


## Wireless device does not work or is not recognized

When your device isn't working, the problem is likely a connection or power issue. This can be due to several reasons, such as:

- Low battery levels
- Plugging the receiver into a USB hub or other unsupported device such as a KVM switch
- **NOTE:** Your receiver must be plugged directly into your computer.
- Using your wireless keyboard on metal surfaces
- Radio frequency (RF) interference from other sources, such as wireless speakers, cell phone, and so on
- Windows USB port power settings


If your keyboard is not working or frequently loses connection try the following steps:

1. Check the batteries or make sure your device is charged.
2. Make sure the keyboard is On.
3. Keep other electrical wireless devices away from the USB receiver to avoid interferences.
4. Move the keyboard closer to the USB receiver.
5. Unpair/repair or disconnect/reconnect hardware:
  - If you have a Unifying receiver, identified by this logo,  see [Unpair a mouse or keyboard from the Unifying receiver](#) for instructions.
  - If your receiver is non-Unifying, it cannot be unpaired. However, if you have a replacement receiver, you can use the [Connection Utility](#) software to perform the pairing.

## USB receiver does not work or is not recognized

If your device stops responding, confirm that the USB receiver is working properly.

The steps below will help to identify if the issue is related to the USB receiver:

1. Open **Device Manager** and make sure your product is listed.
2. If the receiver is plugged into a USB hub or extender, try plugging it into a port directly on the computer
3. **Windows only** — try a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
4. If the receiver is Unifying, identified by this logo,  open Unifying Software and check if the device is found there.
5. If not, follow the steps to [connect the device to a Unifying receiver](#).
6. Try using the receiver on a different computer.
7. If it's still not working on the second computer, check Device Manager to see if the device is recognized.

If your product is still not recognized, the fault is most likely related to the USB receiver rather than the keyboard or mouse.

6. Try a different USB port. If using a different USB port works, try [updating the motherboard USB chipset driver](#).
7. **Windows only** — [check USB port power settings](#).
8. Upgrade the firmware for your device if available.
9. Try the device on a different computer.

## **Keyboard/Mice - Buttons or keys do not work correctly**

### **Likely Cause(s):**

- Potential hardware issue
- Operating system /software settings
- USB port issue

### **Symptom(s):**

- Single-click results in double-click (mice and pointers)
- Repeating or strange characters when typing on the keyboard
- Button/key/control gets stuck or responds intermittently

### **Possible solutions:**

1. Clean the button/key with compressed air.
2. Verify the product or receiver is connected directly to the computer and not to a hub, extender, switch or something similar.
3. Unpair/repair or disconnect/reconnect hardware.
4. Upgrade firmware if available.
5. **Windows only** — try a different USB port. If it makes a difference, try [updating the motherboard USB chipset driver](#).
6. Try on a different computer. **Windows only** — if it works on a different computer, then the issue might be related to a USB chipset driver.

### **\*Pointing devices only:**

- If you're not sure if the problem is a hardware or software issue, try switching the buttons in the settings (left click becomes right click and right click becomes left click). If the problem moves to the new button it is a software setting or application issue and hardware troubleshooting cannot resolve it. If the problem stays with the same button it is a hardware issue.

- If a single-click always double-clicks, check the settings (Windows mouse settings and/or in Logitech SetPoint/Options/G HUB/Control Center/Gaming Software) to verify if the button is set to **Single Click is Double Click**.

**NOTE:** If buttons or keys respond incorrectly in a particular program, verify if the problem is specific to the software by testing in other programs.

#### **No optical light visible on the M705 mouse**

Your mouse uses an infrared (IR) Laser light that is invisible to the human eye.

If you're not sure if your mouse is turned on, check the ON/OFF switch located on the bottom.

When your mouse is:

- **ON** - The switch is pushed over to the right and you see green next to it.
- **OFF** - The switch is pushed over to the left and you see red next to it.



### **Mouse isn't working**

If your M705 mouse isn't working, the problem is likely a lost connection. The connection between the mouse and the Unifying receiver can be lost for several reasons, such as:

- Low battery levels
- Moving the receiver from USB one port to another
- Moving the receiver to another computer
- Plugging the receiver into a USB hub or other unsupported device such as a KVM switch (**NOTE:** Your Unifying receiver must be plugged directly into your computer.)
- Using your wireless mouse on metal surfaces
- Radio frequency (RF) interference from more powerful devices such as:

- Wireless speakers
- Computer power supplies
- Monitors
- Cell phones
- Garage door openers

### **Before reconnecting your mouse**

1. Fix or rule out the potential problem sources listed above.
2. Make sure you have fresh batteries in your mouse (see answer [360023222174](#) for instructions).
3. Make sure the mouse is turned on (see answer [360023222174](#) for instructions).
4. Plug the receiver directly and securely into a working USB port on your computer.
5. Turn your computer on.

### **Reconnecting your mouse**

1. Download and install the latest software from the [Marathon Mouse M705 Downloads](#) page.
2. Launch the Logitech Unifying Software:

Windows 7: Start > Programs > Logitech > Unifying > Logitech Unifying Software

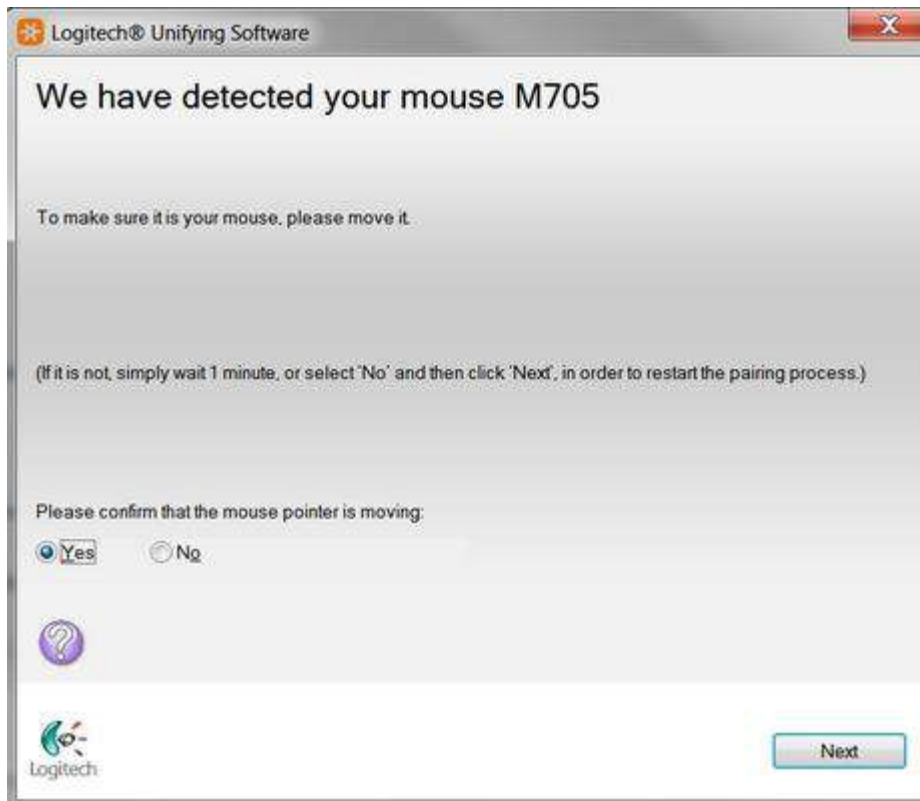
Windows 8: Start screen > Logitech Unifying Software

Macintosh: Application > Utilities > Logitech Unifying Software

3. Click **Next** at the bottom of the Welcome screen.
4. Follow the on-screen instructions to turn your mouse off and then back on.



5. When your mouse is detected, you'll see the confirmation message below. Click **Yes** and then **Next**. Otherwise, repeat from step #4.



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

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## Mouse or keyboard frequently stops working

- Keep other electrical devices at least 8 inches (20 cm) away from the Unifying receiver
- Move the mouse or keyboard closer to the Unifying receiver
- Move the receiver to a different USB port on your computer