

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.

The guidelines are written in the following languages: English, Deutsch, Francais, Italiano, Espanol, Portugues, Nederlands, Svenska, Dansk, Norsk, Suomi, Greek, Russian, Hungarian, Czech and Polish.

You will need [Adobe® Acrobat® Reader™](#) to read PDF files.

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

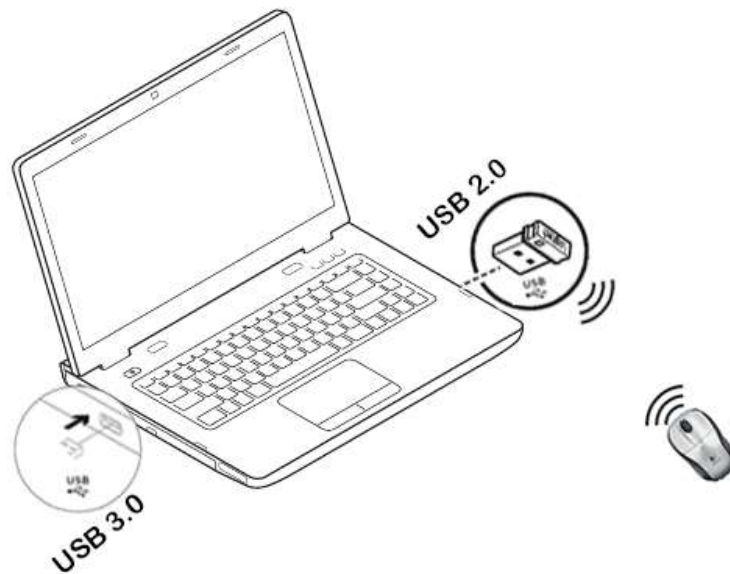
There are some techniques that can help early adopters of USB 3.0 to mitigate potential problems with their existing 2.4GHz wireless devices:

- 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.

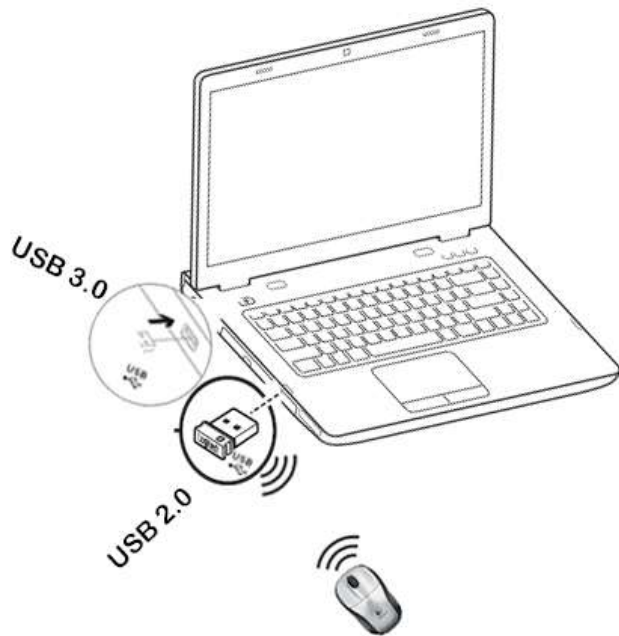
A USB-extender cable is available for Logitech customers who are experiencing this problem ([click here for more information](#)).

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.

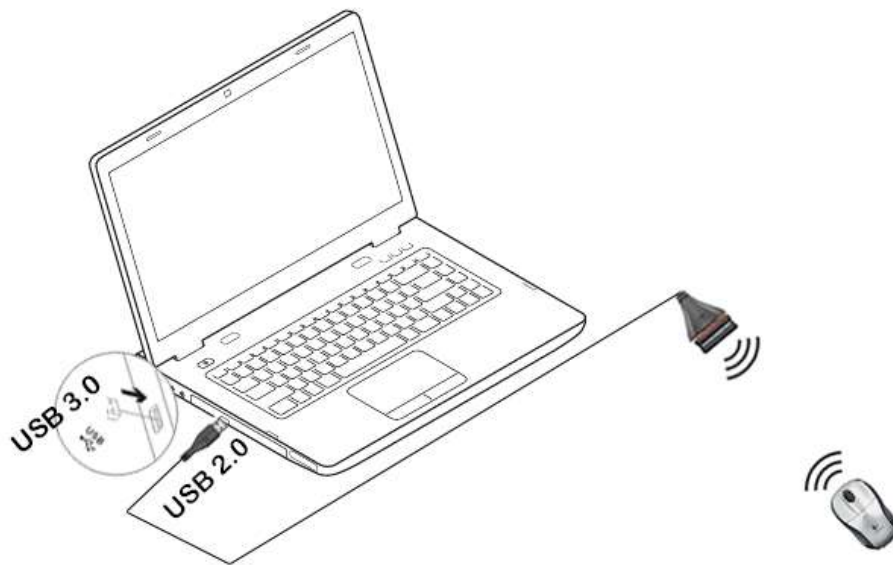
Move your USB 2.0 wireless receiver to the opposite side of your computer:



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.

Close

Unable to customize my mouse or keyboard in SetPoint

Normally, you should be able to customize your mouse or keyboard settings in the Logitech SetPoint mouse and keyboard software on the My Mouse / My Keyboard tab.

Without the My Mouse / My Keyboard tab in SetPoint, only the Tools tab will display, as shown here:



If the My Mouse / My Keyboard tab isn't displayed, you'll need to uninstall and re-install SetPoint following the instructions below.

To uninstall and re-install SetPoint:

- [Windows XP](#)
 - [Windows Vista and Windows 7](#)
 - [Windows 8](#)
-

Windows XP

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



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

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

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

If the My Mouse / My Keyboard tab is still missing:

1. Right-click on the SetPoint icon in the system tray (at the bottom right of your screen) and select **Exit**.



2. Click the **Windows Start** button.
3. Choose **Run**.
4. Type %windir% in the **Run** dialog box.



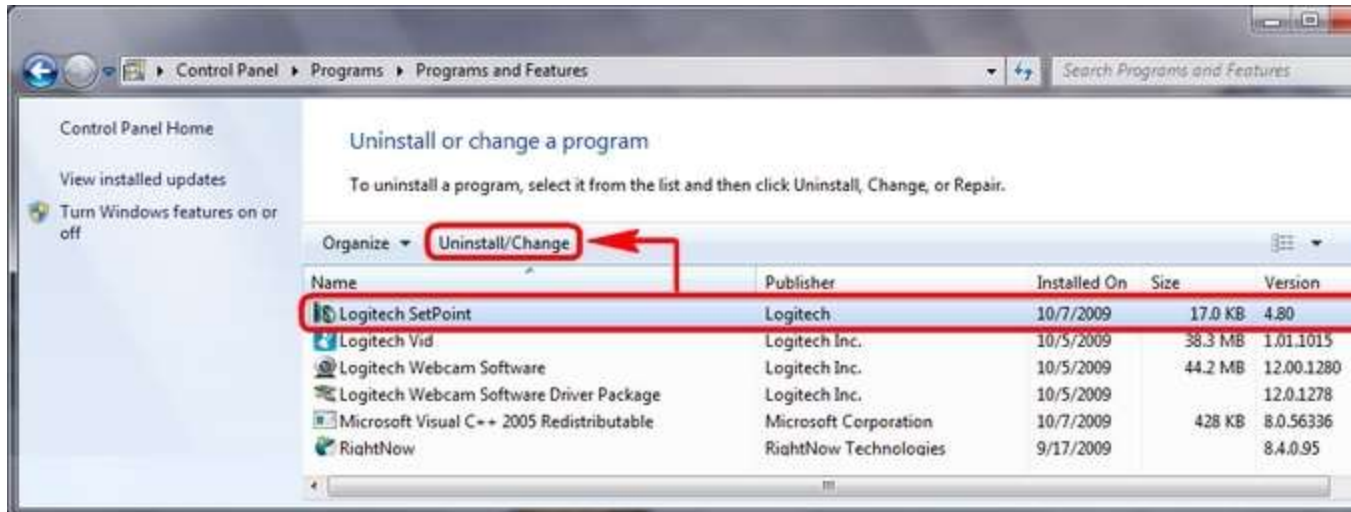
5. Double-click the **System32** folder to open it.
6. Double-click the **drivers** folder.
7. Rename the file wdf01000.sys to wdf01000.bak.
8. Re-install SetPoint.

IMPORTANT: Before you restart your system, make sure the wdf01000.sys file is present in the **drivers** folders. If you restart without this file, it may prevent some of your hardware -- including mice and keyboards -- from working properly.

9. If the wdf01000.sys file isn't in the **drivers** folder, change wdf01000.bak back to wdf01000.sys.
10. Restart the computer.
11. After your system restarts, open SetPoint to verify that the **My Mouse / My Keyboard** tab is present.

Windows Vista and Windows 7

1. Go to **Uninstall** a program.
 - Default Start Menu view: Start > Control Panel > Uninstall a program
 - 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 Web Download page.

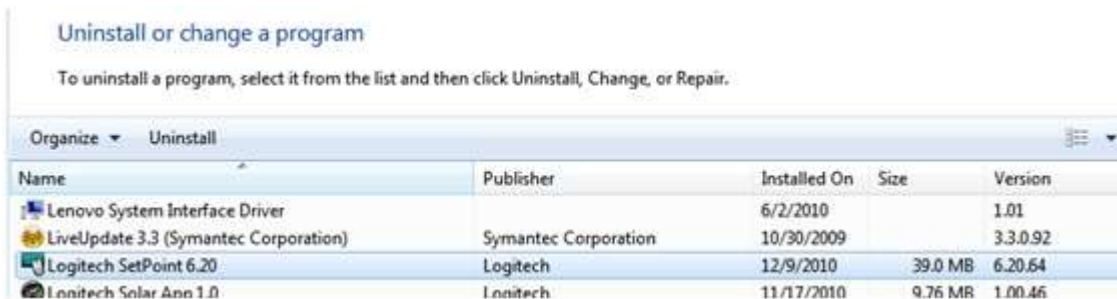
After your system restarts, open SetPoint to make sure the **My Mouse / My Keyboard** tab is available.

Windows 8

1. Go to Uninstall a program.
 - o Start screen > Right-click on **Mouse and Keyboard Settings** > Uninstall
 - o Start screen > Right-click on empty space and select **All apps** > Control Panel > Uninstall a program



2. Select "Logitech SetPoint" from the list.



3. Click **Uninstall**.
4. Follow the on-screen instructions to remove SetPoint from your system.

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

Close

Connecting a device to a Unifying receiver

Your Unifying USB receiver can be paired with up to six Unifying devices at a time. You can determine if your Logitech devices are Unifying by this logo:



To connect Unifying devices to your Unifying USB receiver:

1. Launch the Logitech Unifying software.

NOTE: If you don't already have it installed, you can download Unifying software from the Software [Downloads page](#).

- Windows: Start > Programs > Logitech > Unifying > Logitech Unifying Software
 - Macintosh: Application / Utilities / Logitech Unifying Software
2. At the bottom of the Welcome screen, click **Next**.



NOTE: These instructions use Windows screenshots. Macintosh will look slightly different, but the instructions are the same.

3. When you see the "Restart the device..." screen, follow the on-screen instructions to turn your device off and then back on.



4. When your device is detected, you'll see a "We have detected your..." confirmation screen. If you connected a:
 - **Keyboard:** Type a test message in the field provided to make sure it works.
 - **Mouse:** Move it around to see if the cursor moves with it.

If your device connected successfully, click **Yes** and then **Next**.



If your device doesn't work right away, wait a minute to see if it connects. If it doesn't, select **No** and then click **Next** to restart the pairing process from Step 1 above.

5. Click **Finish** to exit the Logitech Unifying Software (or **Pair Another Device** to pair additional devices). Your device should now be connected.

Close

Mouse and keyboard compatibility with USB hubs and KVM switches

We do not support the use of third-party devices with our mice and keyboards. They can interfere with communication between a mouse or keyboard and the computer.

Unsupported third-party devices include:

- KVM switch boxes
- Port replicators
- Docking stations

- USB hubs

NOTE: The manufacturers of these third-party devices implement keyboard and mouse support in different ways. There is currently no industry standard.

Close

Operating distance between the mouse or keyboard and Unifying receiver

In an ideal environment, a Unifying mouse or keyboard can operate up to 30 feet (10 meters) away from the Unifying USB receiver (shown below) in a clear line of sight.



If you're not getting this distance, try these suggestions:

- Replace the battery/batteries or make sure your mouse or keyboard is fully charged
- Move devices that emit radio waves or could cause radio interference away from your work area (Examples: cell phones, radios, wireless routers, microwaves)

To determine if your environment is shortening your operating range, try using your device in a different environment to see if the distance improves. If it does, look for other possible sources of interference you can remove from your work area.

Close

Uninstalling Logitech SetPoint Software

To uninstall Logitech SetPoint software, first select your operating system:

- [Windows XP](#)
- [Windows 7 and Vista](#)

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

Windows XP

1. Go to **Add or Remove Programs**:
 - Default Start Menu: Start > Control Panel > Add or Remove Programs
 - Classic Start Menu: Start > Settings > Control Panel > Add or Remove Programs
2. Select "Logitech SetPoint" from the list.

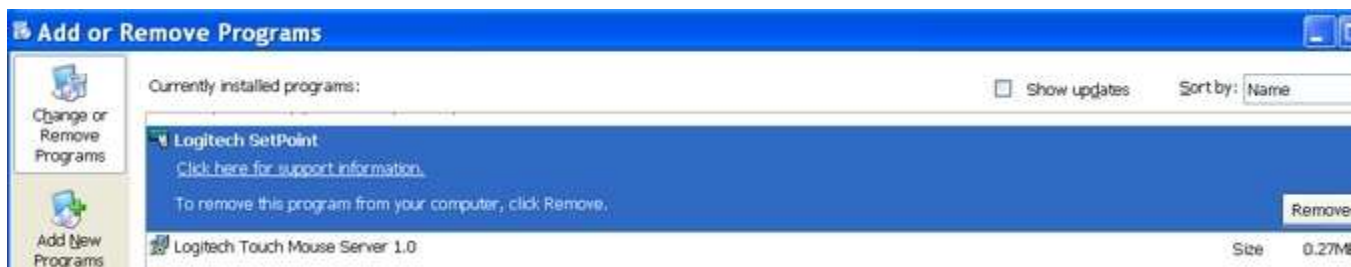


3. Click the **Remove** button.
4. Follow the on-screen instructions to remove SetPoint from your system.

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

Windows 7 and Vista

1. Go to **Uninstall a program**:
 - Default Start Menu: Start > Control Panel > Uninstall a program
 - Classic Start Menu: Start > Settings > Control Panel > Programs and Features
2. Select "Logitech SetPoint" from the list.



3. Click **Uninstall**.
4. Follow the on-screen instructions to remove SetPoint from your system.

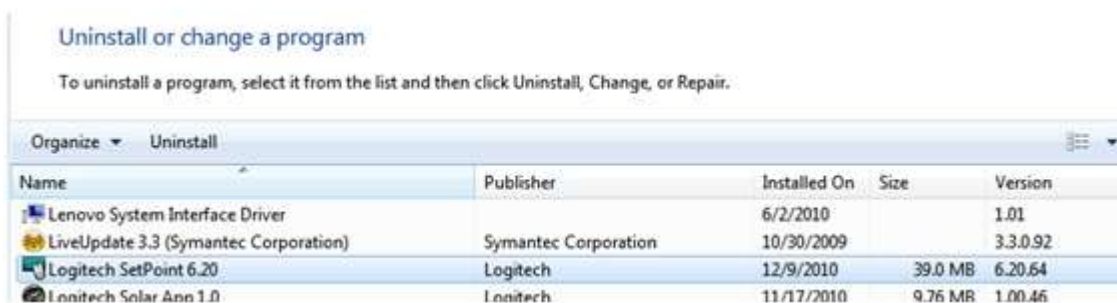
NOTE: You may need to restart your computer to finish uninstalling SetPoint.

Windows 8

1. Go to **Uninstall a program**:
 - Start screen > Right-click on **Mouse and Keyboard Settings** > Uninstall
 - Start screen > Right-click on empty space and select **All apps** > Control Panel > Uninstall a program



2. Select "Logitech SetPoint" from the list.



3. Click **Uninstall**.
4. Follow the on-screen instructions to remove SetPoint from your system.

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

Windows 10

1. Go to **Programs and Features**:
 - Right-click on the Windows logo on the bottom left of the window, then click **Programs and Features**
2. Select Logitech SetPoint from the list of programs.

3. Click on **Uninstall** and follow the on-screen instructions to uninstall Setpoint.

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

Close

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](#)

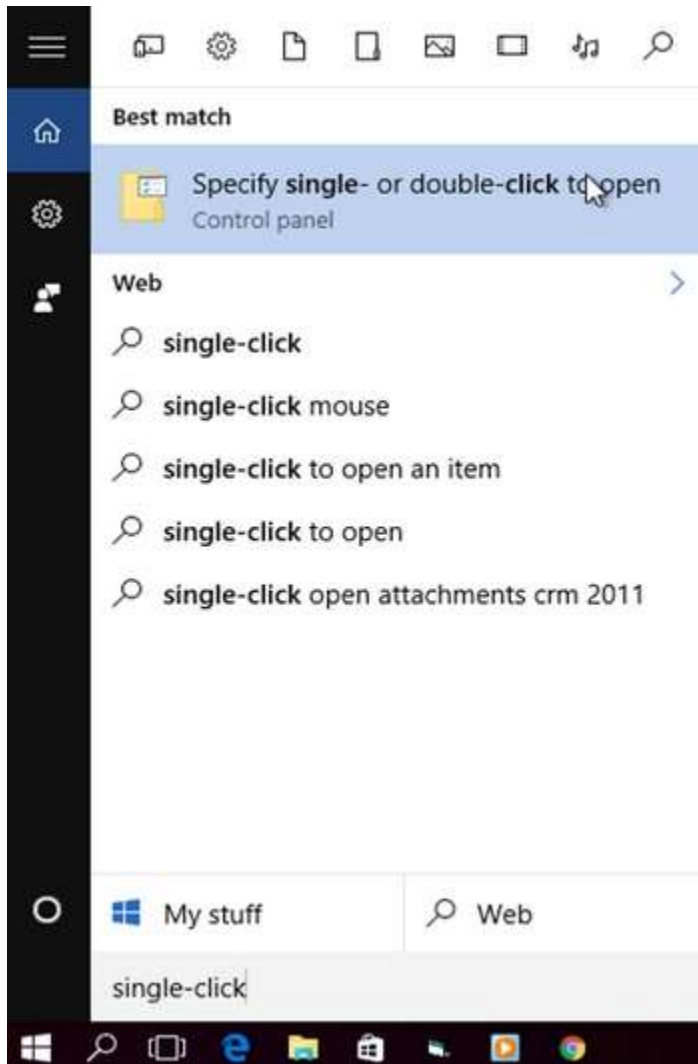
If your mouse double-clicked from the first day of usage, check the Windows setting called **Single-click to open an item**. This option makes a single mouse click act as a double click. Disable this setting to return the mouse to the standard one click option.

To disable, first select your operating system:

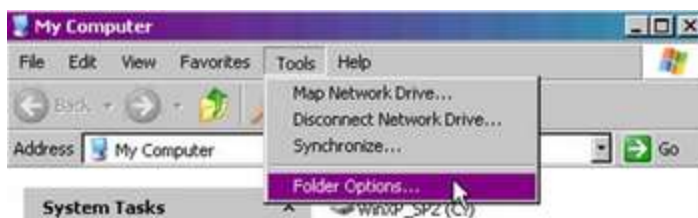
- [Disabling the single-click to open option in Windows 8/Windows 10](#)
- [Disabling the Single-Click to open option in Windows 7/Vista](#)
- [Disabling the Single-Click to open option in Windows XP](#)

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.

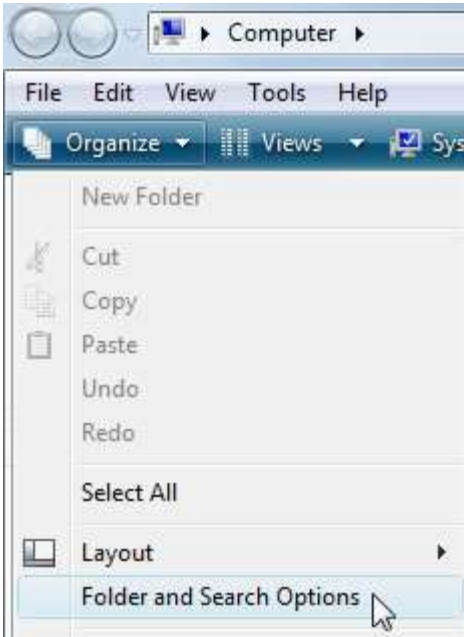


Disabling the Single-Click to open option in Windows 7/Vista

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.



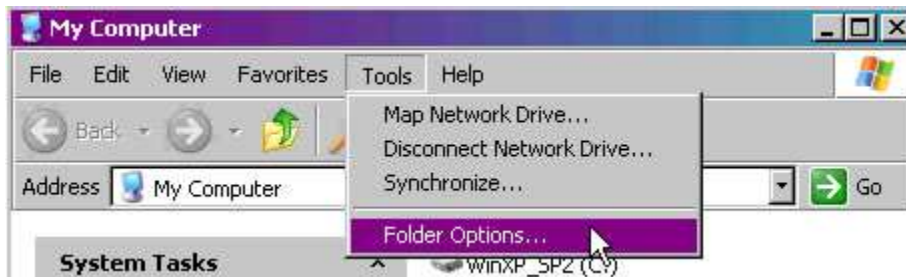
4. Click on OK to save the settings.
5. If the 'Single-click to open an item' option was not selected, try resetting the mouse by switching it off and on.

Disabling the Single-Click to open option in Windows XP

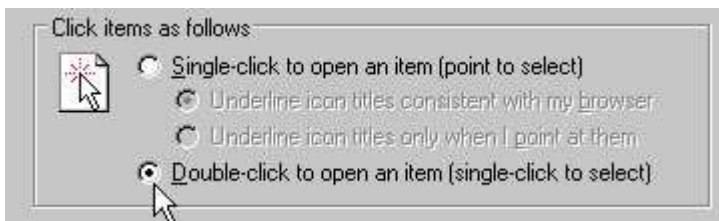
1. Open My Computer.



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.

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

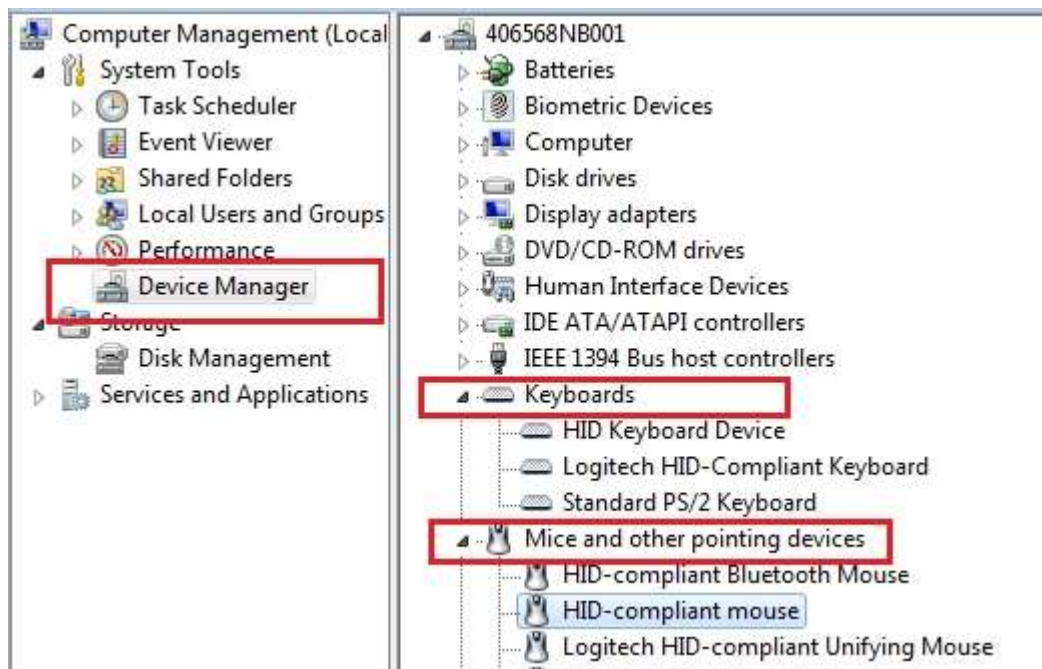
If you have two mice attached, then you would need to uncheck the "Allow this device to wake the computer" option for both mice plus a keyboard in the Windows Device Manager.

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

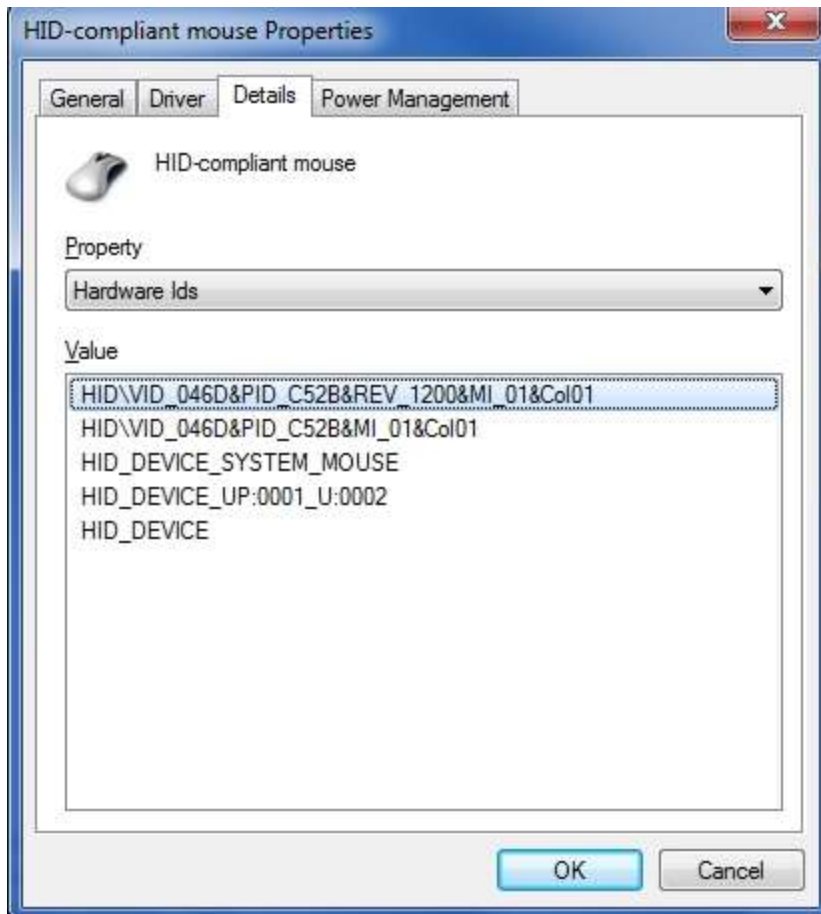
Changing wake-up settings in the Device Manager

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:

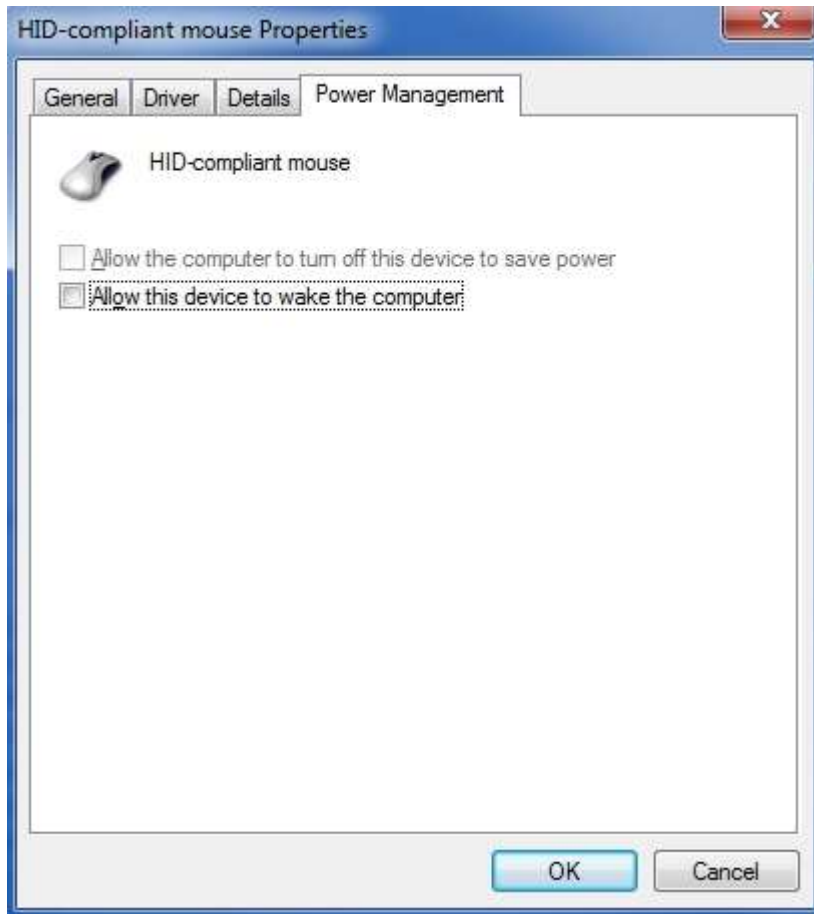
1. Click Start, right-click **Computer**, and then click **Manage**.
2. Click Device Manager in the navigation pane on the left.



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.

Mouse buttons do not work as programmed in SetPoint

When the mouse buttons aren't working the way you programmed them to, the problem is usually with the configuration. You can check and change your mouse button settings in the Logitech SetPoint mouse and keyboard software. See [Knowledge Base article 23057](#) for more information.

Hot keys do not work as programmed in SetPoint

When the hot keys aren't working the way you programmed them to, the problem is usually with the configuration. You can check and change your hot key settings in the Logitech SetPoint mouse and keyboard software. See [Knowledge Base article 23122](#) for more information.

Cursor does not follow mouse movements

If the cursor isn't following the movements of your mouse, we suggest you:

- Use a mouse pad.
- Avoid using your mouse on:
 - Glass and other see-through surfaces
 - Reflective surfaces, such as mirrors and metal desks
 - Wood grains and grooved surfaces
- Try the mouse on a piece of white paper to make sure it isn't a tracking issue on the particular surface you're using.

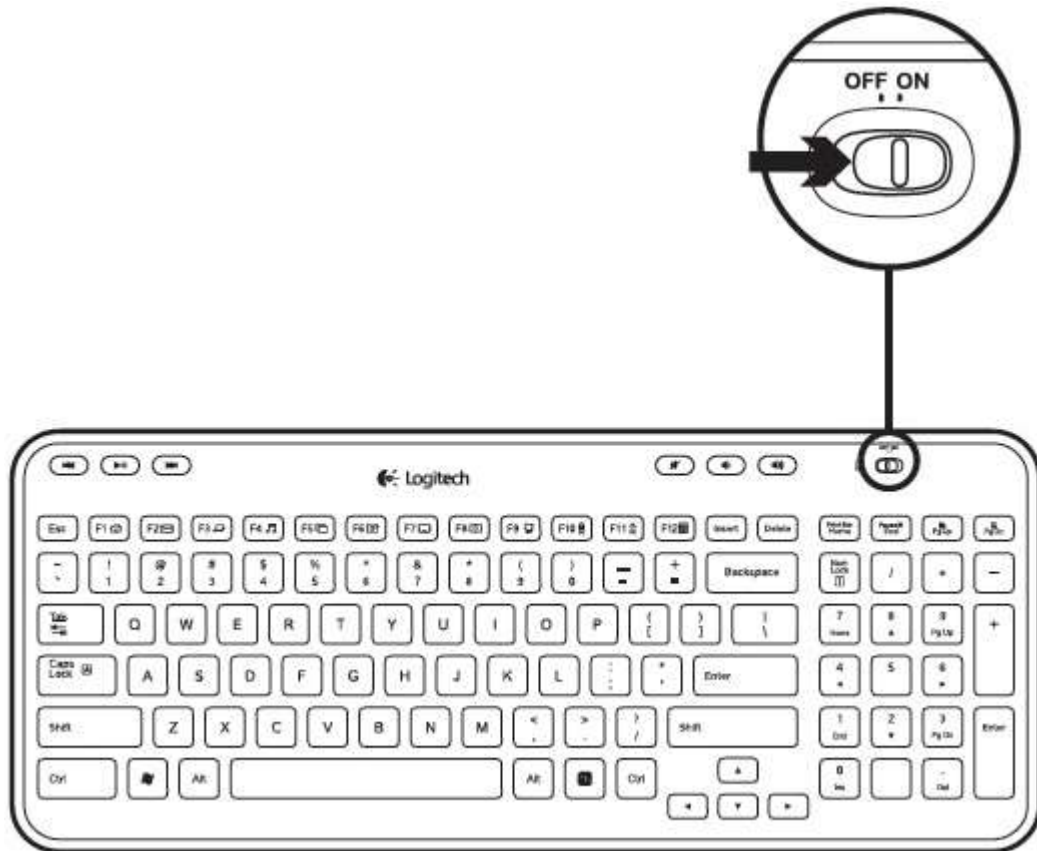
VIDEO: Connecting a device to a Unifying receiver

Turning the MK360 keyboard on and off

The power switch for your MK360 keyboard is located at the top right of the keyboard, next to the number pad.

To turn the keyboard on or off:

- Slide the switch to the right to turn it on.
- Slide the switch to the left to turn it off



MK360 mouse battery light does not stay on

The green battery light in the center of your mouse isn't meant to stay on. This is the normal behavior of the mouse.

When you turn your mouse on or replace the batteries, the light will come on for a few seconds. This indicates that the battery has enough charge for your mouse to work.

The light will go off after a few seconds to conserve battery power.



NOTE: The M215 mouse is included in the Wireless Combo MK360.

Close

Supported operating systems for the MK360 wireless combo

The MK360 is supported on:

- Windows 7
- Windows XP
- Windows Vista

NOTE: The MK360 isn't supported on Windows 98, Windows ME, Windows 2000, UNIX, Linux or Macintosh operating systems.

Turning the MK360 mouse on and off

To turn the MK360 mouse on and off:

1. Flip the mouse over.
2. Locate the power switch on the bottom.



3. Slide the switch to the right to turn it on.
4. Slide the switch to the left to turn it off

NOTE: The M215 mouse is included in the Wireless Combo MK360.

Close

MK360 keyboard Caps Lock and Num Lock indicators

- [Caps Lock indicators](#)
- [Num Lock indicator](#)

Caps Lock indicators

There is a Caps Lock indicator light on the keyboard next to the ON/OFF switch. When the keyboard is connected to the computer, the light indicates when Caps Lock is on.

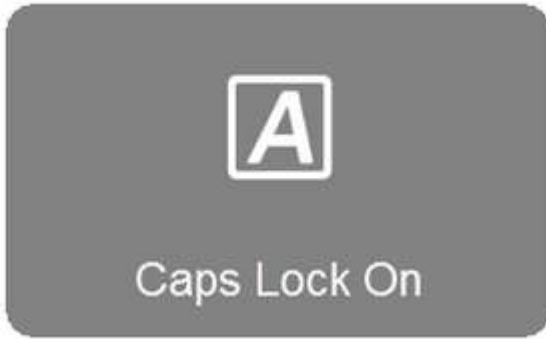


On-screen notification

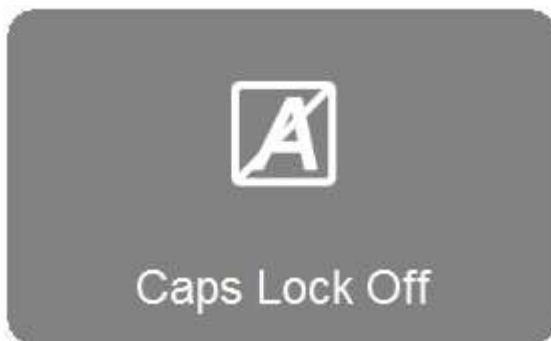
To know if Caps Lock is on, press the Caps Lock key and look at the on-screen notification.

NOTE: You need to have Logitech SetPoint software installed in order to receive on-screen notifications. If you don't have it installed, you can download it from the Wireless Combo MK360 [Downloads Page](#).

- **Caps Lock On.** When you press the **Caps Lock** key and see the following "Caps Lock On" message, all of the letters you type will appear in uppercase.



- **Caps Lock Off.** When you press the **Caps Lock** key and see the following "Caps Lock Off" message, unless you use the Shift button, all of the letters you type will appear in lowercase.



Num Lock indicator

To know if Num Lock is on, press the Num Lock key and look at the on-screen notification.

NOTE: You need to have Logitech SetPoint software installed in order to receive on-screen notifications. If you don't have it installed, you can download it from the Wireless Combo MK360 [Downloads Page](#).

- **Num Lock On.** When you press the **Num Lock** at the top left of the number pad and see the following "Num Lock On" message, the number pad will enter numbers.



- **Num Lock Off.** When you press the **Num Lock** key at the top left of your number pad and see the following "Num Lock Off" message, the number pad will move your cursor in the direction of the arrows printed on them.

