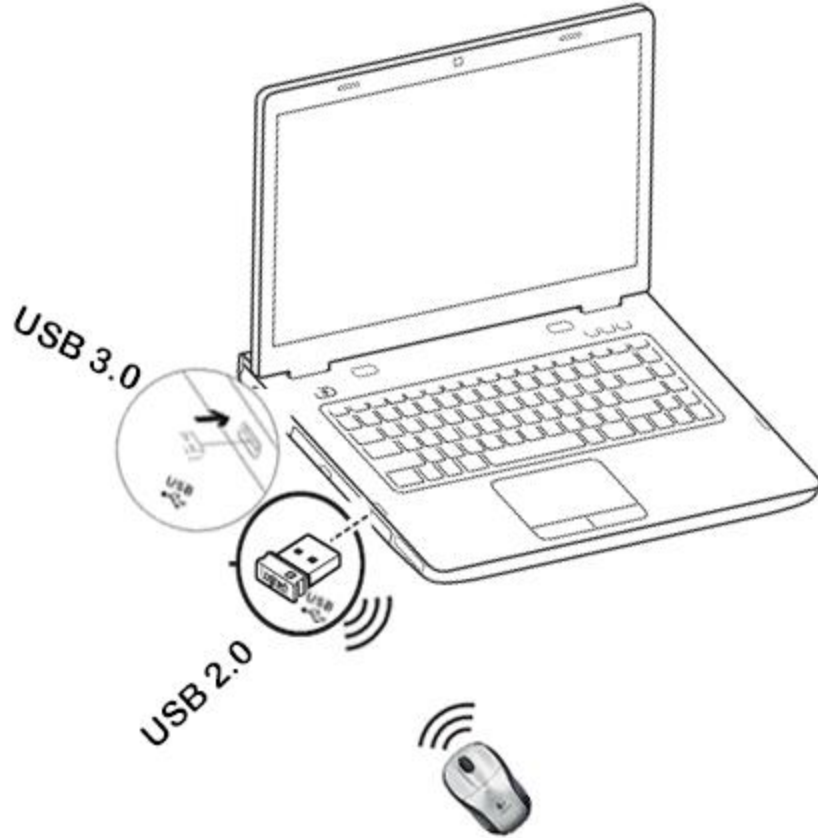
A USB-extender cable is available for Logitech customers who are experiencing this problem ([click here for more information](#)).

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.

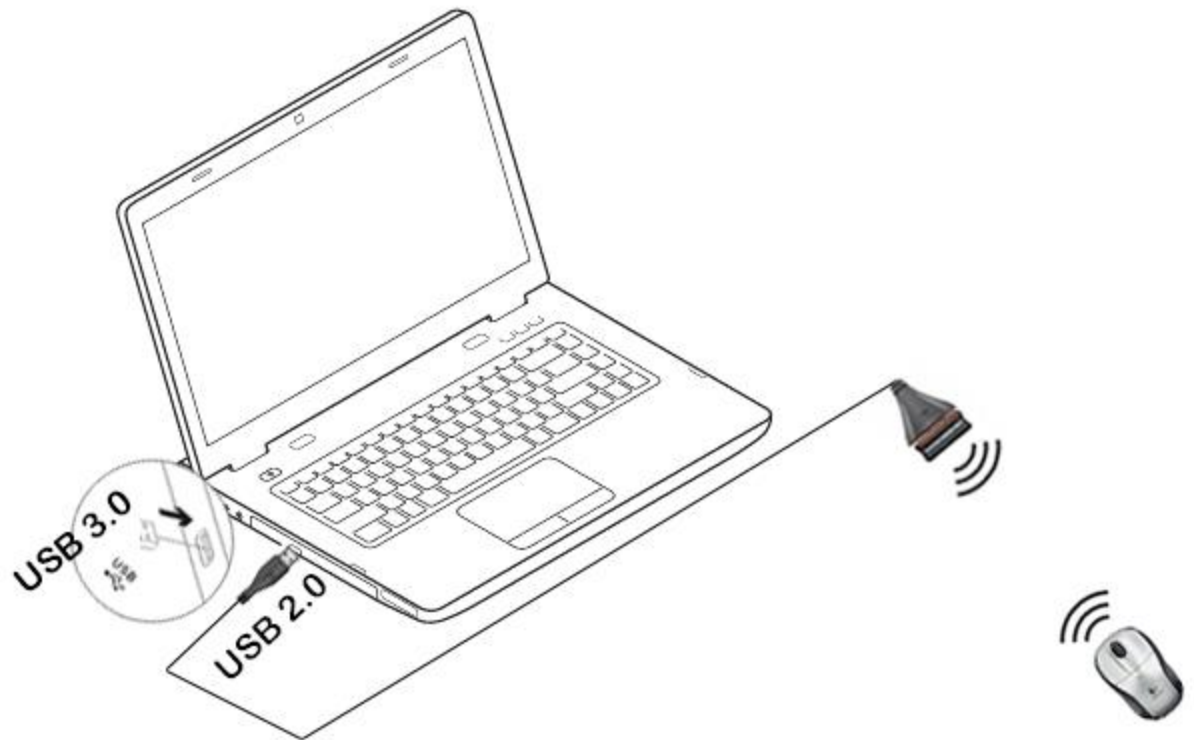
Move your USB 2.0 wireless receiver to the opposite side of your computer:



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:



Cleaning Logitech keyboards and mice

Before you clean your device:

- Unplug it from your computer and make sure it's turned off.
- Remove the batteries.
- Keep liquids away from your device, and don't use solvents or abrasives.

To clean your Touchpad, and other touch-sensitive and gesture-capable devices:

- Use lens cleaner to lightly moisten a soft, lint-free cloth and gently wipe down your device.

To clean your keyboard:

- Use compressed air to remove any loose debris and dust between the keys. To clean the keys, use water to lightly moisten a soft, lint-free cloth and gently wipe down the keys.

To clean your mouse:

- Use water to lightly moisten a soft, lint-free cloth and gently wipe down the mouse.

NOTE: In most cases, you can use isopropyl alcohol (rubbing alcohol) and anti-bacterial wipes. Before using rubbing alcohol or wipes, we suggest you test it first in an inconspicuous area to make sure it doesn't cause discoloration or remove the lettering from the keys.

Performance Mouse MX battery life information

Battery Information:

- Requires 1 AA NiMH rechargeable battery.
- Expected battery life is up to 30 days.

WARNING: The Performance Mouse MX is designed to use NiMH batteries. Using other types of batteries during charging will damage the mouse.

Extending Battery Life

Although your mouse has a standby mode to conserve power when not in use, there are other ways you can help extend the battery duration of your device.

- Use only quality NiMH batteries. Alkaline batteries may negatively impact your battery life and may damage the mouse.

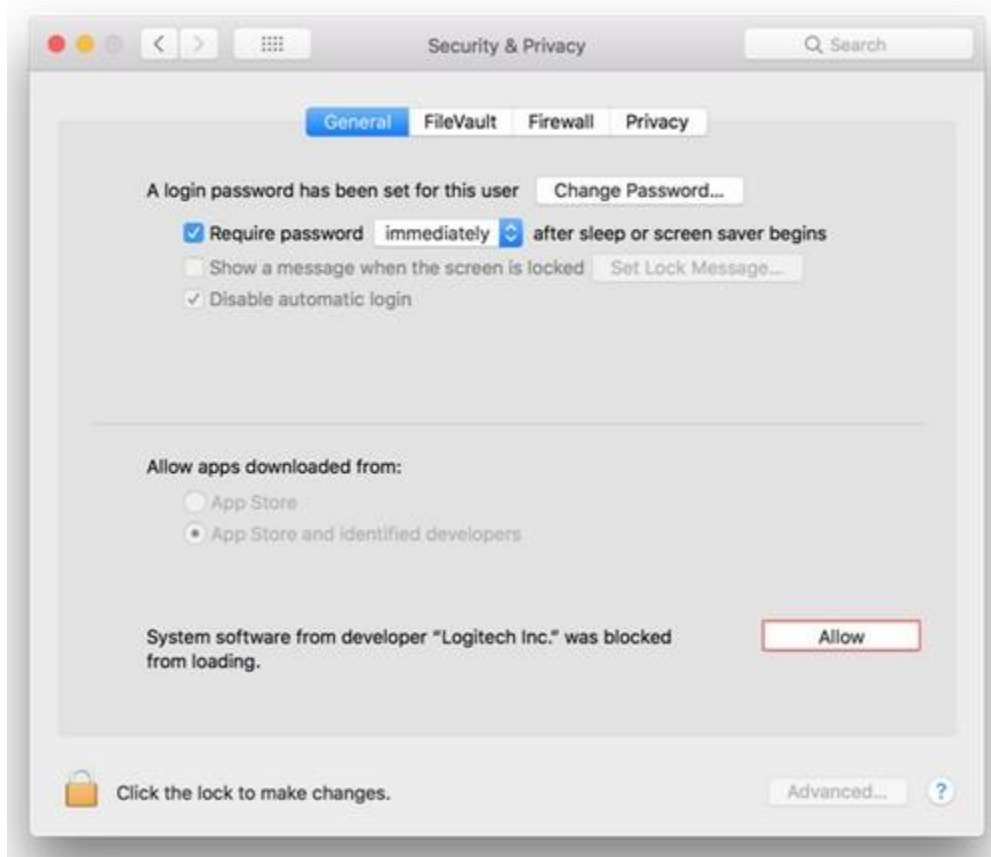
System Extension Blocked message when installing Logitech Options or LCC

Starting with macOS High Sierra (10.13), Apple has a new policy that requires user approval for all KEXT (driver) loading. You may see a "System Extension Blocked" prompt (shown below) during the installation of Logitech Options or Logitech Control Center (LCC).



If you see this message, you'll need to approve the loading of the KEXT manually so that your device drivers can be loaded and you can continue to use its functionality with our software. To allow KEXT loading, please open **System Preferences** and navigate to the **Security & Privacy** section. On the **General** tab, you should see a message and an **Allow** button, as shown below. In order to load the drivers, click **Allow**. You may need to reboot your system so the drivers are properly loaded and the functionality of your mouse is restored.

NOTE: As set by the system, the **Allow** button is only available for 30 minutes. If it has been longer than that since you installed LCC or Logitech Options, please restart your system to see the **Allow** button under the Security & Privacy section of System Preferences.



NOTE: If you don't allow KEXT loading, all devices supported by LCC will not be detected by software. For Logitech Options, you need to perform this operation if you're using following devices:

- T651 Rechargeable trackpad
- Solar Keyboard K760
- K811 Bluetooth keyboard
- T630/T631 Touch mouse
- Bluetooth Mouse M557/M558

Customize the Performance Mouse MX with SetPoint software

This tutorial will show you how to use the following features in Logitech Mouse and Keyboard software (SetPoint):

- [Customizing the mouse buttons](#)
- [Adjusting your mouse movements](#)
- [Customizing mouse settings for games](#)
- [Adjusting application-specific settings for your mouse](#)
- [Checking the battery status](#)
- [Unifying software](#)

Customizing the mouse buttons:

Change the function of a button to perform a specific task:

1. Launch SetPoint (Start > Programs > Logitech > Mouse and Keyboard > Mouse and Keyboard Settings).

NOTE: If you do not have SetPoint installed, download it from the Performance Mouse MX [Downloads Page](#).

2. Click the **My Mouse** tab on the top and select your Performance Mouse MX from the Select Mouse drop-down menu:



3. Choose the mouse button you wish to customize in the Select Button field:

Select Button

- 1 Left Click
- 2 Right Click
- 3 Middle Button
- 4 Forward
- 5 Back
- 6 Zoom
- 7 Left Scroll
- 8 Right Scroll
- 9 Application Switcher

4. Select the task you wish to assign in the **Select Task** field. Click **Help** for detailed descriptions of these options:

Select Task

- Application Switcher
- Mouse Sensitivity
- One-Touch Search
- Zoom
- Play/Pause
- Keystroke Assignment
- Other

5. Some options may generate a sub-section that allow you to make further customizations. In this example, Application Switcher is selected. This lets you choose a window option to display:

Select Application Switch Mode

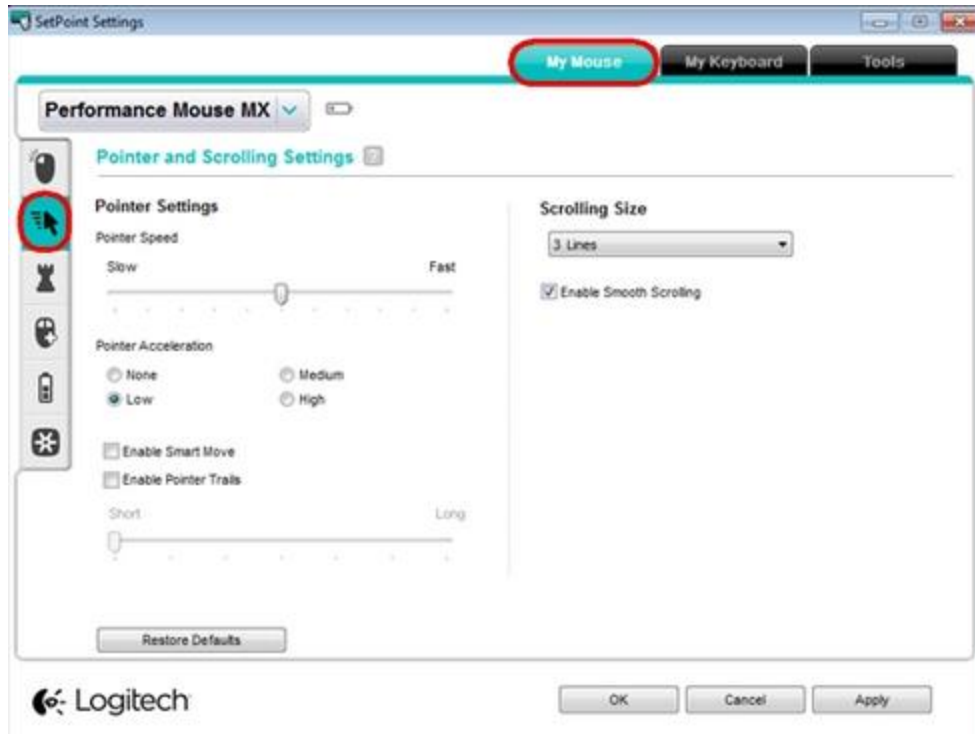
- Show all windows
- Show current application windows

6. Click **Apply** to save your settings. Click **OK** to exit SetPoint.
-

Adjusting your mouse movements:

Change the pointer speed, adjust the scrolling size and customize your cursor:

1. Launch SetPoint (Start > Programs > Logitech > Mouse and Keyboard > Mouse and Keyboard Settings).
2. Select the **My Mouse** tab at the top and click the **Mouse Movement** tab at the left as shown:

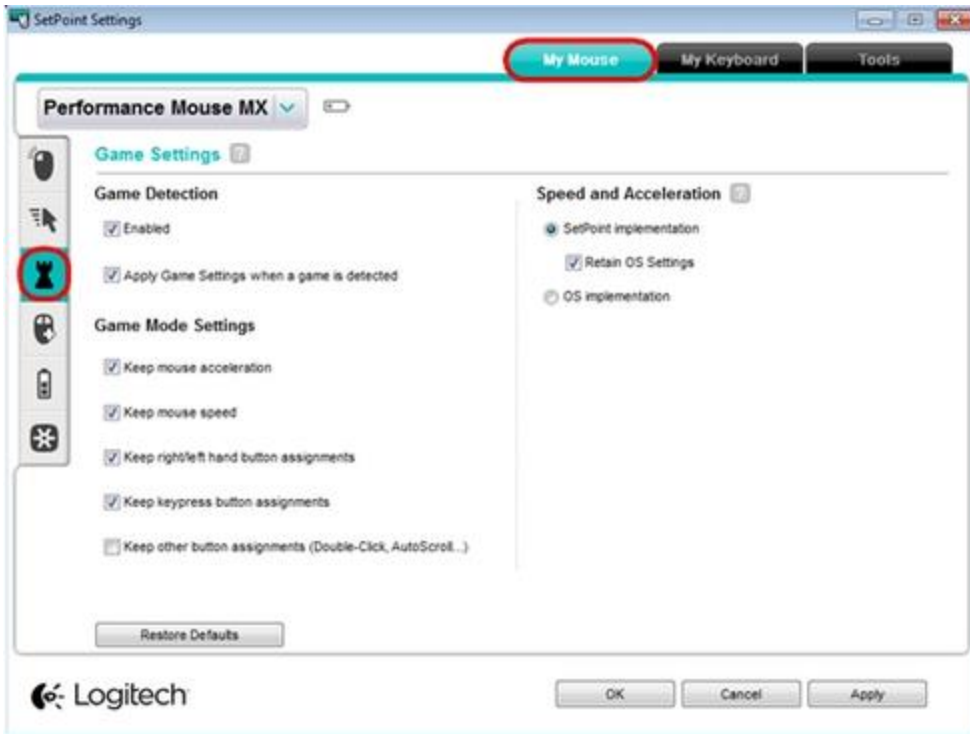


3. Use the drop-down menus, sliders and check boxes to select the settings that are right for you.
4. Click **Apply** to save your settings. Click **OK** to exit SetPoint.

Customizing mouse settings for games:

In addition to adjusting the standard mouse settings, you also have the option of specifying certain settings when playing games.

1. Launch SetPoint (Start > Programs > Logitech > Mouse and Keyboard > Mouse and Keyboard Settings).
2. Select the **My Mouse** tab at the top and click the **Mouse Game Settings** tab at the left as shown:

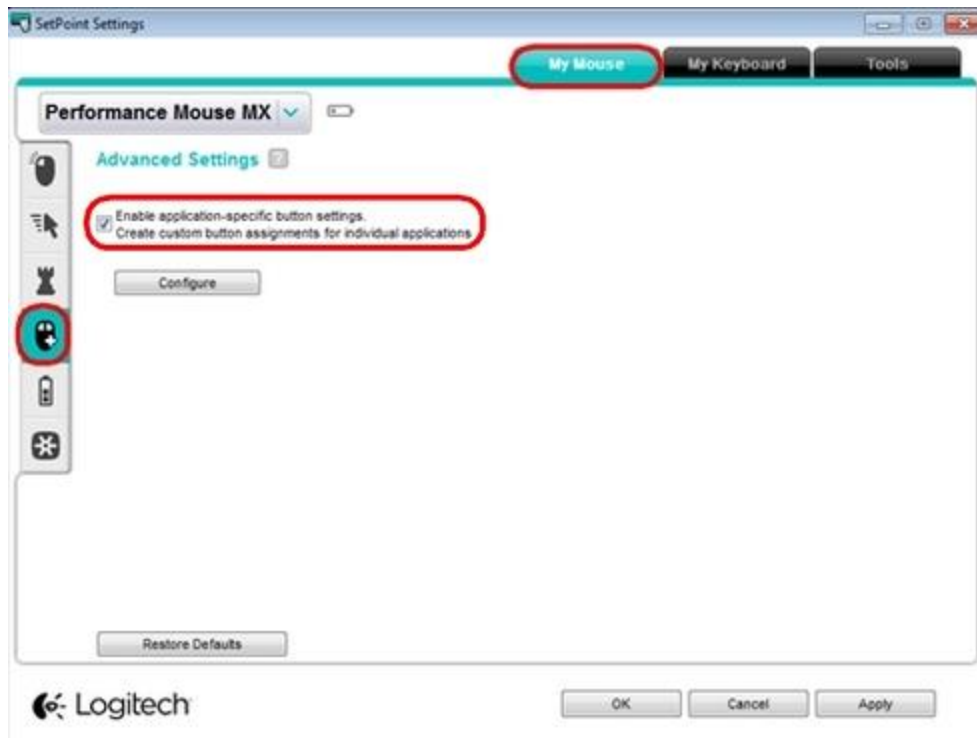


3. Use the drop-down menus and check boxes to select the settings that are right for you.
4. Click **Apply** to save your settings. Click **OK** to exit SetPoint.

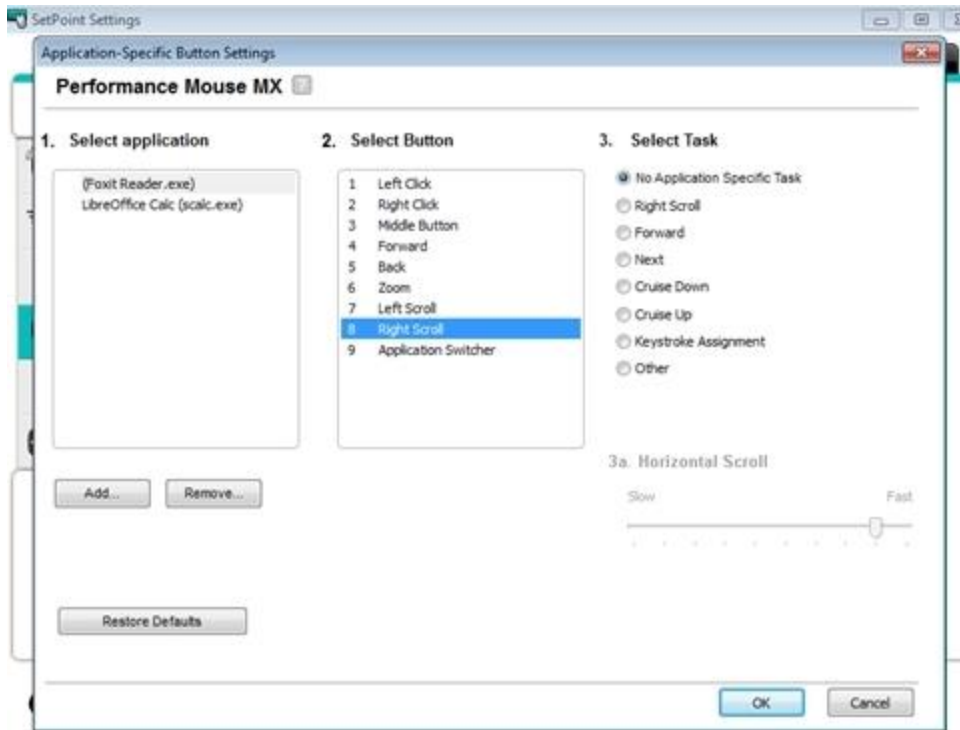
Adjusting application-specific settings for your mouse:

You can change button and scroll wheel behavior to match your needs for each application:

1. Launch SetPoint (Start > Programs > Logitech > Mouse and Keyboard > Mouse and Keyboard Settings).
2. Click the **My Mouse** tab at the top and check **Enable application-specific button settings**. Then, click **Configure**.



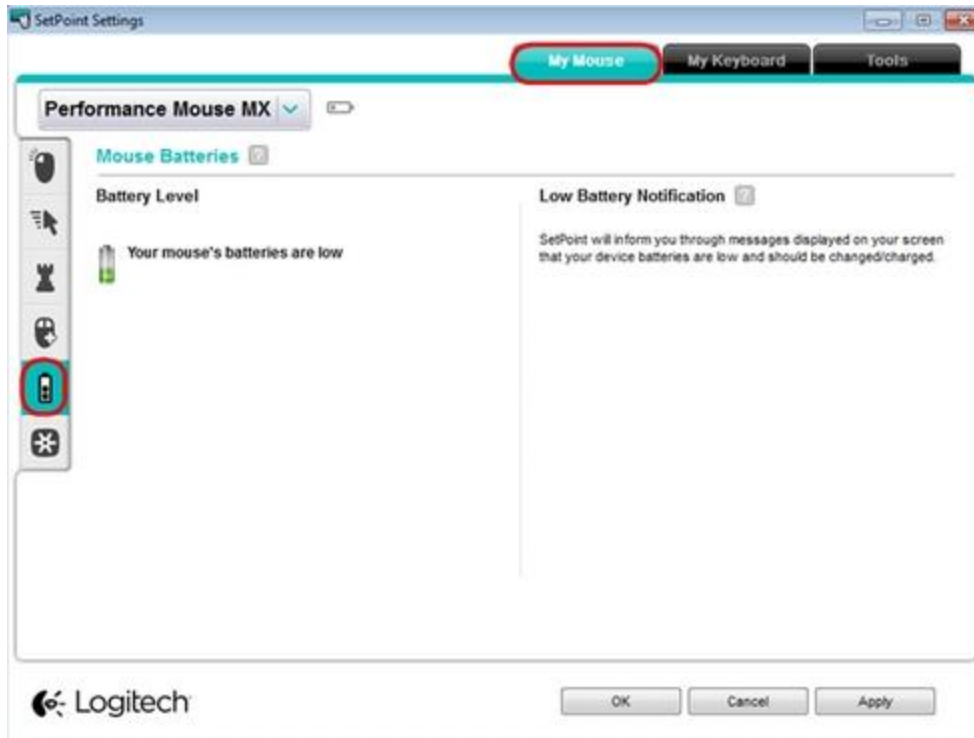
3. Select the application for which you want to make changes. If you can't see the application in the list, click **Add**, navigate to the location of the executable file for that application and select it.
4. Select the button or wheel you want to make changes to.
5. Select the task that you want to apply to that button and, if needed, adjust the sliders to modify the speed or sensitivity of the control.
6. Click **Apply** to save your settings. Click **OK** to exit SetPoint.



Checking the battery status:


Check the battery status of your mouse:

1. Launch SetPoint (Start > Programs > Logitech > Mouse and Keyboard > Mouse and Keyboard Settings).
2. Click the **My Mouse** tab at the top and select the **Mouse Batteries** tab from the left as shown below:

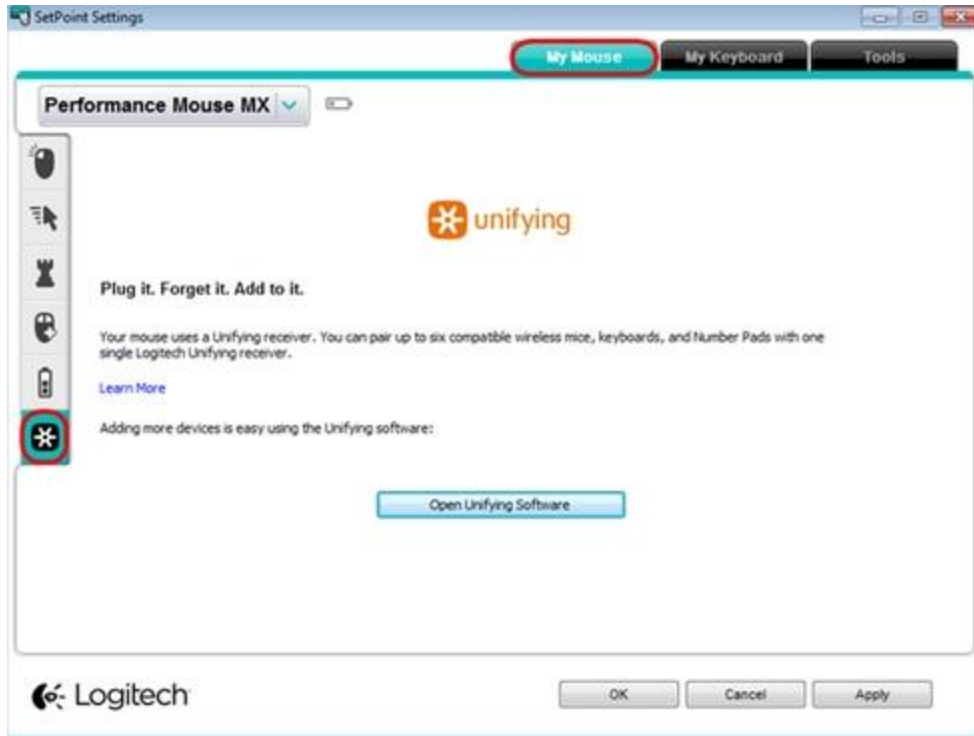


3. Choose your Performance Mouse MX from the Select Mouse drop down to view the battery status.
4. Click **OK** to exit SetPoint.

Unifying software:

Your Performance Mouse MX ships with Unifying software, which allows you to use a single Unifying receiver for up to six Logitech products with the Unifying logo . To launch the Unifying software:

1. Launch SetPoint (Start > Programs > Logitech > Mouse and Keyboard > Mouse and Keyboard Settings).
2. Click the **My Mouse** tab at the top and select the **Unifying** tab from the left as shown:



3. Click **Open Unifying Software** to launch the Unifying software. For more information on how to connect additional devices to your Unifying receiver, please see [Connecting a second device to my Performance Mouse MX Unifying USB receiver](#).

My Performance Mouse MX frequently loses connection

If you have to constantly reconnect your Performance Mouse MX, try the following:

- Keep other electrical devices at least 8 inches (20 cm) away from the USB Unifying receiver.
- Move the mouse closer to the USB Unifying receiver.
- Use the USB receiver stand to move the USB Unifying receiver to different locations or positions (upright/vertical, rotating to a different angle, etc).
- Elevate the USB Unifying receiver in the USB stand by placing it on a book, CD ROM case or similar non-metallic item.

Additional Information

The connection between the Performance Mouse MX and the USB Unifying receiver can be lost due to several reasons such as:

- Low battery

- Moving the USB Unifying receiver from one USB port to another
- Moving the USB Unifying receiver to another computer
- Plugging the USB Unifying receiver into a USB hub or other unsupported device such as a KVM switch (your USB Unifying receiver must be plugged directly into your computer).
- Using your wireless 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

If the above solutions do not resolve your problem, consult [Knowledge Base article 12700](#) for instructions on contacting Logitech Technical Support.

My Performance Mouse MX is not working

The problem is likely to be a lost connection. The connection between your Performance Mouse MX and your Unifying USB receiver can be lost for several reasons, including:

- Low battery
- Moving the Unifying USB receiver from one USB port to another
- Moving the Unifying USB receiver to another computer
- Plugging the Unifying USB receiver into a USB hub or other unsupported device such as a KVM switch (your Unifying 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 mouse:

1. Make sure you have a fully charged battery in your mouse.
2. Make sure the mouse is turned on.



3. Make sure the Unifying USB receiver is directly and securely plugged into a working USB port on your computer.
4. Turn your computer on.
5. Follow the procedures below to reconnect your mouse.

Re-connecting your mouse:

NOTE: The following instructions use Windows screenshots. Macintosh screenshots will look slightly different, but the instructions and messages are the same.

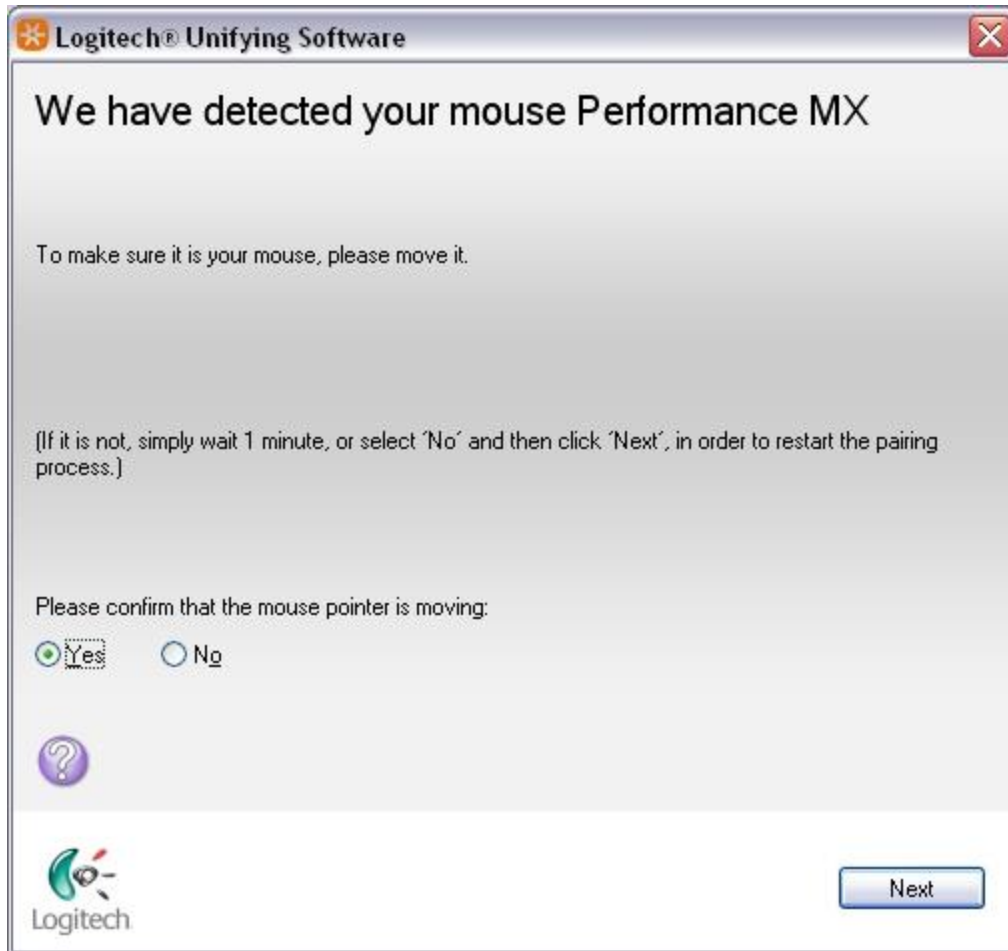
1. Download the correct version of Mouse and Keyboard software (SetPoint) from the Performance Mouse MX [Downloads Page](#).
2. Launch the Logitech Unifying Software:
 - Windows: Start > Programs > Logitech > Unifying > Logitech Unifying Software
 - Macintosh: Application / Utilities / Logitech Unifying Software
3. The Logitech Unifying Software Welcome screen will appear. Click Next.



4. Follow the on-screen instructions to turn your mouse off, then on.



5. When your Performance Mouse MX is detected, you will see a confirmation message. Click Yes, then Next.



6. Click Finish to exit the Logitech Unifying Software. Your mouse should now be connected.

Additional Information

If the above solutions do not resolve your problem, consult [Knowledge Base article 12700](#) for instructions on contacting Logitech Technical Support.

Supported operating systems for my Performance Mouse MX

Your Performance Mouse MX is supported by:

- Windows 7
- Windows XP
- Windows Vista
- Macintosh OS X 10.4+

The Performance Mouse MX is not supported on Windows 98, Windows ME, Windows 2000, UNIX or Linux.

I do not see a laser light on my Performance Mouse MX

Your Performance Mouse MX uses an infrared (IR) laser, invisible to the human eye.

If you are not sure whether your mouse is turned on or off, check the power ON/OFF switch located on the bottom of the mouse.

- If the power switch is set to ON, your mouse is ON.
- If the power switch is set to OFF, your mouse is OFF.

Power ON



Power OFF



Performance Mouse MX operating distance

In ideal situations, the Performance Mouse MX can operate up to 30 feet (10 meters) with the receiver in clear sight of the mouse.

If you are not getting this distance:

- Make sure your mouse is fully charged.
- Move the USB Unifying 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 Performance Mouse MX in a different environment to see if the distance improves.

Performance Mouse MX compatibility with KVM switches and hubs

Manufacturers implement keyboard and mouse support in various, non-standard ways. KVM switches may affect the functionality of your Performance Mouse MX.

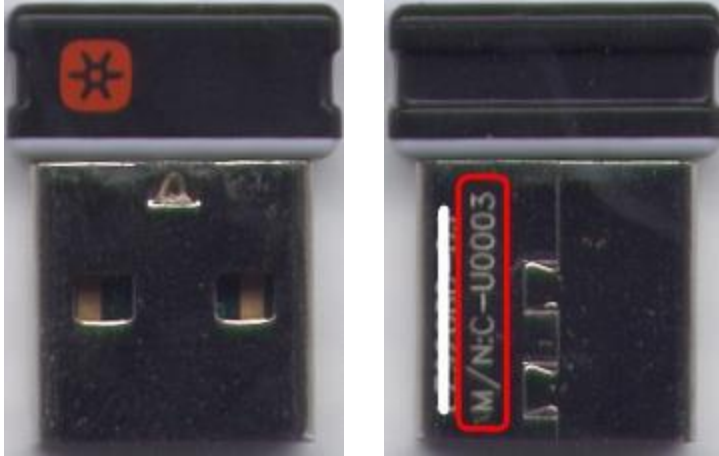
Other third party devices that may interfere with communication between your Performance Mouse MX and your computer are:

- KVM switch boxes
- Port Replicators
- Docking Stations
- USB Hubs

Purchasing a replacement USB receiver for my Performance Mouse MX

If you have lost or damaged your receiver, you can purchase a replacement from the Performance Mouse MX [Parts Store](#).

Your Performance Mouse MX uses the Logitech Unifying USB receiver with the following Unifying logo .



Using the USB stand with your Performance Mouse MX



The optional USB stand for your Performance Mouse MX serves the following purposes:

- Makes your computer's USB ports more easily accessible
- Varies the position and orientation of the USB receiver, thus reducing the possibility of interference.

To connect your USB stand, do the following:

1. Plug the male end into a USB port on your computer.
2. Plug your Performance Mouse MX receiver into the female end of the USB stand.


See the following diagram for details.



Using my Performance Mouse MX with a different USB receiver

Your Performance Mouse MX ships with the new Logitech Unifying USB receiver as shown below:



You can only connect your Performance Mouse MX with USB receivers that display the Unifying logo .

You cannot connect your Performance Mouse MX to any Logitech USB receivers that do not display the Unifying logo.

NOTE: Although the device may be supported by the Unifying receiver, SetPoint and/or Logitech Control Center (LCC) support will depend on the specific product.

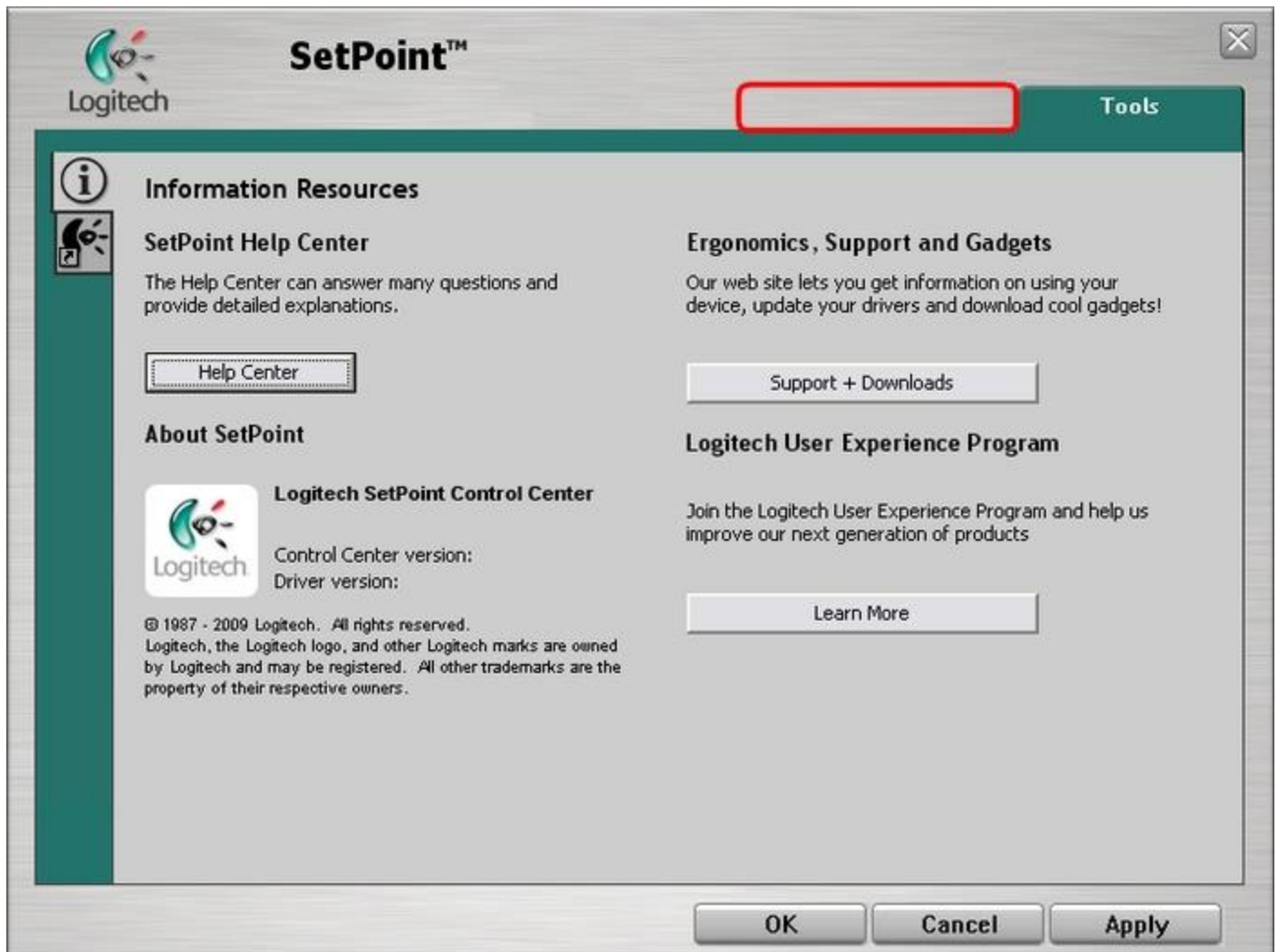
My Performance Mouse MX cannot be customized in Logitech software (SetPoint)

Normally, you should be able to customize your Performance Mouse MX in the My Mouse tab in Logitech Mouse and Keyboard software (SetPoint). However, if this tab is not present, you will need to reinstall the software.

SetPoint with My Mouse tab:



SetPoint without My Mouse tab:

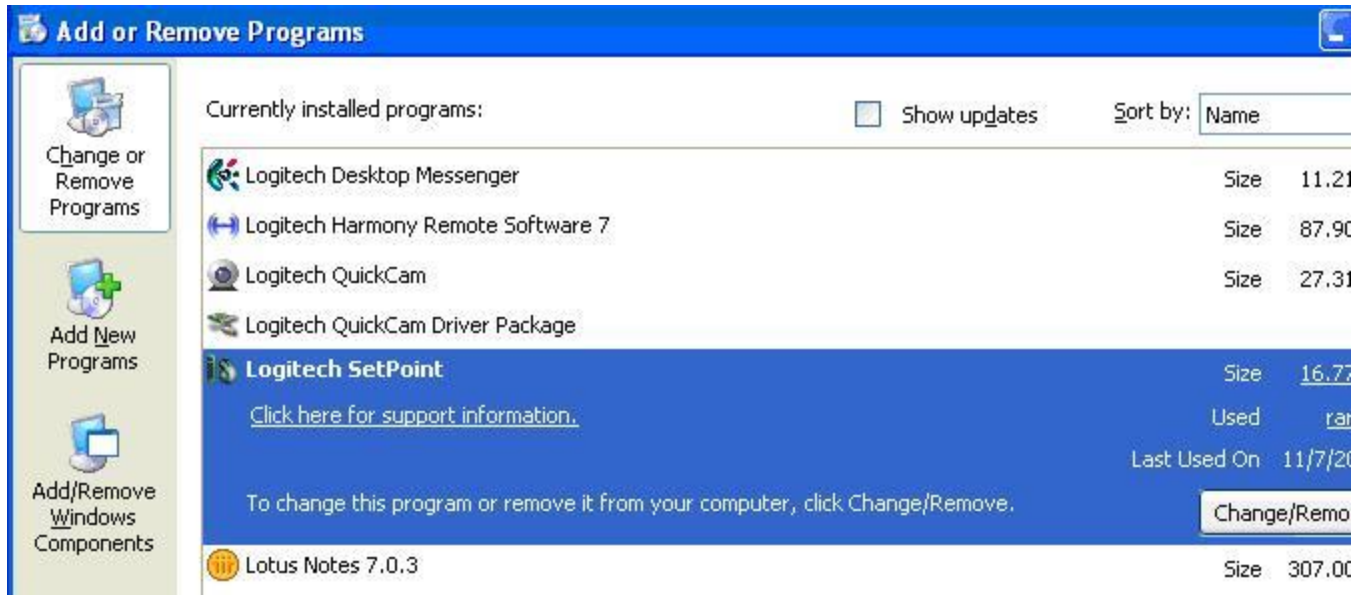


To uninstall SetPoint:

- [Windows XP](#)
- [Windows Vista](#)

Windows XP

1. Go to Add or Remove Programs:
 - Start menu view: Start > Control Panel > Add/Remove Programs
 - Classic start menu view: Start > Settings > Control Panel > Add/Remove Programs
2. Open Add or Remove Programs
3. Select Logitech SetPoint from the list of programs displayed.



4. Click the Change / Remove button and follow the on-screen instructions to uninstall SetPoint.
5. Download and install the latest version of SetPoint from the [Performance Mouse MX Downloads Page](#).

NOTE: You may need to reboot your system after SetPoint has been installed.

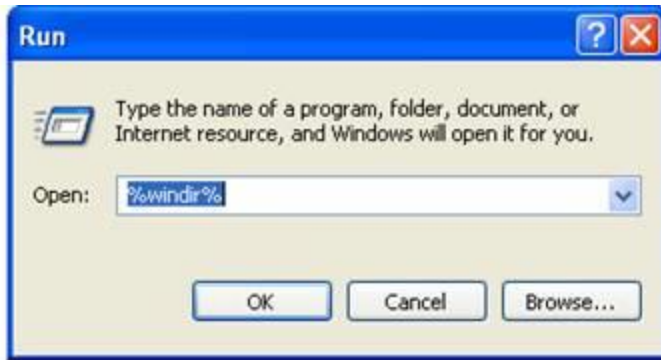
6. After your system restarts, open SetPoint to verify that the My Mouse tab is available.

If the My Mouse tab is still missing:

1. Exit SetPoint by right-clicking on the SetPoint icon in the system tray. The system tray is located in the bottom right corner of the screen next to your clock.



2. Select Exit.
3. Click on the Windows Start button.
4. Choose Run.
5. Type `%windir%` in the Run dialog box (shown below).



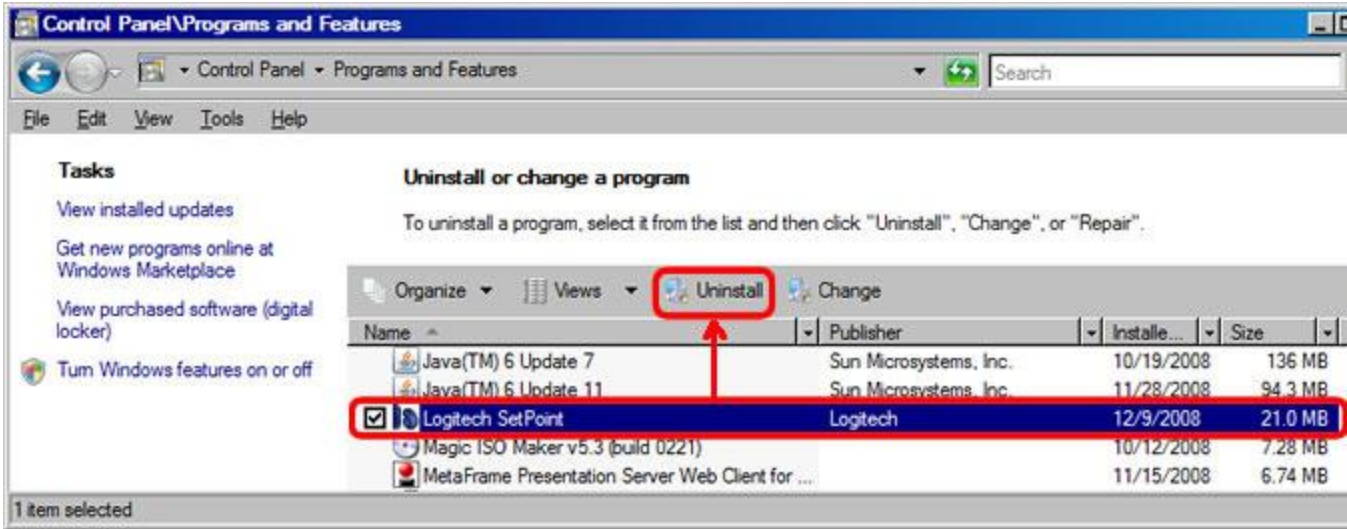
6. Double-click on the System32 folder to open it.
7. Double-click the drivers folder.
8. Rename the file wdf01000.sys to wdf01000.bak.
9. Re-install SetPoint.

WARNING: Before rebooting, check if the wdf01000.sys file is present. Rebooting without this file may prevent some of your hardware, including mice and keyboards, from working properly.

10. If the wdf01000.sys file is not present, immediately rename wdf01000.bak back to wdf01000.sys.
11. Reboot the computer.

Windows Vista

1. Go to Uninstall a program:
 - o Start menu view: Start > Control Panel > Uninstall a program
 - o Classic start menu view: Start > Settings > Control Panel > Programs and Features >
2. Select Logitech SetPoint from the list of programs displayed.



3. Click the Uninstall button highlighted above and follow the on-screen instructions to uninstall SetPoint.
4. Download and install the latest version of SetPoint from the Performance Mouse MX [Downloads Page](#).

NOTE: You may need to reboot your system after SetPoint has been installed.

5. After your system restarts, open SetPoint to verify that the My Mouse tab is available.

Additional Information

If the above solutions do not resolve your problem, consult [Knowledge Base article 12700](#) for instructions on contacting Logitech Technical Support.

Changing the battery in my Performance Mouse MX

Battery Requirements:

- Requires 1 AA NiMH rechargeable battery.
- Expected battery life is up to 30 days.

WARNING: The Performance Mouse MX is designed to use NiMH batteries. Using other types of batteries during charging will damage the mouse.

Installing New Battery


Install the battery for your mouse by making sure the battery faces the correct direction as shown in the image below.



Battery Replacement Tips

- For best battery performance, always use quality NiMH batteries.
- Do not use alkaline batteries in this product.

Connecting a second device to my Performance Mouse MX Unifying USB receiver

Your Performance Mouse MX Unifying USB receiver can be connected to up to six Logitech mice or keyboards with the Unifying logo .

To connect your additional Logitech mouse or keyboard to your Unifying USB receiver, do the following:

NOTE: The following instructions use Windows screenshots. Macintosh screenshots will look slightly different, but the instructions and messages are the same.

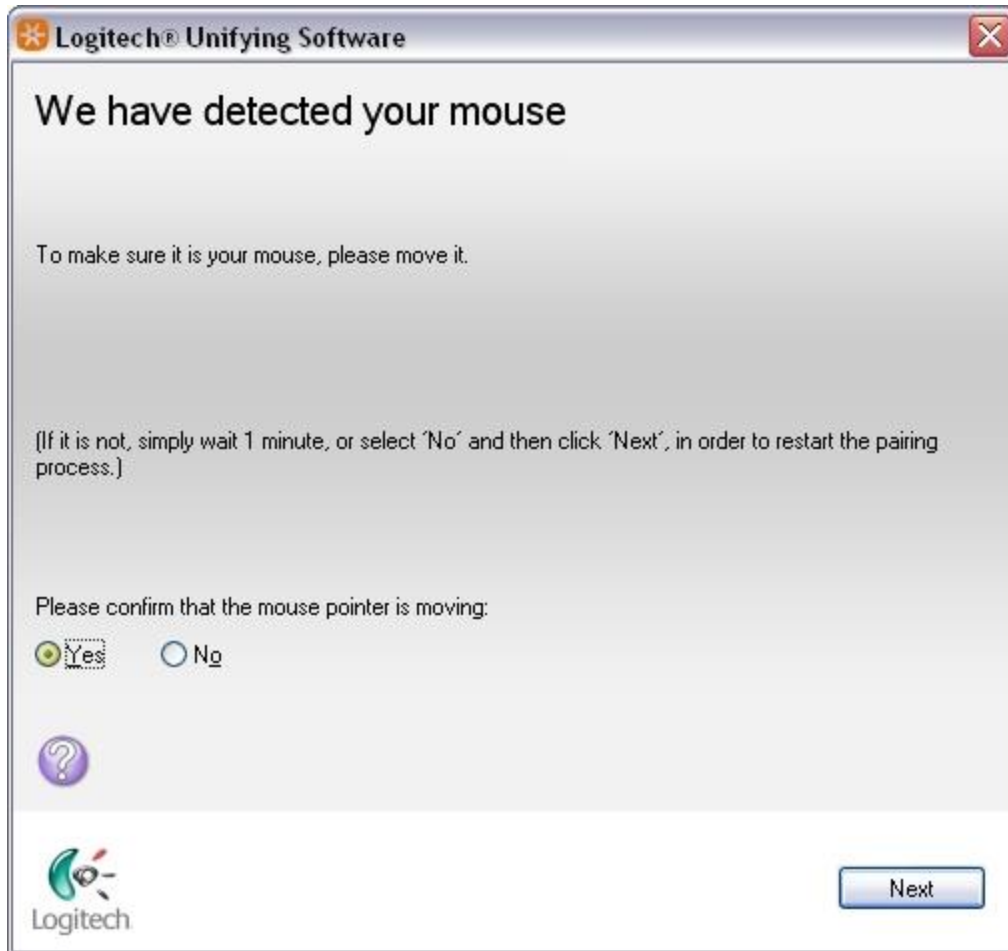
1. Download Logitech Mouse and Keyboard software (SetPoint) if you do not already have it installed. You can download SetPoint from the Performance Mouse MX [Downloads Page](#).
2. Launch the Logitech Unifying Software:
 - Windows: Start > Programs > Logitech > Unifying > Logitech Unifying Software
 - Macintosh: Application / Utilities / Logitech Unifying Software
3. The Welcome window will appear as shown below. Click Next:



4. In order for the Unifying software to detect your device, you will need to turn it on. Follow the on-screen instructions (shown below) to turn your device on or off:



5. When your device is detected, you will see a confirmation message as shown below. Click yes, then Next.



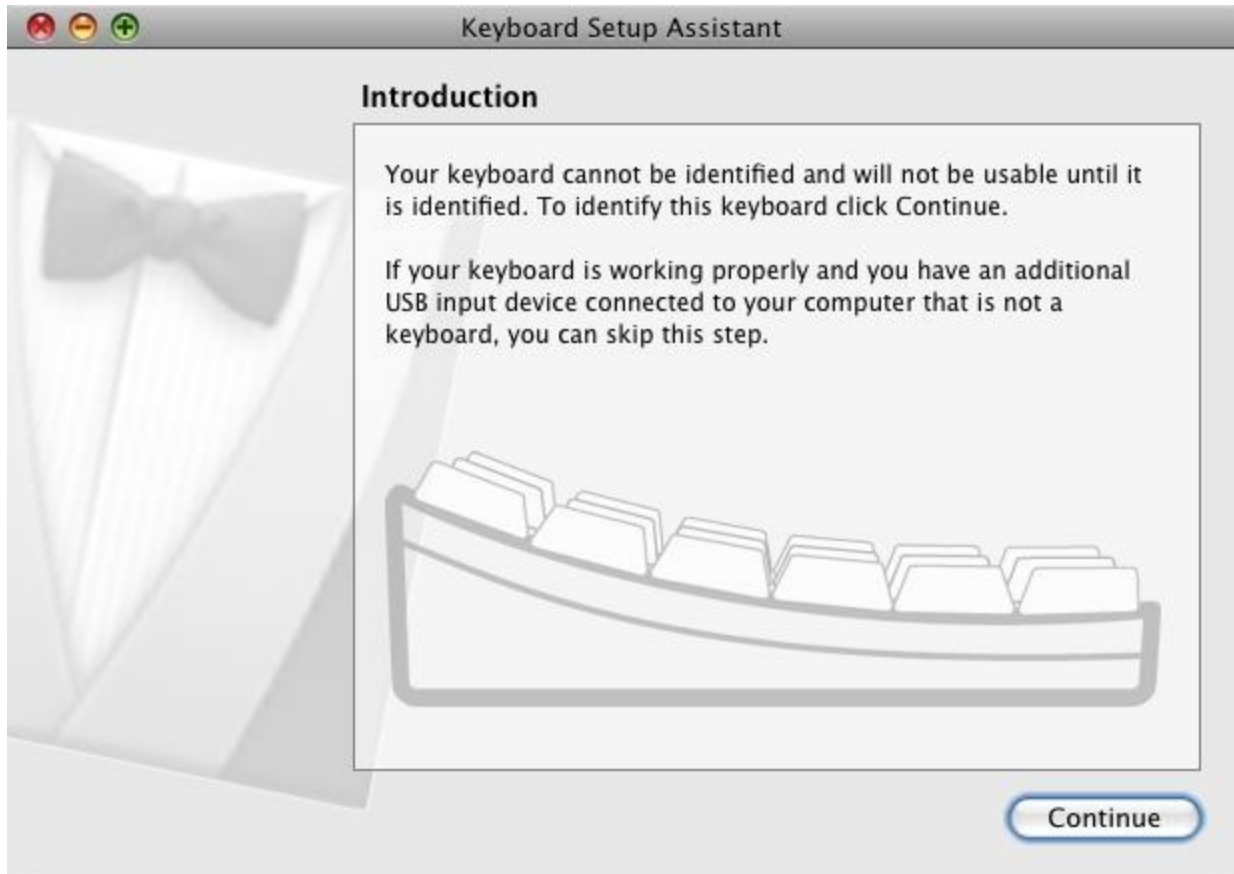
6. Click Finish to exit the Logitech Unifying Software. Your device should now be connected.

Additional Information

If the above solutions do not resolve your problem, consult [Knowledge Base article 12700](#) for instructions on contacting Logitech Technical Support.

Macintosh Keyboard Setup Assistant appears when I plug in my Performance Mouse MX receiver

The Keyboard Setup Assistant (shown below) may launch when you plug in your Performance Mouse MX Unifying USB receiver.



This is normal behavior. Click the red button in the top left corner to close the Keyboard Setup Assistant - you do not need to complete the Assistant to use your Performance Mouse MX.

Turning off my Performance Mouse MX

Your Performance Mouse MX has a power switch located on the bottom of the mouse.

To turn on your mouse:

1. Turn your mouse over.
2. Locate the power switch on the bottom.
3. Slide the switch to the ON position as shown below:



To turn off your mouse:

1. Turn your mouse over.
2. Locate the power switch on the bottom.
3. Slide the switch to the OFF position as shown below:



Cursor does not follow Performance Mouse MX movements

Make sure the battery is fully charged. Low or dead batteries can affect mouse movement.

- Turn off your mouse and try cleaning the mouse sensor on the bottom with compressed air or a Q-tip.

NOTE: Take care in cleaning the sensor - the Performance Mouse MX sensor is sensitive to dust.



- Plug the Unifying USB receiver directly and securely into a working USB port on your computer.
- Relocate your mouse to a different location or move it closer to your Unifying USB receiver by using the included extender cable. Also see [Knowledge Base article 12715](#).

Additional Information

If none of the above solutions resolve your problem, the issue may be caused by software. See [Knowledge Base article 13197](#) for instructions on customizing your mouse settings.

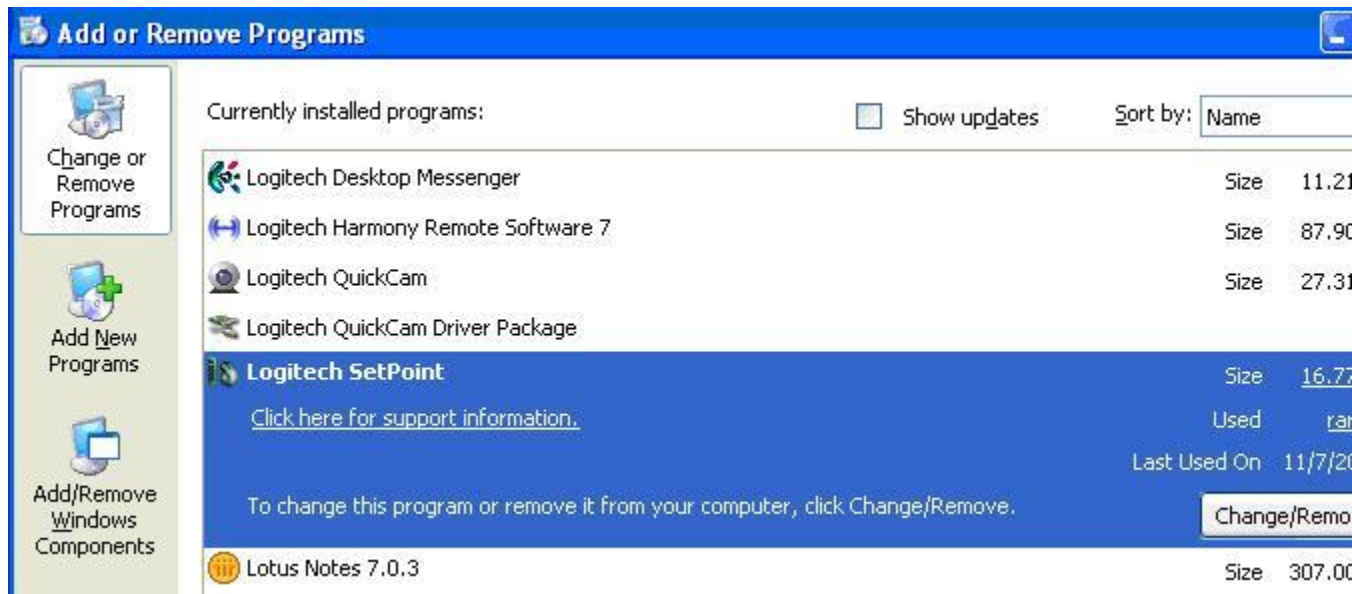
Uninstalling my Performance Mouse MX software (SetPoint)

Please select your operating system:

- [Windows XP](#)
- [Windows Vista](#)

Windows XP

1. Go to Add/Remove Programs:
 - o Start menu view: Start > Control Panel > Add or Remove Programs
 - o Classic start menu view: Start > Settings > Control Panel > Add or Remove Programs
2. Open Add or Remove Programs
3. Select Logitech SetPoint from the list (shown below):

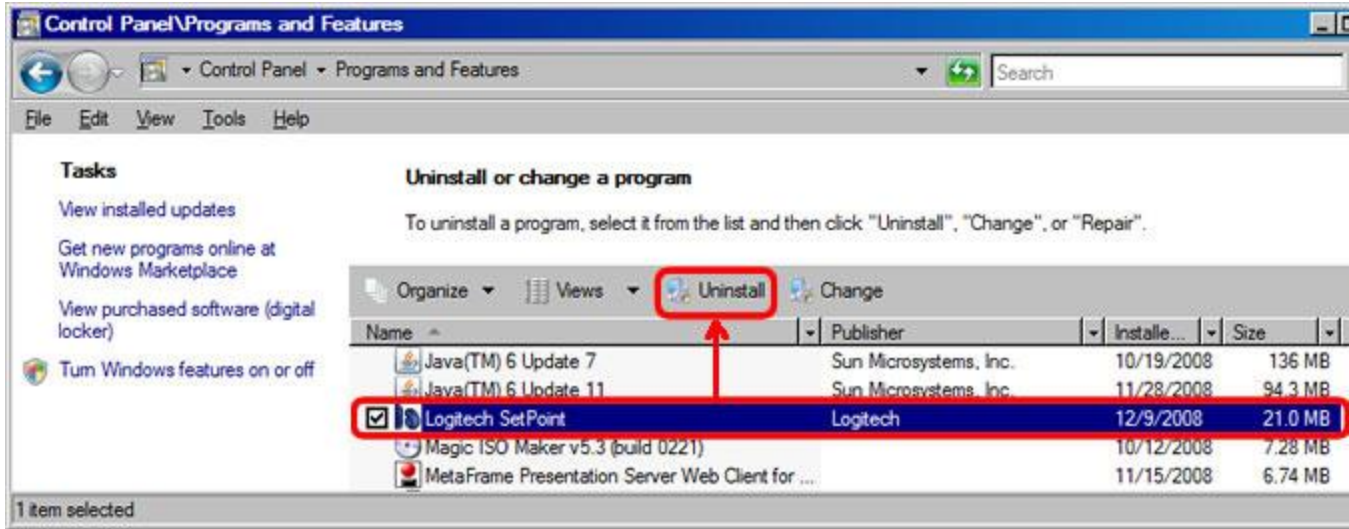


4. Click Change/Remove.
5. Follow the on-screen prompts to remove SetPoint from your system.

NOTE: You may need to restart your computer to finish uninstalling SetPoint.

Windows Vista

1. Go to Uninstall a Program:
 - o Start menu view: Start > Control Panel > Uninstall a Program
 - o Classic view: Start > Settings > Control Panel > Programs and Features >
2. Select Logitech SetPoint (shown below):



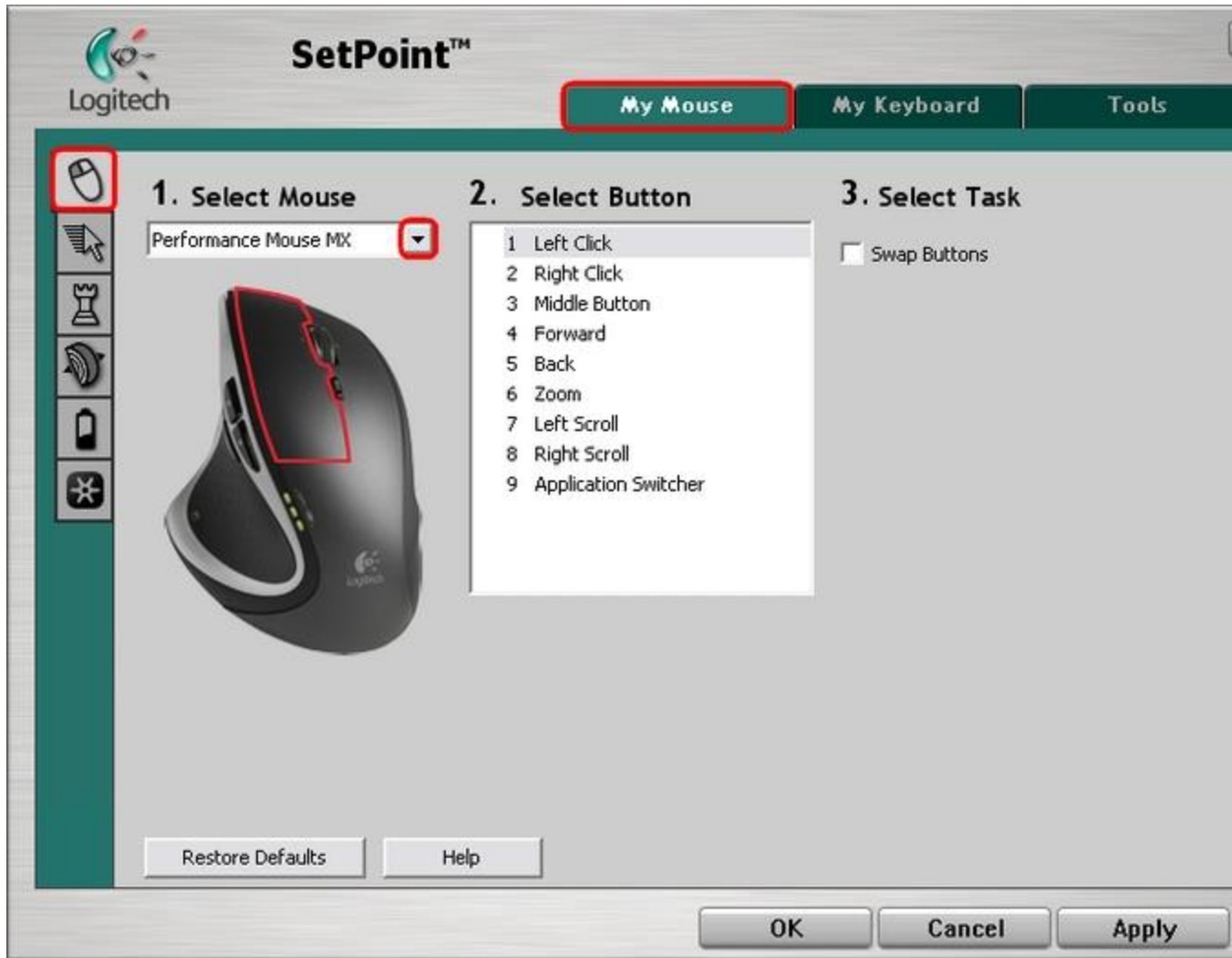
3. Check the box beside Logitech SetPoint and click on Uninstall as shown above.
4. Follow the on-screen instructions to uninstall SetPoint.

NOTE: You may need to restart your computer to finish uninstalling SetPoint.

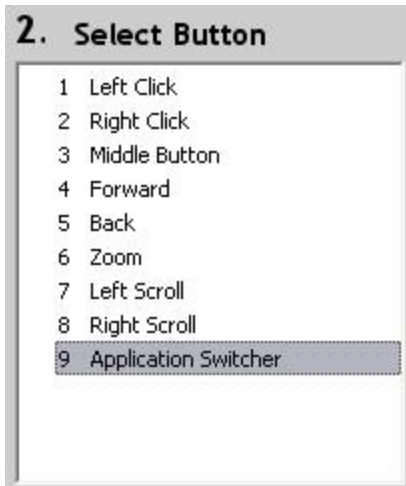
My Performance Mouse MX buttons do not work as programmed

This issue is most likely configuration related. Check the mouse button and program settings in Logitech Mouse and Keyboard software (SetPoint) as described below:

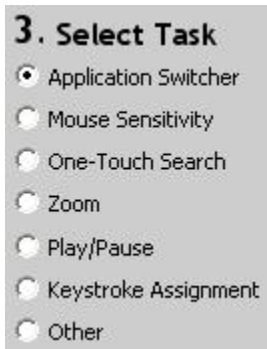
1. Launch SetPoint (Start > Programs > Logitech > Mouse and Keyboards > Mouse and Keyboard Settings).



2. Click on the My Mouse tab at the top and choose the Mouse Button Settings tab from the left.
3. Select the Performance Mouse MX from the Select Mouse drop-down menu as shown below:
4. Select the button that is not working from the Select Button field:
5. Depending on which button you select, there may be an option to select a program as shown below. In this example, we can choose a program to apply the Forward button:



6. If the Select Program option appears, select an application, then go back to the Select Button list and re-select the button you wish to verify:



7. Select the task you wish to assign from the Select Task field:
8. Some options may generate an additional sub-field for additional configuration. In this example, we selected Cruise Up. Move the slider to set the speed.
9. Click Apply to save your settings. Click OK to exit SetPoint.

Additional Information:

If the above solutions do not resolve your problem, consult [Knowledge Base article 12700](#) for instructions on contacting Logitech Technical Support.

My Performance Mouse MX is not charging

There are several reasons why your battery may not hold a charge. This article will cover the most common causes and their solutions:

- Use only an AA NiMH rechargeable battery (1800 mA minimum)
- Charge your mouse by one of the following methods only:
 - Plug the mouse into a powered USB port on your computer.

- Plug the mouse into the included A/C power adapter.
- Make sure that your charging cable is securely connected both to the back of the A/C power adapter and to your Performance Mouse MX.
- Do not use the included USB extender for charging your Performance Mouse MX.

See the following diagram for a visual explanation of best practices in charging your mouse:



Additional Information

If the above solutions do not resolve your problem, consult [Knowledge Base article 12700](#) for instructions on contacting Logitech Technical Support.

Mouse double-clicks when clicked once

- [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.

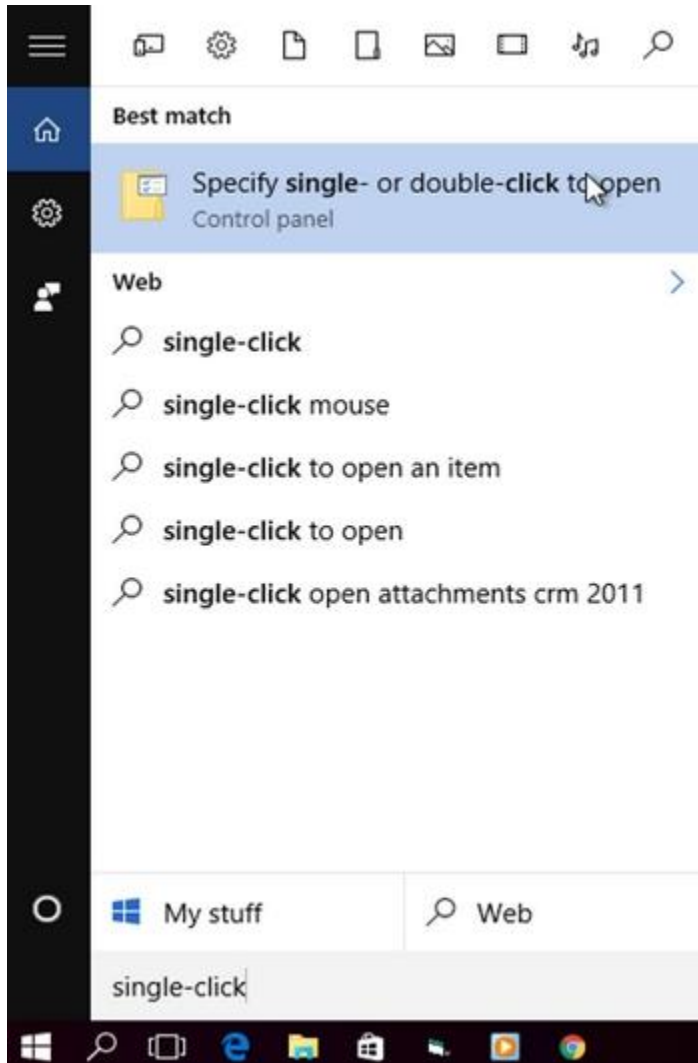
To disable, first select your operating system:

- [Disabling the single-click to open option in Windows 8/Windows 10](#)

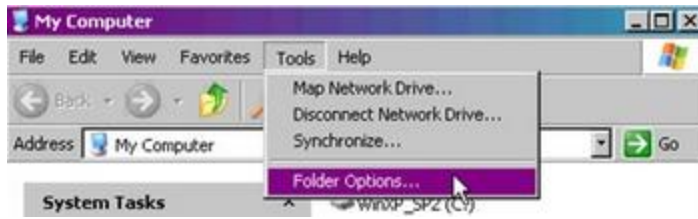
- [Disabling the Single-Click to open option in Windows 7/Vista](#)
 - [Disabling the Single-Click to open option in Windows XP](#)
-

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.

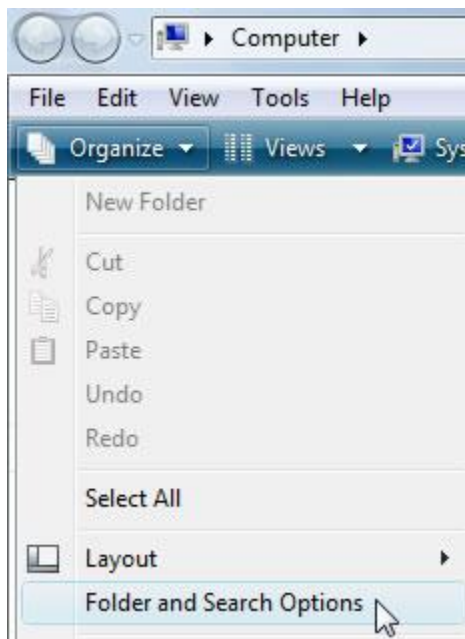


Disabling the Single-Click to open option in Windows 7/Vista

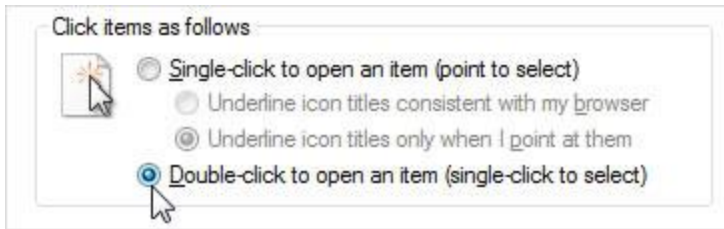
1. Open your computer window by clicking on Computer.



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.



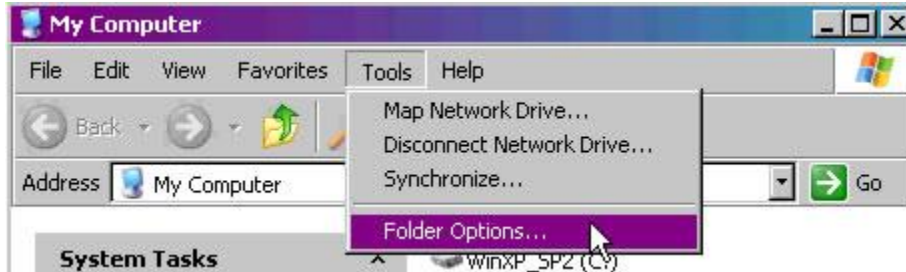
4. Click on OK to save the settings.
5. If the 'Single-click to open an item' option was not selected, try resetting the mouse by switching it off and on.

Disabling the Single-Click to open option in Windows XP

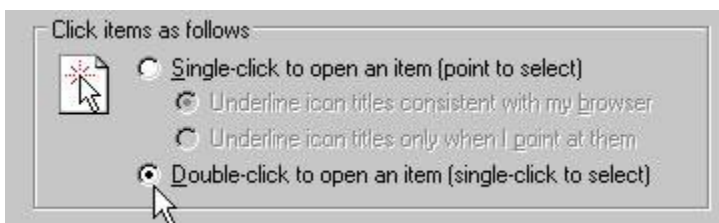
1. Open My Computer.



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.

Additional help

If the steps above do not help, or if your mouse has only recently begun to double-click, please contact Logitech Customer Care.

My Performance Mouse MX battery light does not stay on

This is normal behavior of the mouse.

The green battery lights on top of your Performance Mouse MX will come on for a few seconds to indicate the battery condition and then go out. This happens when you power on your mouse. The battery lights go out after a few seconds to conserve battery power.



My Unifying mouse or keyboard wakes the computer even when it is set not to

Symptom

After disabling the ability to wake-up the system in Windows Device Manager, the Unifying mouse or keyboard still brings the system out of sleep mode.

Solution

Even if you bought a mouse-only or keyboard-only product, the Unifying receiver that came with it still enumerates for both the mouse and keyboard interfaces.

Example

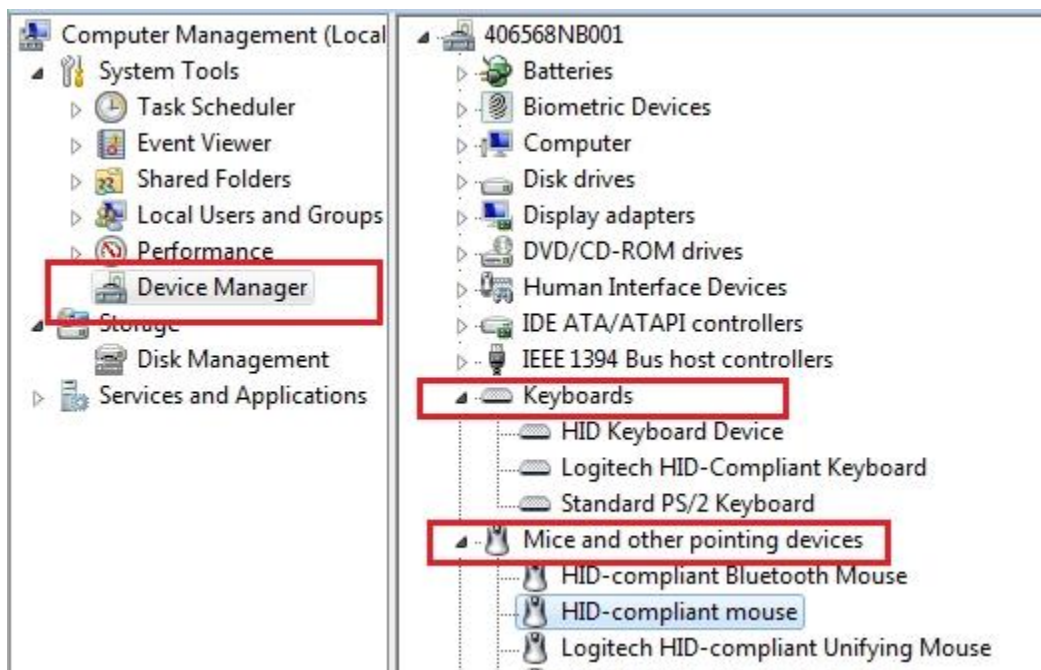
If you have two mice attached, then you would need to uncheck the "Allow this device to wake the computer" option for both mice plus a keyboard in the Windows Device Manager.

Use the process below to identify and configure the Unifying devices to not wake up the system in Windows Device Manager.

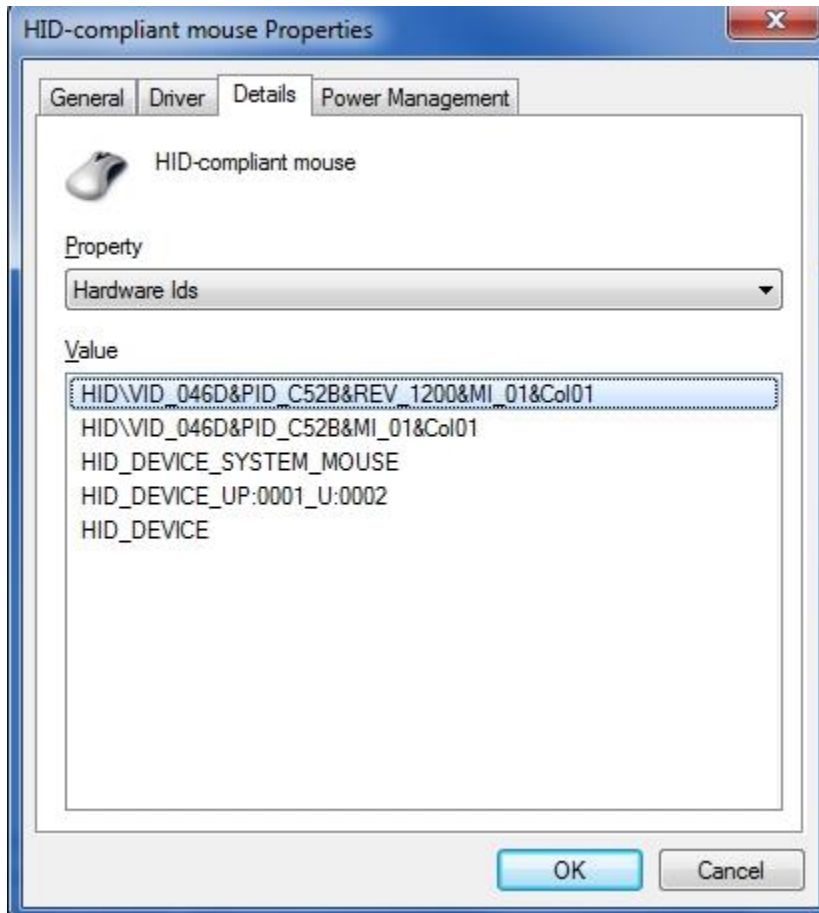
Changing wake-up settings in the Device Manager

To change the wake-up settings in Windows Device Manager, you'll need to launch it through Computer Management and then make your selections. Here's how:

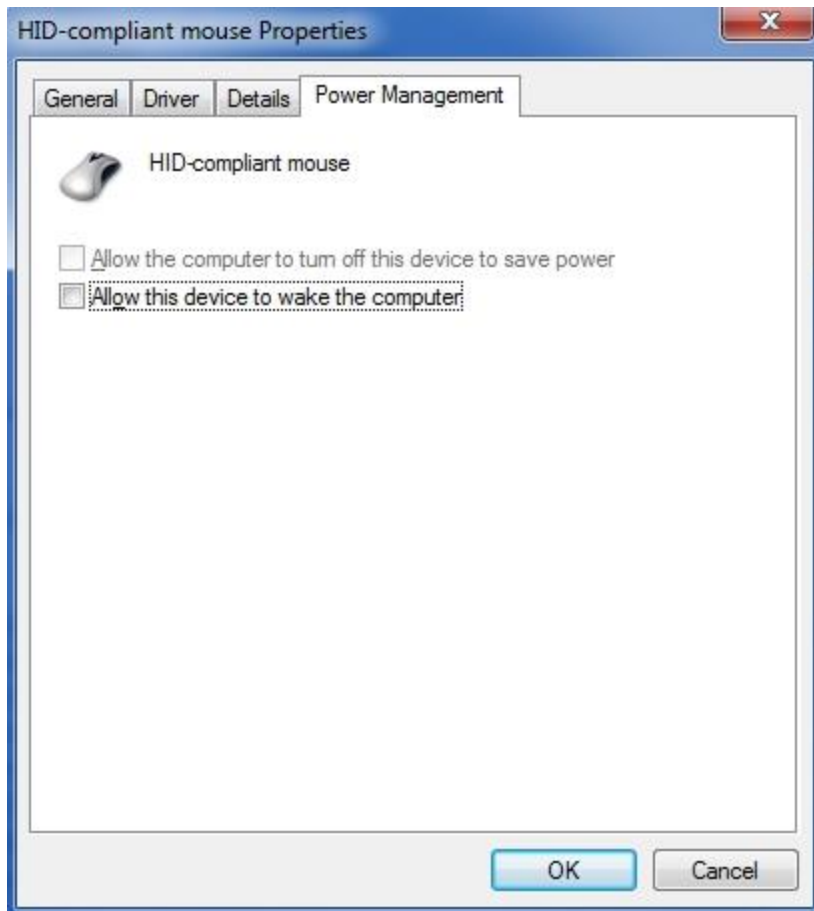
1. Click Start, right-click **Computer**, and then click **Manage**.
2. Click Device Manager in the navigation pane on the left.



3. Select and expand either the "Keyboards" or "Mice and other pointing devices" category.
4. Right-click on the first entry and go to Properties > Details tab > Hardware IDs under the Property section.
5. Make sure the Value section contains: **HID\VID_046D&PID_C52B**. If it doesn't, click **Cancel** and open the next mouse or keyboard entry in the list.



6. **Select** the "Power Management" tab and uncheck the "Allow this device to wake the computer" check box.



7. Repeat the same steps for all entries in both the "Keyboards" and "Mice and other pointing devices" categories.

Erratic scrolling with SetPoint when using Chrome, Internet Explorer, or Windows 8 Start screen apps

SetPoint versions 6.50 and later include a smooth scrolling plug-in for Google Chrome and Internet Explorer. If you're having problems with erratic scrolling, please upgrade to SetPoint 6.52 or later, which improves scrolling for these browsers.

After upgrading to SetPoint version 6.52 or later, you may still experience erratic scrolling on individual web sites or pages that implement technologies differently. If you're using Start screen apps in Windows 8, it's also possible that the app you're using can't properly interpret the smooth scrolling function. In this case, you can also disable the SetPoint smooth scrolling plug-in.

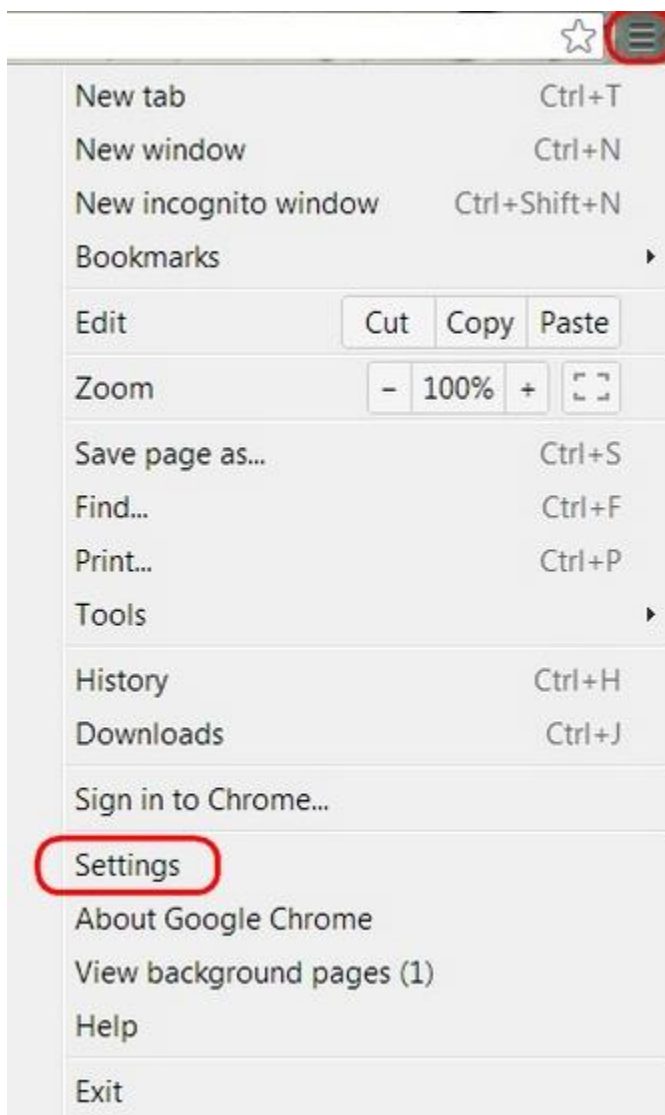
- [Google Chrome](#)
- [Internet Explorer](#)
- [Windows 8 Start screen apps](#)

NOTE: You can disable the SetPoint plug-in for the Internet Explorer and Chrome browsers individually, but if you disable smooth scrolling in SetPoint, it will be disabled for everything: Chrome, Internet Explorer, and the Windows 8 Start screen apps.

Google Chrome

To disable the Logitech SetPoint smooth scrolling plug-in for Google Chrome:

1. Launch Chrome.
2. Click the icon on the upper-right corner and select **Settings**.







3. Select **Extensions > Logitech SetPoint** and clear **Enabled**.

Chrome Extensions Developer mode

History
Extensions
Settings
Help

To make Chrome even faster, we've automatically disabled some extensions that may have been added without your knowledge. You can enable or disable any extension below. [Learn more](#)

 Logitech SetPoint 6.52.74
Smooth scrolling for Logitech mice.
 Allow in incognito Allow access to file URLs **Enabled** Installed by a third party. 

 SiteAdvisor 3.60.126.1 This extension was automatically disabled.
SiteAdvisor Enable Installed by a third party. 

NOTE: To enable the smooth scrolling plug-in, follow the steps above, and in step 3, click **Enable**.

4. Close and re-open your browser for the settings to take effect.

Internet Explorer

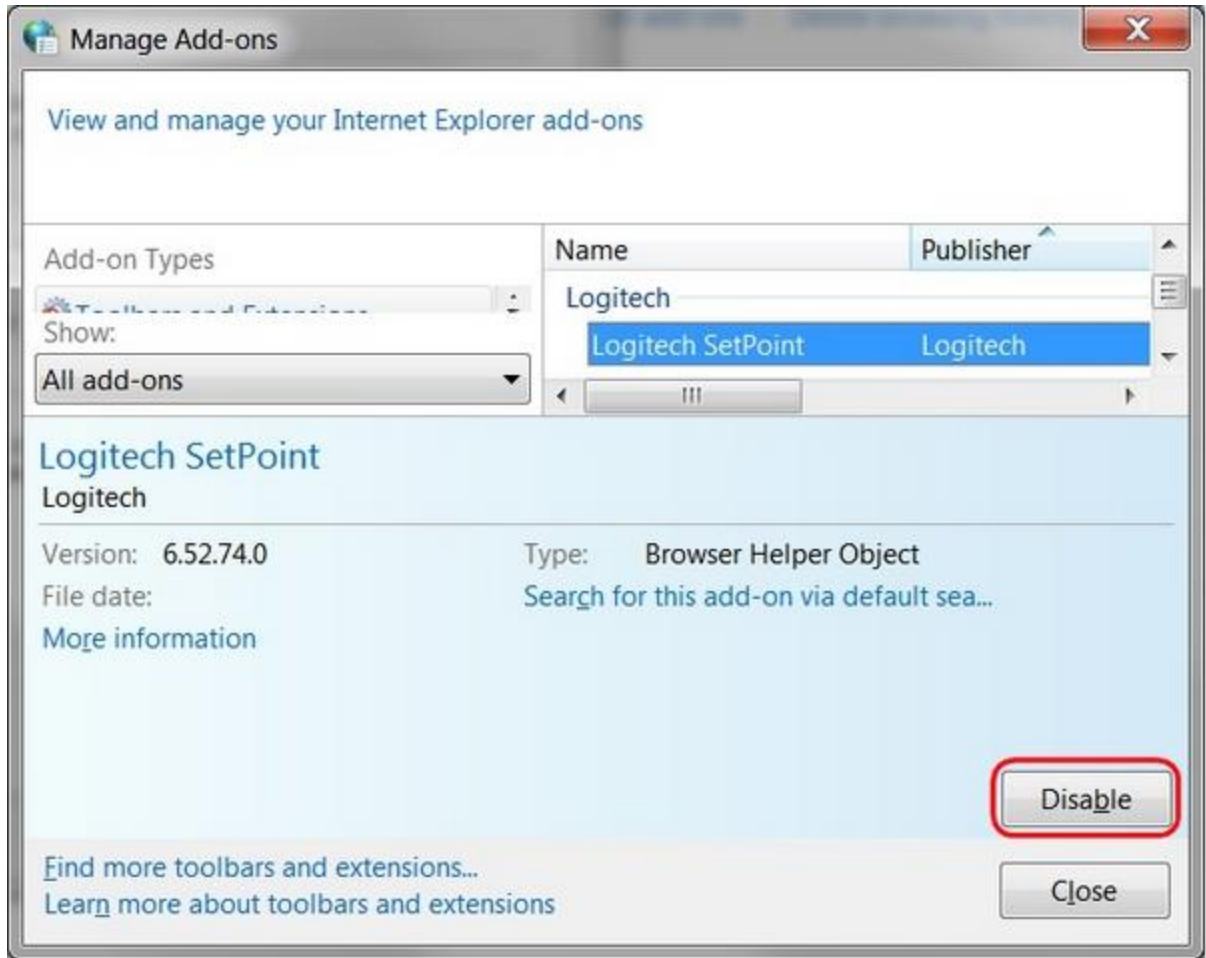
To disable the Logitech SetPoint smooth scrolling plug-in for Internet Explorer:

1. Select **Control Panel > Network and Internet > Internet Options**.
2. On the **Programs** tab, click **Manage add-ons**.



3. Select **Logitech SetPoint** and then click **Disable**.

NOTE: If the plug-in is currently disabled, the **Enable** button will appear instead.



4. Click **Close** to close the dialog box.


NOTE: To enable the smooth scrolling plug-in, follow the steps above, and in step 4, click **Enable**.

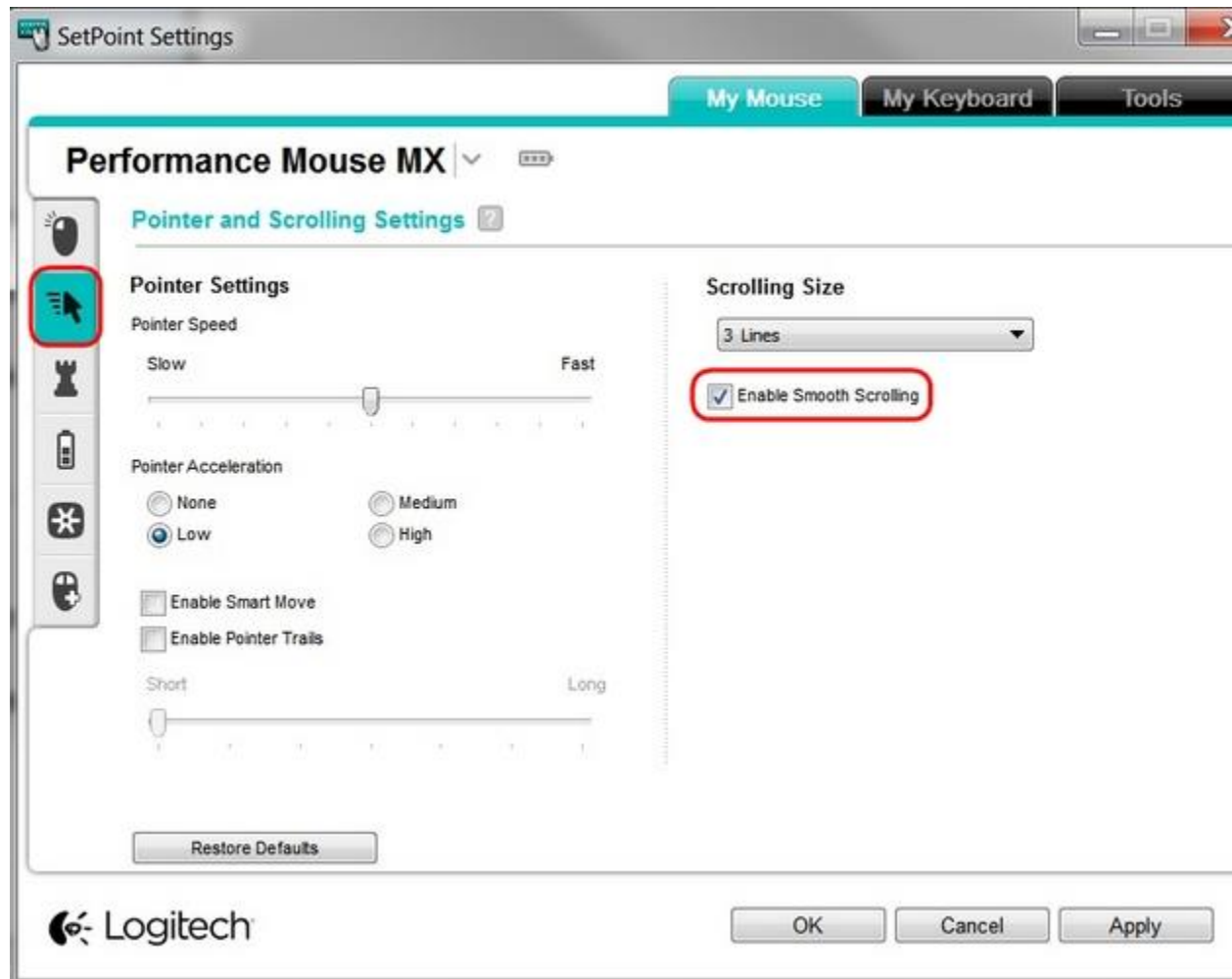
5. Close and re-open your browser for the settings to take effect.

Windows 8 Start screen apps

If scrolling is too fast or too slow with some of your Windows 8 Start screen apps, try the following:

- If your mouse has a Scroll Left and Scroll Right function, use that instead of the scroll wheel.
- Disable Smooth Scrolling in SetPoint:

1. Launch SetPoint by clicking the SetPoint icon  in the Notification area and select **Mouse and Keyboard Settings**.
2. Click on **Pointer Settings**, and clear **Enable Smooth Scrolling**.



3. Click **Apply** and then **OK** to exit the SetPoint User Interface.

NOTE: When you disable smooth scrolling in SetPoint, it will be disabled for everything: Chrome, Internet Explorer, and the Windows 8 Start screen apps.

Scrolling issues with Windows 8.1 Consumer Preview version

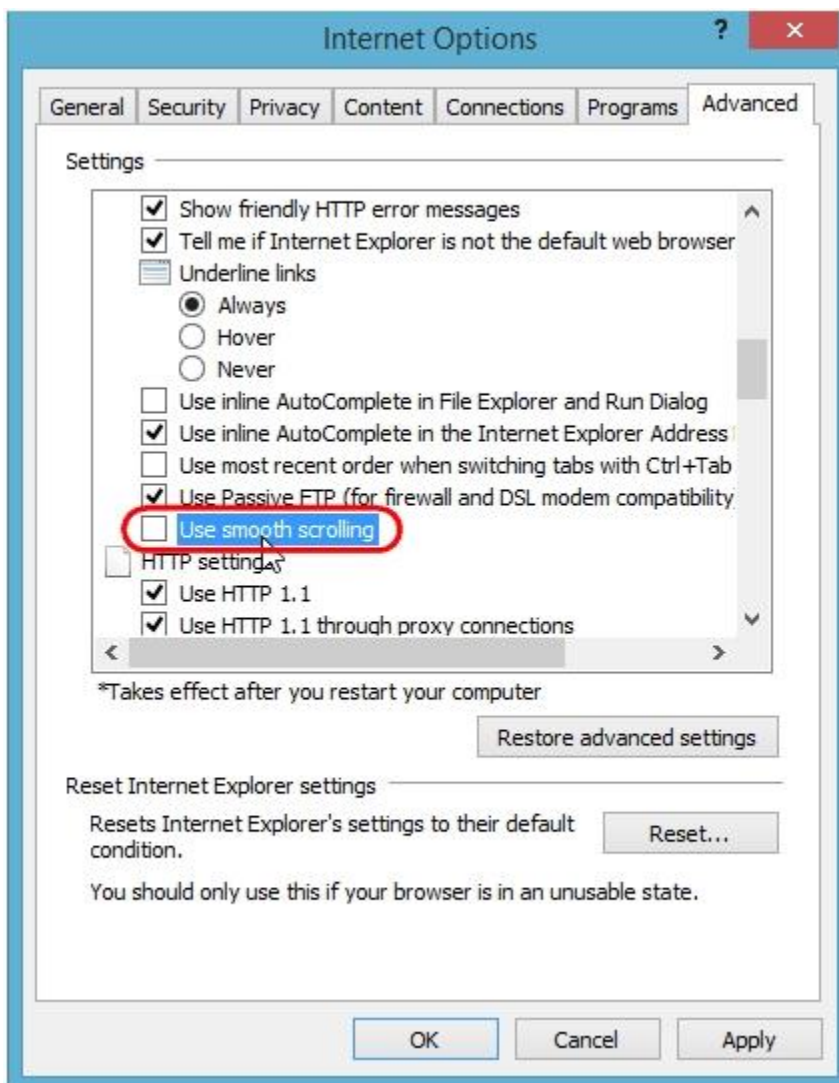
Initial testing with Windows 8.1 Consumer Preview version reveals a scrolling issue with IE11 and Windows 8 apps, as well as on the Windows Start screen itself:

- Moderate to fast scrolling can become unresponsive until you stop scrolling. Then, the page will jump a long distance, usually to either the beginning or the end.

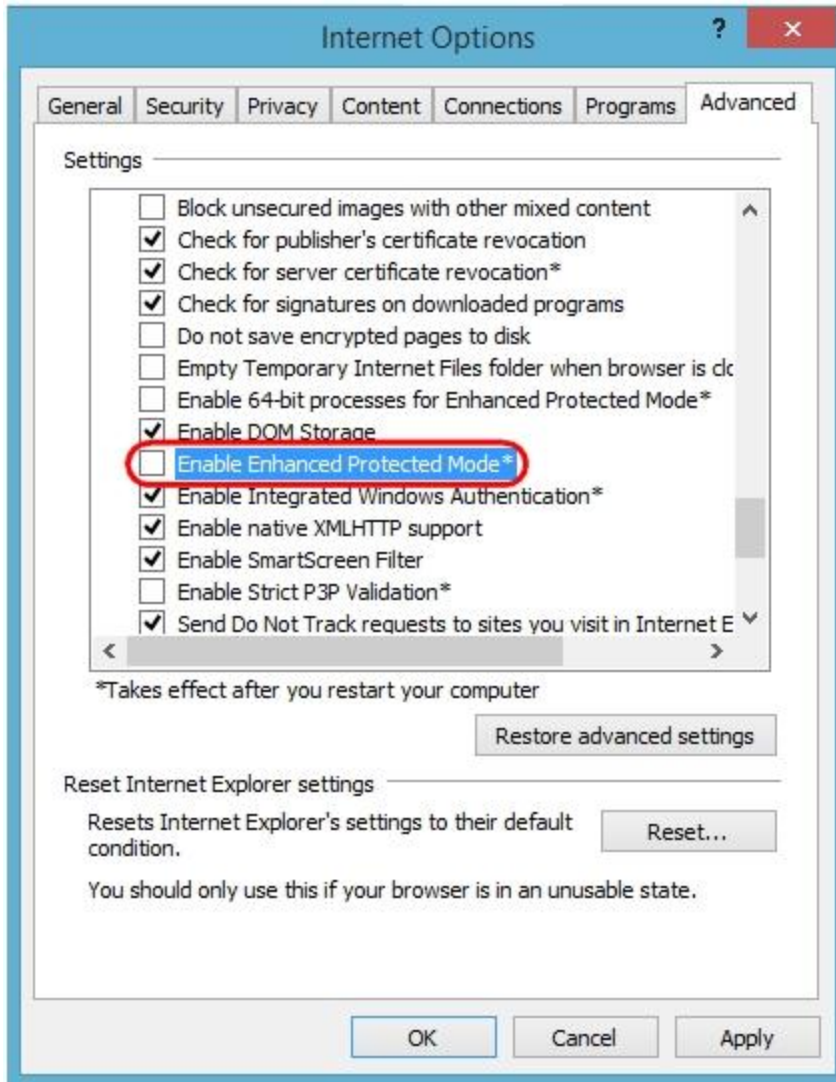
We're working with Microsoft to resolve this issue.

As a workaround, you can modify your scrolling settings in IE11. Here's how:

1. Launch IE11.
2. Open Internet Options and select the **Advanced** tab.
3. In the **Browsing** section, clear "Use smooth scrolling".



4. In the **Security** section, clear "Enable Enhanced Protected Mode", and then click **OK**.



IMPORTANT: **Disabling Enhanced Protected Mode** degrades the security settings in IE11. Please consider this before you make this change.

5. Restart your computer.