

Logitech M500s Advanced Corded Mouse User Manual

[Home](#) » [Logitech](#) » Logitech M500s Advanced Corded Mouse User Manual 

Contents

- [1 Logitech M500s Advanced Corded Mouse](#)
- [2 Logitech® Corded Mouse M500 Setup Guide](#)
- [3 Package List](#)
- [4 Mouse setup](#)
- [5 Downloading the mouse software](#)
- [6 Mouse Features](#)
- [7 Troubleshooting](#)
- [8 What do you think?](#)
- [9 Specs & Details](#)
 - [9.1 Dimensions](#)
 - [9.2 Technical Specifications](#)
 - [9.3 Warranty Information](#)
 - [9.4 Part Number](#)
- [10 FAQ – Frequently Asked Questions](#)
- [11 Download](#)
- [12 Read More About:](#)
- [13 Related Posts](#)

Logitech M500s Advanced Corded Mouse

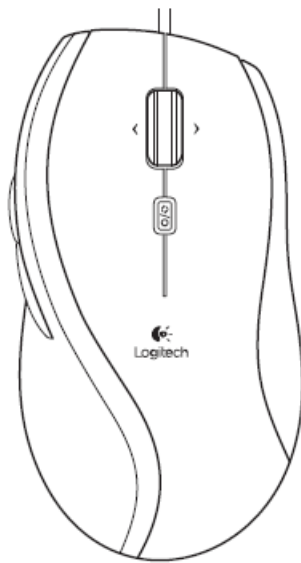
Logitech M500s Advanced Corded Mouse

User Manual

M500s takes your work to the next level with hyper-fast scrolling and seven configurable shortcut buttons. The full-sized, perfectly sculpted design combines comfort and precision for a smarter, faster work experience.

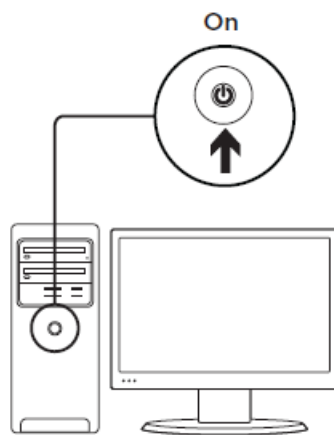
Logitech® Corded Mouse M500 Setup Guide

Package List



Mouse setup

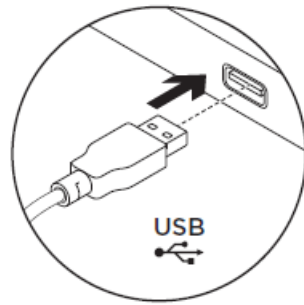
1



1. Turn on the computer.
2. Plug the mouse cable into a USB port and wait until the system default driver is installed.

Congratulations! You can now enjoy basic mouse functions, such as left- and right-mouse button click and up and down scrolling with the wheel.

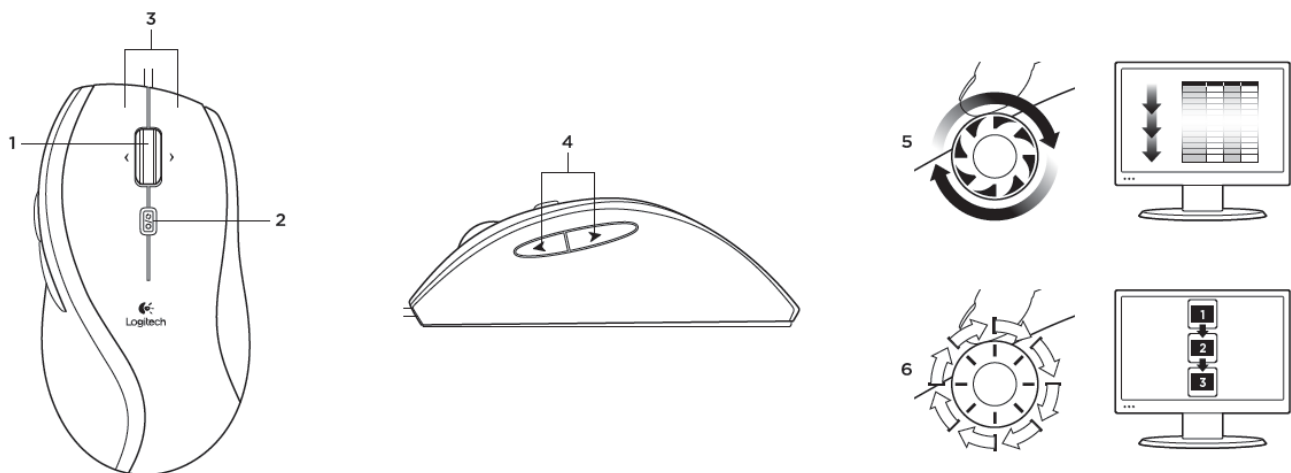
2



Downloading the mouse software

For enhanced mouse features, including Application Switcher and side-to-side scrolling, and for changing button assignments, please download the free mouse software at www.logitech.com/support/m500

After installing the mouse software, launch it by double-clicking the keyboard mouse logo in the Windows System Tray or the Logitech logo in Mac® System references.



Mouse Features

1. Scroll wheel: Doubles as Application Switcher (on Windows®) or Mission Control (on Mac®). Tilt the wheel to scroll side-to-side* through spreadsheets or wide documents.
2. Scroll wheel mode shift button: Press to shift between hyper-fast (free-spinning) and precision (click-to-click) scrolling.
3. Left and right buttons
4. Back and forward buttons:* Press to flip between Web pages.
5. Hyper-fast scrolling: The wheel spins freely, allowing you to fly through long documents and Web pages.
6. Precision scrolling: Use the ratcheted, click-to-click mode to navigate lists or slides.

* Application Switcher and side-to-side scrolling require Logitech software. Depending on your operating system, the back, forward, and middle buttons may also require Logitech software. To get the latest software go to www.logitech.com/support/m500

Troubleshooting

Mouse not working

1. Is the mouse plugged into a computer USB port? If so, try changing ports.
2. For slow or intermittent cursor movement, try the mouse on a different surface (e.g., dark glossy surfaces may affect cursor movement).

www.logitech.com/support/m500

Argentina +00800-555-3284

Brasil +0 800-891-4173

Canada +1 866-934-5644

Chile 1230 020 5484

Colombia 01-800-913-6668

Latin America +1 800-578-9619

Mexico 01.800.800.4500

United States +1 646-454-3200

What do you think?

Please take a minute to tell us.

Thank you for purchasing our product.

www.logitech.com/ithink

© 2013 Logitech. All rights reserved. Logitech, the Logitech logo, and other Logitech marks are owned by Logitech and may be registered. All other trademarks are the property of their respective owners. Logitech assumes no responsibility for any errors that may appear in this manual. Information contained herein is subject to change without notice. Apple, Mac, and Macintosh are trademarks of Apple Inc., registered in the U.S. and other countries.

620-001551.005

Specs & Details

Dimensions

Mouse Dimensions

- **Height:** 4.96 in (126 mm)
- **Width:** 2.72 in (69 mm)
- **Depth:** 1.65 in (42 mm)
- **Weight:** 5.08 oz (144 g)

Technical Specifications

Cable length: 70.87 in (180 cm)
Tracking technology: High Precision Optical
Sensor resolution: 400-4000 dpi
Number of Buttons: 7
Scroll Wheel (Y/N): Yes (with Hyper-Fast Scrolling)
Tilt scroll function (Y/N): Yes
Certified Works With Chromebook™

Warranty Information

1-Year Limited Hardware Warranty

Part Number

- 910-005783
-

FAQ – Frequently Asked Questions

Logitech Control Center (LCC) and disabling and enabling macOS 11 (Big Sur) System Integrity Protection

Logitech Control Center (LCC) is not compatible with macOS 11 (Big Sur) due to a new [Apple policy](#) that requires significant changes to how our software works.

Certain LCC devices will be supported in an upcoming Logitech Options release, while others will not. You can find more information in regards to this below:

– **Which Logitech Control Center (LCC) devices will be supported in Logitech Options?**

– **Which Logitech Control Center (LCC) devices are not supported in Logitech Options?**

As some users may have discovered, it is possible to disable core macOS 11 (Big Sur) security features, specifically System Integrity Protection (SIP), to allow for LCC to run.

Logitech advises strongly against this, as the macOS System Integrity Protection (SIP) protects the entire system by preventing the execution of unauthorized code and leaves your computer vulnerable to malicious code.

Logitech Control Center (LCC) and macOS 11 (Big Sur)

Here you will be able to find helpful information regarding Logitech Control Center (LCC) and macOS 11 (Big Sur) support and potential issues.

What will happen to my Logitech Control Center (LCC) software or support devices when I update to macOS 11?

Logitech Control Center (LCC) will be fully compatible with macOS 11 (Big Sur), but only for a limited period. macOS 11 (Big Sur) support for Logitech Control Center (LCC) will end early 2021.

If you experience any issues during the limited compatibility period, please make sure that you have LCC version 3.9.11 or later installed. You can download LCC [here](#).

Please note that LCC 3.9.12 does have messages stating that LCC is not compatible with macOS 11 (Big Sur). You can ignore these messages or install LCC 3.9.11 or a newer version to remove the messages.

After the limited compatibility period ends, certain LCC devices will no longer be supported. You can find more information about those devices [here](#). All other LCC devices will work with Logitech Options, which you can download [here](#).

Logitech Control Center (LCC) shows the message No Logitech Device Found

Logitech Control Center (LCC) will be fully compatible with macOS 11 (Big Sur), but only for a limited period. macOS 11 (Big Sur) support for Logitech Control Center (LCC) will end early 2021.

If you experience any issues during the limited compatibility period, please make sure that you have LCC version 3.9.11 or later installed. You can download LCC [here](#).

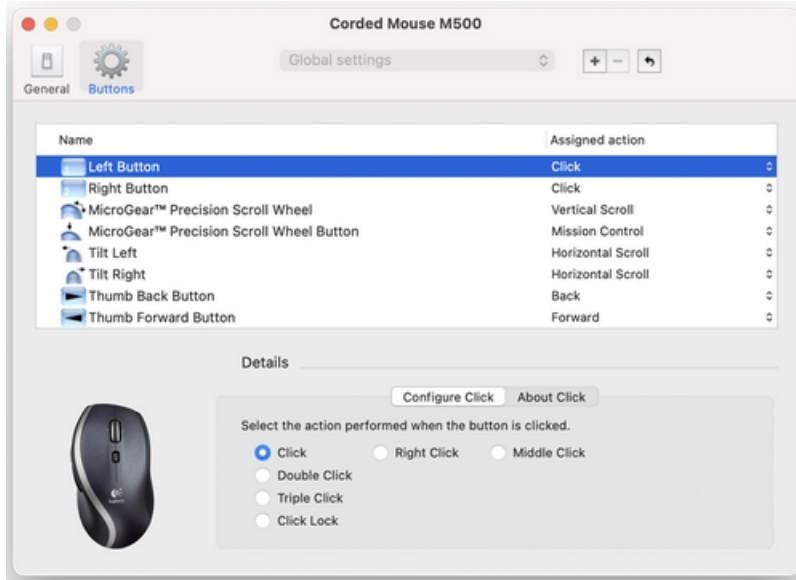
Some supported corded devices and some wireless devices might not show up on the main window in LCC, but all buttons/keys would work correctly as assigned. If you don't see your connected device on the main window in LCC and all the buttons/keys are correctly working, you can use the below steps to change the settings on your device:

- Go to Applications > Utilities > Terminal

- Copy the command below, paste it in Terminal, and then press **Enter** to run it:

Open /Library/Application Support/Logitech.localized/Logitech Control Center.localized/Device Manager.app/

This command will launch the Device Manager for the connected device as shown below, and you can change the assigned action for each button.



Please note that LCC 3.9.12 does have messages stating that LCC is not compatible with macOS 11 (Big Sur). You can ignore these messages or install LCC 3.9.11 or a newer version to remove the messages.

After the limited compatibility period ends, certain LCC devices will no longer be supported. You can find more information about those devices [here](#). All other LCC devices will work with Logitech Options, which you can download [here](#).

My Logitech Control Center (LCC) is blank after upgrading to macOS 11, what should I do?

Logitech Control Center (LCC) will be fully compatible with macOS 11 (Big Sur), but only for a limited period. MacOS 11 (Big Sur) support for Logitech Control Center (LCC) will end early 2021.

If you experience any issues during the limited compatibility period, please make sure that you have LCC version 3.9.11 or later installed. You can download LCC [here](#).

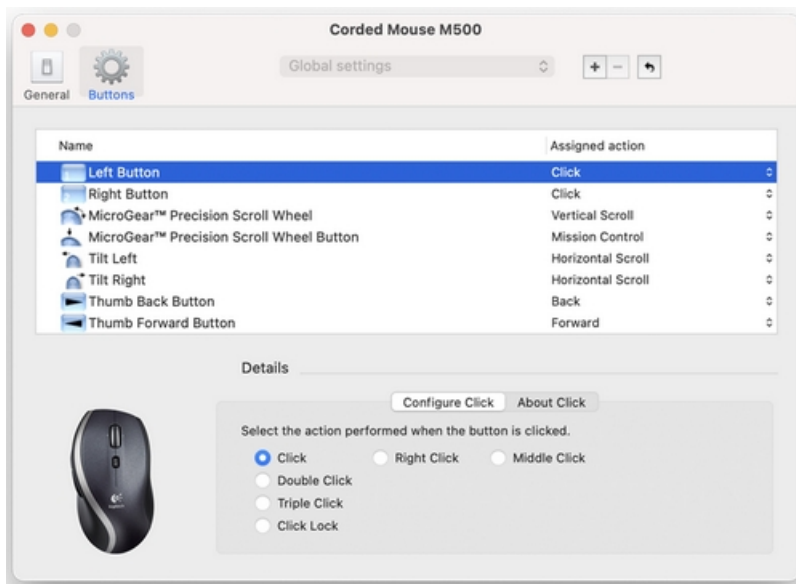
Some supported corded devices and some wireless devices might not show up on the main window in LCC, but all buttons/keys would work correctly as assigned. If you don't see your connected device on the main window in LCC and all the buttons/keys are correctly working, you can use the below steps to change the settings on your device:

- Go to Applications > Utilities > Terminal

- Copy the command below, paste it in Terminal, and then press **Enter** to run it:

Open /Library/Application Support/Logitech.localized/Logitech Control Center.localized/Device Manager.app/

This command will launch the Device Manager for the connected device as shown below, and you can change the assigned action for each button.



Please note that LCC 3.9.12 does have messages stating that LCC is not compatible with macOS 11 (Big Sur). You can ignore these messages or install LCC 3.9.11 or a newer version to remove the messages. After the limited compatibility period ends, certain LCC devices will no longer be supported. You can find more information about those devices [here](#). All other LCC devices will work with Logitech Options, which you can download [here](#).

What happens after the Logitech Control Center (LCC) limited compatibility period ends?

Logitech Control Center (LCC) will be fully compatible with macOS 11 (Big Sur), but only for a limited period. MacOS 11 (Big Sur) support for Logitech Control Center (LCC) will end early 2021.

If you experience any issues during the limited compatibility period, please make sure that you have LCC version 3.9.11 or later installed. You can download LCC [here](#).

Please note that LCC 3.9.12 does have messages stating that LCC is not compatible with macOS 11 (Big Sur). You can ignore these messages or install LCC 3.9.11 or a newer version to remove the messages. After the limited compatibility period ends, certain LCC devices will no longer be supported. You can find more information about those devices [here](#). All other LCC devices will work with Logitech Options, which you can download from [here](#).

After the Logitech Control Center (LCC) limited compatibility period ends, which devices will not be supported in Logitech Options?

Logitech Control Center (LCC) will be fully compatible with macOS 11 (Big Sur), but only for a limited period. MacOS 11 (Big Sur) support for Logitech Control Center (LCC) will end early 2021.

If you experience any issues during the limited compatibility period, please make sure that you have LCC version 3.9.11 or later installed. You can download LCC [here](#).

Please note that LCC 3.9.12 does have messages stating that LCC is not compatible with macOS 11 (Big Sur). You can ignore these messages or install LCC 3.9.11 or a newer version to remove the messages.

After the limited compatibility period ends the following Logitech Control Center (LCC) devices are not supported in Logitech Options. If you have one of these devices you will still be able to use basic functions such as left-click, right-click, middle button, and scroll wheel, but customization in LCC or Logitech Options is not possible. All other LCC devices will work with Logitech Options, which you can download [here](#).

- M100 Optical Mouse
- M110 Optical Mouse
- M205 Wireless Mouse
- V220 Cordless Optical Mouse
- V320 Cordless Optical Mouse
- V450 Laser Cordless Mouse
- V470 Cordless Laser Mouse
- V550 Nano Cordless Mouse
- MX Revolution
- MX Air
- MX300 Optical Mouse
- MX310 Optical Mouse

- MX400 Laser Corded Mouse
- MX500 Optical Mouse
- MX510 Optical Mouse
- MX600 Laser Cordless Mouse
- MX620 Cordless Laser Mouse
- MX1000 Laser Cordless Mouse
- MX1100 Laser Cordless Mouse
- VX Nano Cordless Laser Mouse
- Optical Wheel Mouse
- LX3 Optical Wheel Mouse
- LX5 Cordless Optical Mouse
- LX8 Cordless Laser Mouse
- Trackman Wheel
- TrackMan Marble Wheel
- MouseMan Traveller Optical Mouse
- MouseMan Wheel Optical
- MouseMan Dual Optical
- MouseMan Plus
- Optical Tilt Wheel mouse
- iFeel Optical Mouse
- M-BT96a Pilot Optical Mouse
- Marble 2 button mouse
- Laser Mouse M-UAL120
- S530 Laser Keyboard
- Wave Cordless keyboard
- Wave Corded Keyboard
- diNovo Edge Mac Keyboard
- Internet Navigator Keyboard
- iTouch Keyboard

Will Logitech Control Center (LCC) software or devices continue to work on macOS 10.15 or earlier versions?

Yes, if you're on macOS 10.15 or earlier versions, the Logitech Control Center (LCC) software will continue to work as does today.

Please note that Logitech Control Center (LCC) will be fully compatible with macOS 11 (Big Sur), but only for a limited period. macOS 11 (Big Sur) support for Logitech Control Center (LCC) will end early 2021.

If you experience any issues during the limited compatibility period, make sure that you have LCC version 3.9.11 or later installed. You can download LCC [here](#).

Please note that LCC 3.9.12 does have messages stating that LCC is not compatible with macOS 11 (Big Sur). You can ignore these messages or install LCC 3.9.11 or a newer version to remove the messages.

After the limited compatibility period ends, certain LCC devices will no longer be supported. You can find more information about those devices [here](#). You can still use LCC on macOS 10.15 or earlier versions, the Logitech Control Center (LCC) software will continue to work as it is today. All other LCC devices will work with Logitech Options, which you can download [here](#).

Logitech Keyboard, Presentation and Mice Software – macOS 11 (Big Sur) Compatibility

Apple has announced a forthcoming update macOS 11 (Big Sur) due to be released in the fall of 2020.



[Logitech Options](#)

Version: 8.36.76

Fully Compatible

[Click to learn more](#)



[Logitech Control Center \(LCC\)](#)

Version: 3.9.14

Limited Full Compatibility

Logitech Control Center will be fully compatible with macOS 11 (Big Sur), but only for a limited compatibility period.

macOS 11 (Big Sur) support for Logitech Control Center will end early 2021.

[Click to learn more](#)



[Logitech Presentation Software](#)

Version: 1.62.2

Fully Compatible



[Firmware Update Tool](#)

Version: 1.0.69

Fully Compatible

Firmware Update Tool has been tested and is fully compatible with macOS 11 (Big Sur).



Unifying

Version: 1.3.375

Fully Compatible

Unifying software has been tested and is fully compatible with macOS 11 (Big Sur).



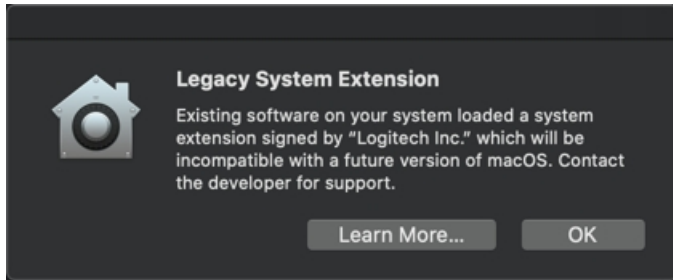
Solar App

Version: 1.0.40

Fully Compatible

Solar app has been tested and is fully compatible with macOS 11 (Big Sur).

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: [About legacy system extensions](#).



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**.

Supported operating systems for the Corded Mouse M500

At the time of release, this product is supported on:

- Windows 8
- Windows 7
- Windows Vista
- Windows XP
- Mac OS X 10.5 or later

See this product's [Downloads](#) page for the latest software support.

Customize the M500 mouse with Logitech SetPoint software

Logitech SetPoint is mouse and keyboard software for Windows. It lets you to configure your mouse settings.

NOTE:

If you don't already have SetPoint installed, you can [download it](#).

Launch SetPoint and customize your mouse

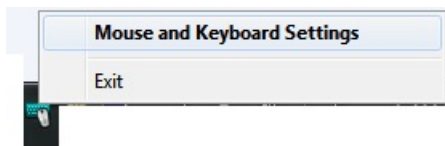
Once you've installed SetPoint, you can launch the user interface (UI) and customize your mouse. Here's how:

1. In Windows:

- Go to **Start > All Programs > Logitech > Mouse and Keyboard > Mouse and Keyboard Settings**

OR

- Click the SetPoint icon in the notification area, and then select "Mouse and Keyboard Settings".



2. Select your product from the My Mouse tab.

3. Click an icon on the left to access the settings you want to configure or to get more information.

Options Description



Button Settings



Pointer and Scrolling Settings



Game Settings



Advanced Settings for application-specific button settings

M500 mouse does not work

If your mouse isn't working, there could be an issue with the USB connection.

To fix it:

- If you're using a USB hub, try connecting the mouse directly to a USB port on your computer instead.
- Try moving the mouse to a different USB port on your computer.

Customize the M500 Mouse with Logitech Control Center (LCC) software

Follow these links to learn how you can customize your mouse using Logitech Control Center (LCC) mouse and keyboard software.

NOTE:

- If you don't already have LCC installed, you can [download it](#).
- Customizing mouse buttons (see answer [360023419733](#))
- Configuring mouse tracking speed (see answer [360023419733](#))

Scrolling issues with Windows 8.1 Consumer Preview version

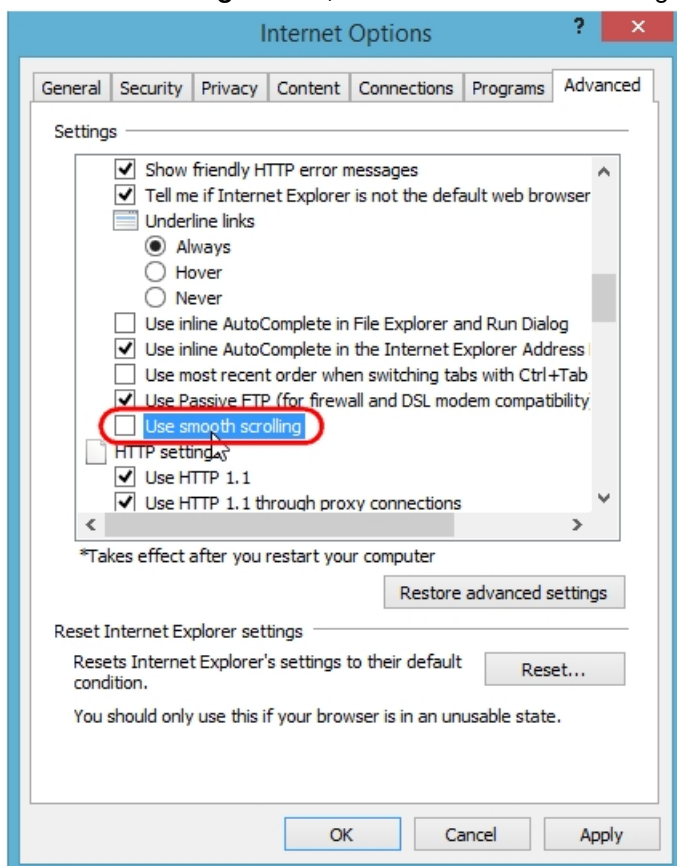
Initial testing with Windows 8.1 Consumer Preview version reveals a scrolling issue with IE11 and Windows 8 apps, as well as on the Windows Start screen itself:

- 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.

Cleaning your Logitech device

In the event your Logitech device needs cleaning we have some recommendations:

Before You Clean

- If your device is cabled, please unplug your device from your computer first.
- If your device has user-replaceable batteries, please remove the batteries.
- Be sure to switch off your device and then wait 5-10 seconds before starting to clean.
- Don't put cleaning liquids directly on your device.
- For devices that are not waterproof, please keep moisture to a minimum and avoid any liquid dripping or seeping into the device
- When using cleaning sprays, spray the cloth and wipe — do not spray the device directly. Never submerge the device in a liquid, cleaning or otherwise.
- Don't use bleach, acetone/nail polish remover, strong solvents, or abrasives.

Cleaning Keyboards

- To clean the keys, use regular tap water to lightly moisten a soft, lint-free cloth and gently wipe down the keys.
- Use compressed air to remove any loose debris and dust between the keys. If you do not have compressed air available, you could also use cold-air from a hair-dryer.
- You can also use fragrance-free disinfecting wipes, fragrance-free anti-bacterial wet wipes, makeup removing tissue, or alcohol swabs containing less than 25% concentration of alcohol.
- Don't use bleach, acetone/nail polish remover, strong solvents, or abrasives.

Cleaning Mice or Presentation Devices

- Use tap water to lightly moisten a soft, lint-free cloth and gently wipe down the device.
- Use lens cleaner to lightly moisten a soft, lint-free cloth and gently wipe down your device.
- You can also use fragrance-free disinfecting wipes, fragrance-free anti-bacterial wet wipes, makeup removing tissue, or alcohol swabs containing less than 25% concentration of alcohol.
- Don't use bleach, acetone/nail polish remover, strong solvents, or abrasives.

Cleaning Headsets

- Plastic parts (headband, mic boom, etc.): it is recommended to use fragrance-free disinfecting wipes, fragrance-free anti-bacterial wet wipes, makeup-removing tissue, or alcohol swabs containing less than 25% concentration of alcohol.
- Leatherette earpads: it is recommended to use fragrance-free disinfecting wipes, fragrance-free anti-bacterial wet wipes, or make-up removal tissue. Alcohol wipes can be used on a limited basis.
- For the braided cable: it is recommended to use anti-bacterial wet wipes. When wiping cables and cords, grip the cord mid-way and pull towards the product. Don't forcefully pull the cable away from the product or away from the computer.
- Don't use bleach, acetone/nail polish remover, strong solvents, or abrasives.

Cleaning Webcams

- Use tap water to lightly moisten a soft, lint-free cloth and gently wipe down the device.
- Use lens cleaner to lightly moisten a soft, lint-free cloth and gently wipe down the webcam lens.
- Don't use bleach, acetone/nail polish remover, strong solvents, or abrasives.

If Your Device Still Isn't Clean

- In most cases, you can use isopropyl alcohol (rubbing alcohol) or fragrance-free anti-bacterial wipes and apply more pressure when cleaning. 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 any printing on your device.
- If you're still not able to get your device clean, please consider [contacting us](#).

COVID-19

Logitech encourages users to properly sanitize their products in accordance with guidelines put out by the [World Health Organization](#) and the [Centers for Disease Control](#) guidelines.

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

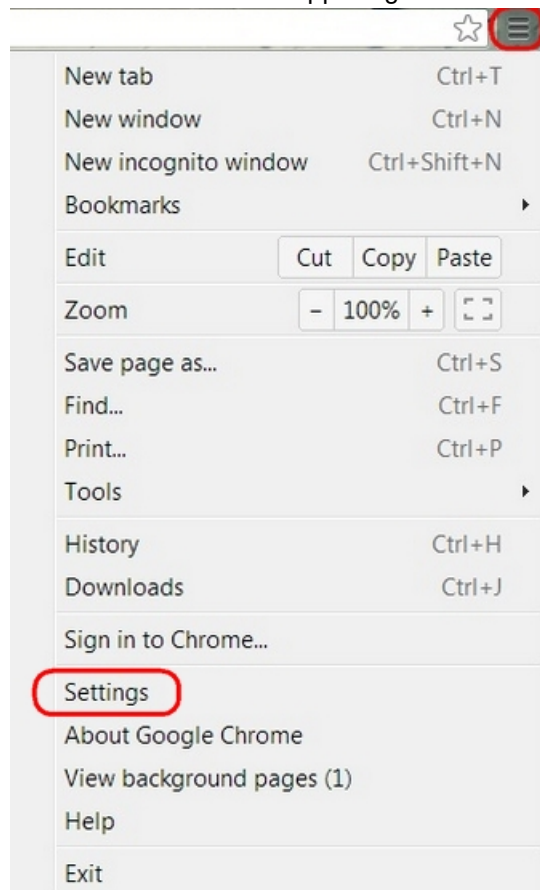
– Windows 8 Start screen apps

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.

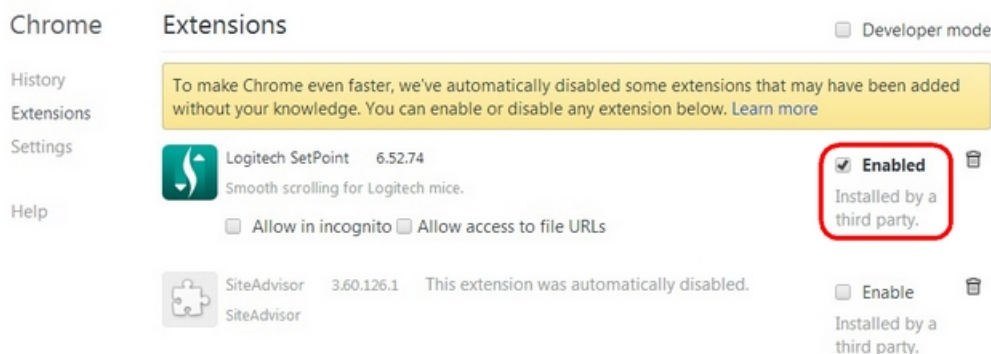
Google Chrome

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**.



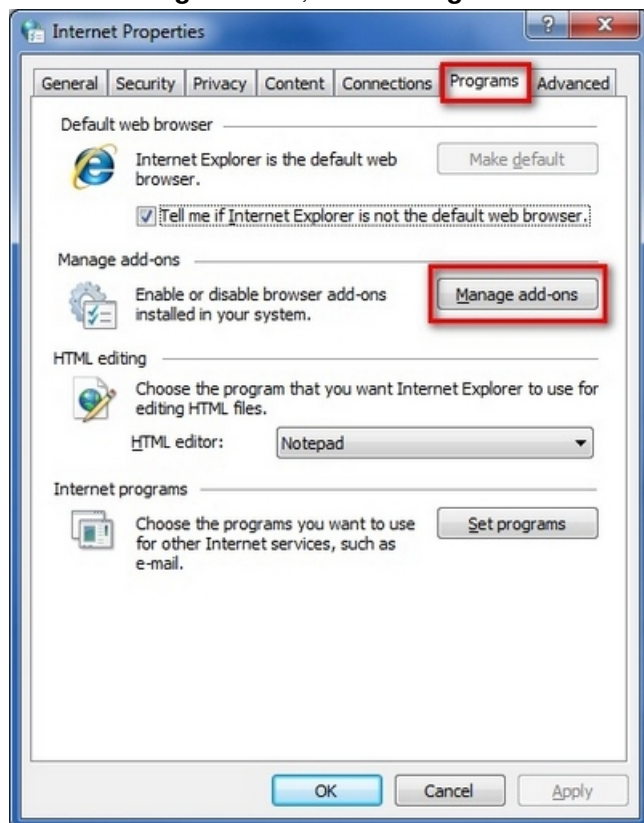
NOTE: To enable the smooth scrolling plug-in, follow the steps above, and in step 3, click **Enable**.

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

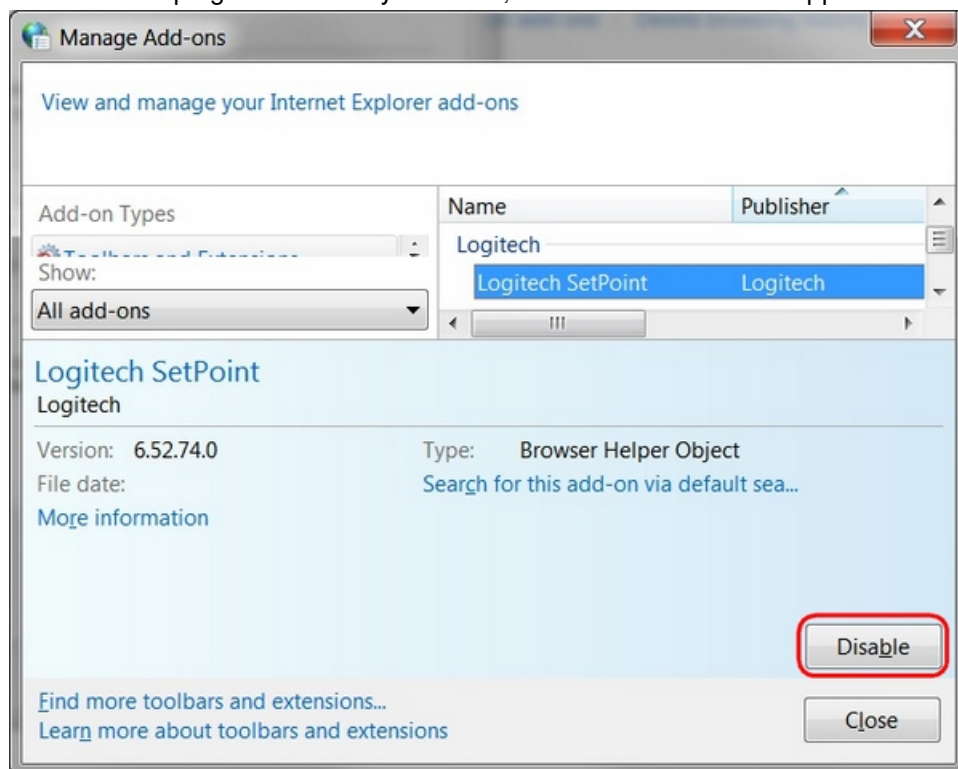
Internet Explorer

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.

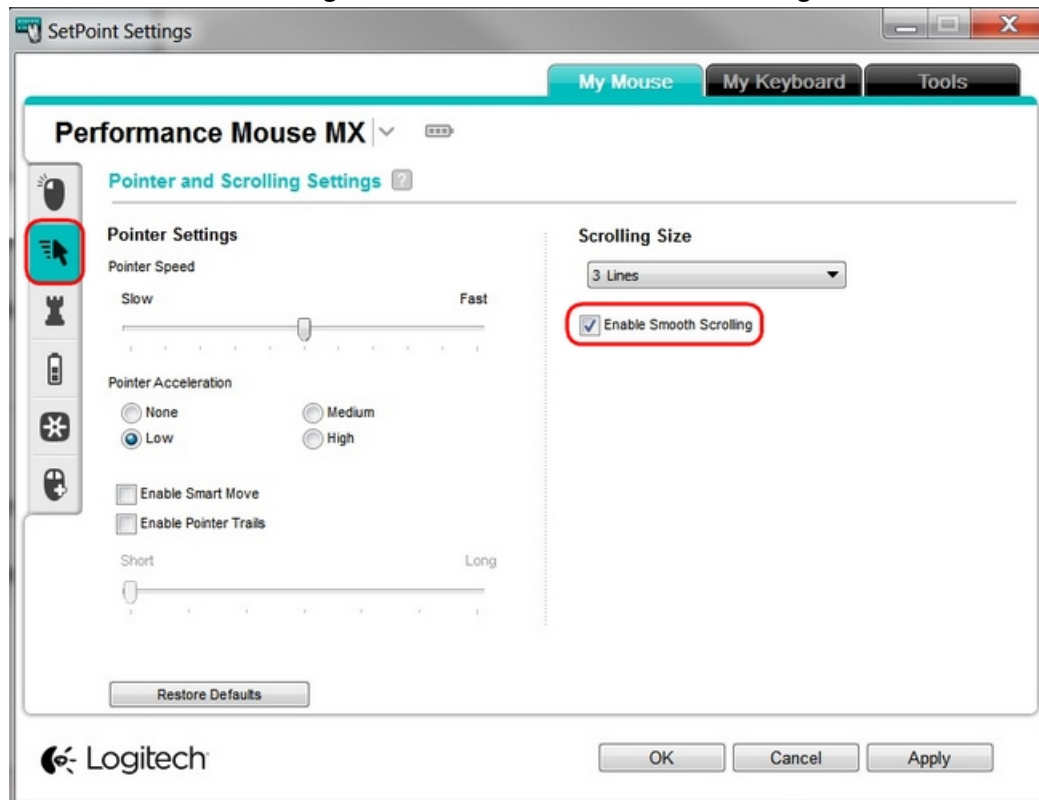
Windows 8 Start screen apps

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.

Windows 8 and Windows 10 product support and device compatibility

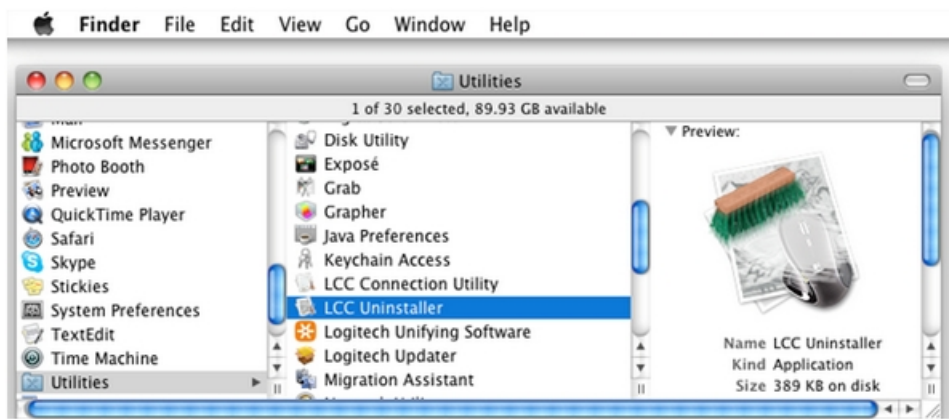
To check if your Logitech product works with Windows 8 or Windows 10, first select the appropriate product category from the list below.

- [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](#)

Uninstalling Logitech Control Center (LCC) Mac software

To uninstall the Logitech Control Center:

1. From the Finder's "Go" menu, click **Utilities**, and then double click **LCC Uninstaller**.



2. Click **Uninstall**, and then follow the on-screen instructions.

Cursor does not follow mouse movements

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

1. Use a mouse pad.
2. Avoid using your mouse on:
 - Glass and other see-through surfaces
 - Reflective surfaces, such as mirrors and metal desks
 - Wood grains and grooved surfaces
3. 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.

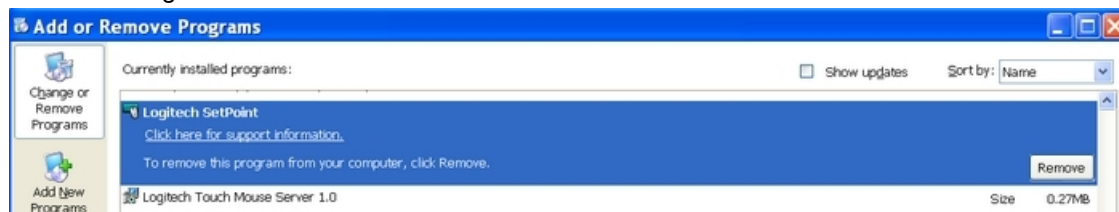
Uninstalling Logitech SetPoint Software

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

- Windows XP
- Windows 7 and Vista
- Windows 8
- Windows 10

Windows XP

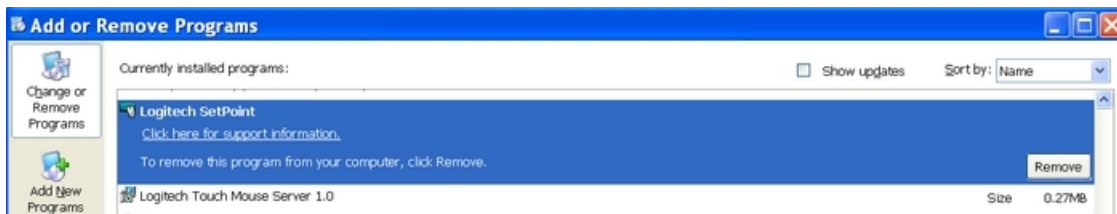
1. Go to **Add or Remove Programs**:
 - Default Start Menu: Start > Control Panel > Add or Remove Programs
 - Classic Start Menu: Start > Settings > Control Panel > Add or Remove Programs
2. Select "Logitech SetPoint" from the list.



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

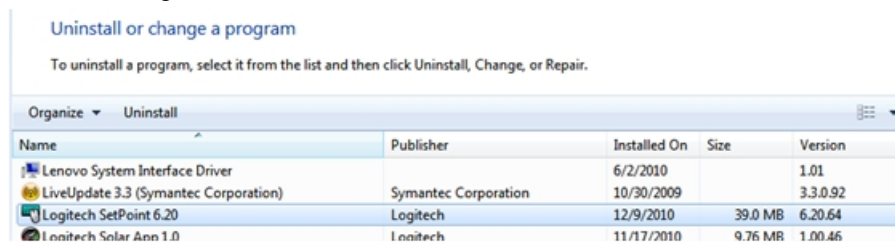
1. Go to **Uninstall a program**:

– Start screen > Right-click on **Mouse and Keyboard Settings** > Uninstall

– Start screen > Right-click on empty space and select **All apps** > Control Panel > 1. Uninstall a program



3. Select “Logitech SetPoint” from the list.



4. Click **Uninstall**.

5. 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**
Select Logitech SetPoint from the list of programs.

Windows 10

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

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

Downloading the latest software for my Logitech mouse and keyboard

To find out if software is available for your product, do the following:

1. Go to the [Product Support Page](#).

2. Click on the category for your product.

3. Locate the picture of your product and click on it.

NOTE: If you can't find the picture of your product on this page, scroll down and click on "Still can't find your product?" at the bottom of the page.

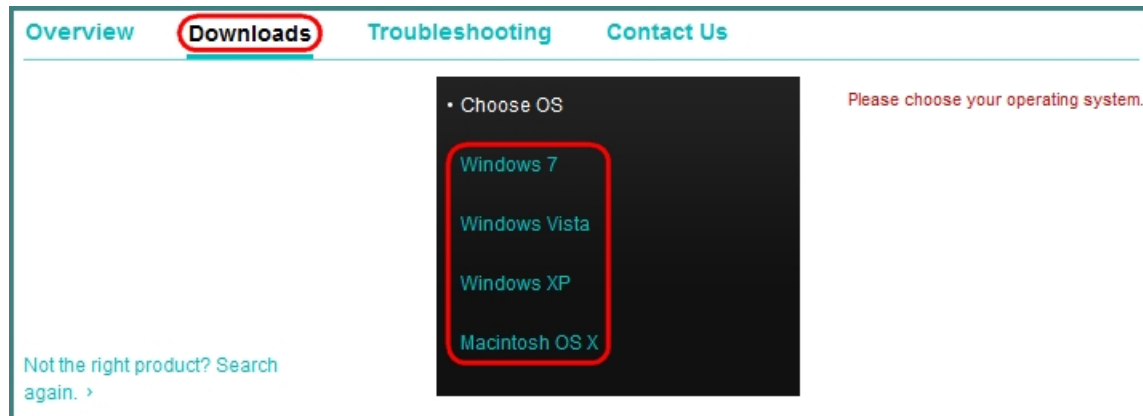
4. If two pictures look similar, check the Model Numbers (M/N) displayed with the M/N on your product. The M/N can usually be found here:

– **Mouse:** On a label inside the battery compartment, underneath the batteries or on the bottom of the product.

– **Keyboard:** On a label on the bottom of the product.

5. Click on the **Downloads** tab and select your operating system in the drop-down to check if software is available. (see screenshot below).

NOTE: Most Logitech products will work with no additional software or drivers needed. If no software is shown for your operating system on your PC or Mac, then software is not available for your product.



If you're using Windows and need to determine if you need 32 or 64-bit software, refer to [Knowledge Base article 12320](#).

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.

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.

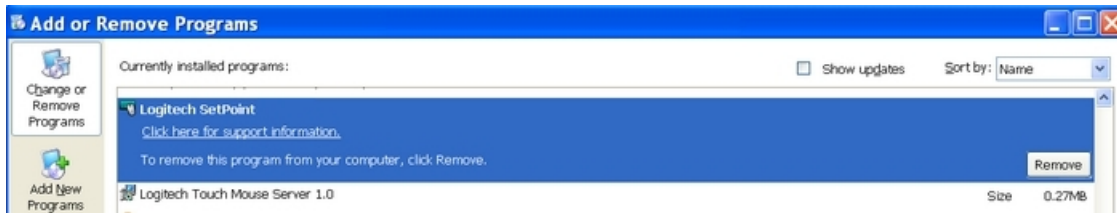
- To uninstall and re-install SetPoint:
- Windows XP
- Windows Vista and Windows 7
- Windows 8

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:

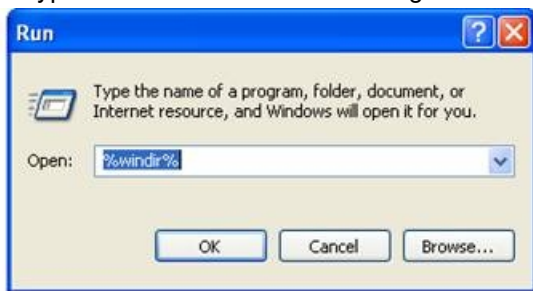
1. Right-click on the SetPoint icon in the system tray (at the bottom right of your screen) and select **Exit**.



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.

If the wdf01000.sys file isn't in the **drivers** folder, change wdf01000.bak back to wdf01000.sys.

9. Restart the computer.

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

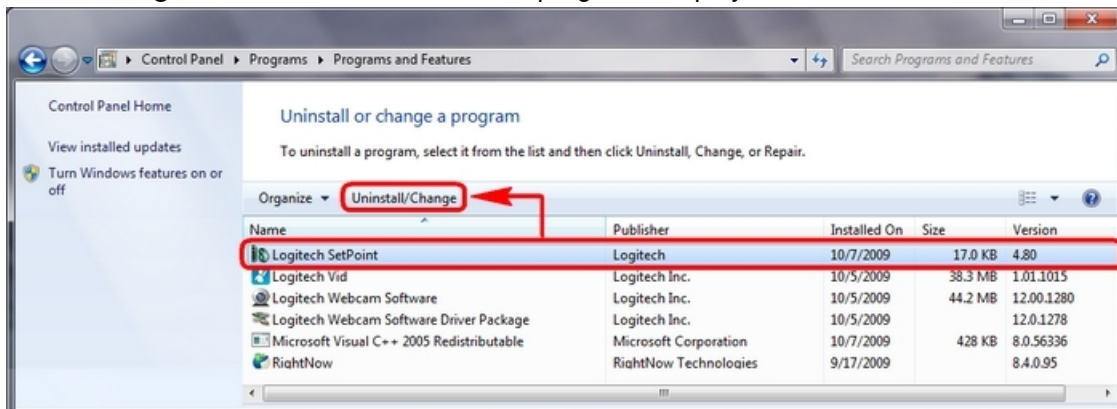
Windows Vista and Windows 7

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.

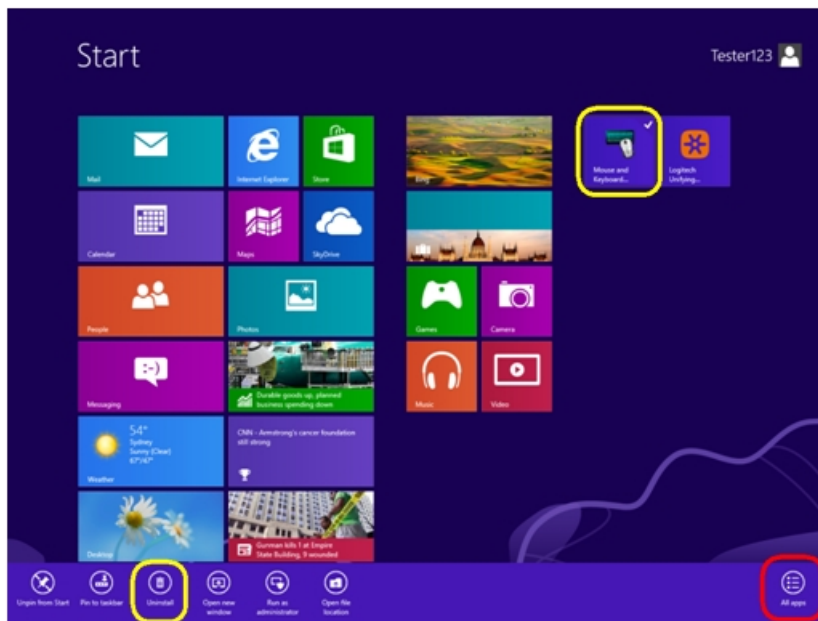
4. Download and install the latest version of SetPoint from the Web Download page.

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

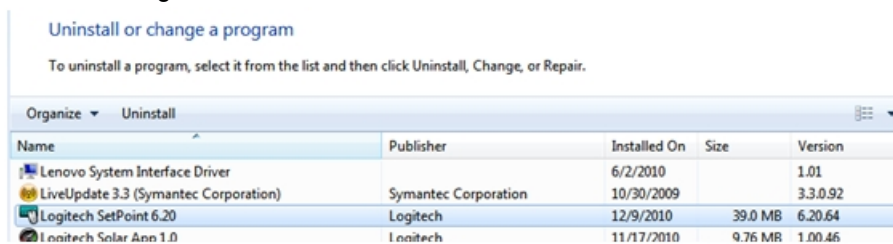
Windows 8

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.

Mouse double-clicks when clicked once

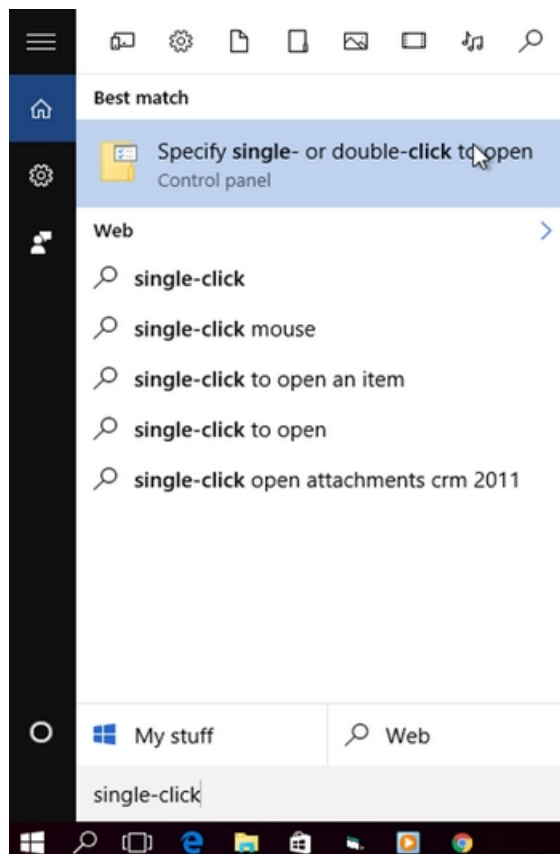
- My mouse has been double-clicking from the first day of usage
- My mouse has been working fine until recently and now it's double-clicking

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:

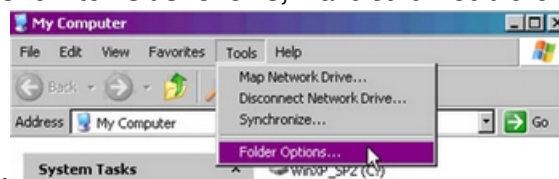
Disabling the single-click to open option in Windows 8/Windows 10

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.

Image

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

Image

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

Image

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.

Image

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

Image

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

Image

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.

System Extension Blocked message when installing Logitech Options or LCC

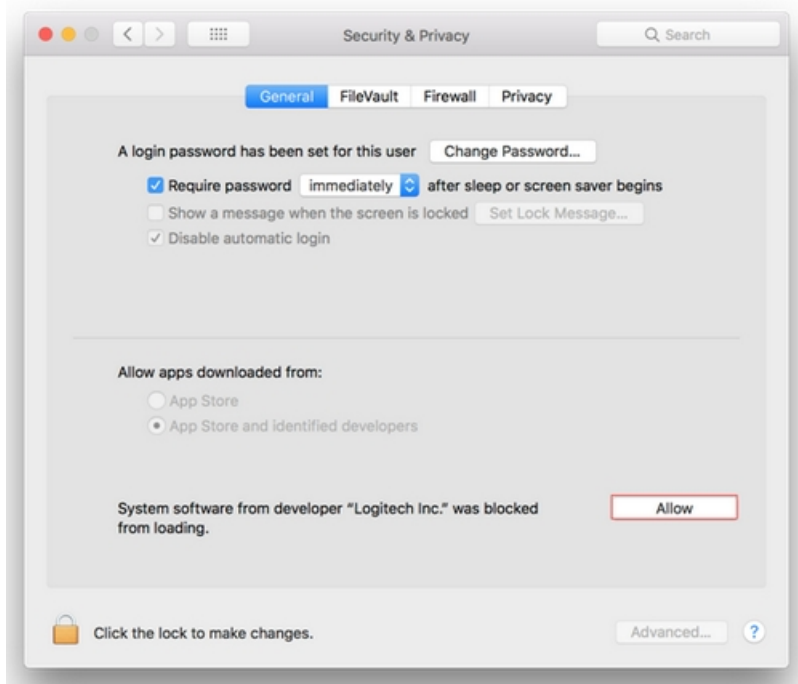
Starting with macOS High Sierra (10.13), Apple has a new policy that requires user approval for all KEXT (driver) loading. You may see a “System Extension Blocked” prompt (shown below) during the installation of Logitech



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

Download

Logitech M500s Advanced Corded Mouse User Manual – [[Download PDF](#)]

Read More About:

[Logitech M500s Advanced Corded Mouse](#)

Manuals+.