FAQ

Game has LIGHTSYNC support but is not visible in game integration customization view
If your game is listed in the [Game Driven Lighting](#) section of our product page but doesn't appear in the game integration customization view in the Logitech Gaming Software (LGS), do the following:

1. After installing LGS version 8.98 while the G560 speaker is connected, launch the game at least one time.
2. Click on the game integration customization view again. You should have full access to the lighting customization for that specific game title.

Close

No audio or intermittent audio from headphones when connected to G560 speakers
If you experience intermittent audio or get no audio at all when you connect headphones to your G560 speakers, try the following:

- The headphone jack is located on the back of the right satellite speaker, underneath the power button — make sure your headphone connector is securely connected to the port.
- Try disconnecting and reconnecting the headphone connector 2-3 times.

IMPORTANT: Microphones are not supported through the G560 headphone connection.

Close

G560 speaker turns off or goes into standby mode while in use
If your G560 speaker goes into standby mode or turns off completely while in use, try the following:

1. Turn the volume down from the speaker controls — the volume buttons are located on the top of the right satellite speakers.
2. Turn the volume to maximum on your source device (PC, smartphone, tablet, etc.).
3. Use the volume controls on the speakers to adjust the volume up and down to the desired level.

Close

G560 lights do not activate when switching from USB to Bluetooth or 3.5 mm connection
To activate the lights when switching from USB to Bluetooth or 3.5 mm connections, you'll need to switch to Hardware Control in Logitech Gaming Software (LGS).

1. Launch LGS.
2. Select the G560 from the product selecter.
3. Push the toggle left to activate **Hardware Control**.

Close

Bluetooth button functionality on the G560 subwoofer
The Bluetooth button on the subwoofer allows you to turn the Bluetooth functionality on and off.
When switched off, the G560 will not be discoverable by other Bluetooth devices and the
Bluetooth button on top of the right satellite speaker will be disabled.

To use the Bluetooth On/Off button:

1. Remove the EVA foam cover.
2. Using a small tool, press the button once to turn Bluetooth off.
3. To turn Bluetooth on again, you can press the button again or turn your speaker off, then
   back on again.

Close

Console compatibility for the G560 Gaming Speaker

Custom lighting configuration and LIGHTSYNC game-driven effects are only available when the G560 is connected by USB to a computer running Logitech Gaming Software.

When your G560 is not connected to any other device, or when it's used in onboard mode while connected to a computer, the G560 can play lighting effects that react to an audio source over the 3.5mm or Bluetooth connections. For PS4 users it is possible to configure G560 as a USB sound device, or it can be connected to the 3.5mm input jack to play sound and onboard reactive lighting. For other consoles, G560 can play sound and onboard reactive lighting using the 3.5mm input jack.

Close

G560 features supported by Logitech Gaming Software for Mac
To access advanced LIGHTSYNC features for the G560 gaming speaker, download Logitech Gaming Software (LGS) from the speaker's support page in the Downloads section.

Please note that some features, shown in the table below, will not be available in LGS when you use the G560 on a Mac.

Supported Features	Nonsupported Features
Screen Sampler - LGS required	Advanced Audio Visualizer Customization (through LGS)
Audio Visualizer — automatically driven by speaker (not customizable by user).*	DTS:X

* Backlights react to bass, and frontlights react to mids/high tones — cycle through all available colors.
Close

About G560 speaker cable thickness
G560 cables are thicker than typical speaker cables because they need to carry both audio and LIGHTSYNC information to the satellite speakers.

Close

LIGHTSYNC Screen Sampler configuration guides
You can customize the lighting on your G560 for any game with the LIGHTSYNC Screen Sampler by mapping four areas of the screen to the four zones of the G560:

- Left Back
- Left Front
- Right Back
- Right Front

Screen Sampler averages the color values in the sampled area and sends that color to the four lighting zones.

The Logitech G team has created the following Screen Sampler configuration guides for some of their favorite games:

BLACK DESERT ONLINE	[Black Desert Online Screen Sampler Configuration Guide](#)
CALL DUTY WWII	[Call of Duty: WWII Screen Sampler Configuration Guide](#)
DESTINY 2	[Destiny 2 Screen Sampler Configuration Guide](#)
DIABLO	[Diablo 3 Screen Sampler Configuration Guide](#)
ELITE DANGEROUS	[Elite Dangerous Screen Sampler Configuration Guide](#)
FARCRY5	[Far Cry 5 Screen Sampler Configuration Guide](#)
FORZA MOTORSPORT 7	[Forza 7 Screen Sampler Configuration Guide](#)
(Guild Wars 2 logo)	[Guild Wars 2 Screen Sampler Configuration Guide](#)
HEROES OF THE STORM	[Heroes of the Storm Screen Sampler Configuration Guide](#)
LEAGUE LEGENDS	[League of Legends Screen Sampler Configuration Guide](#)
(Overwatch logo)	[Overwatch Screen Sampler Configuration Guide](#)
PATH EXILE	[Path of Exile Screen Sampler Configuration Guide](#)

	[Player Unknown's Battlegrounds (PUBG) Screen Sampler Configuration Guide](#)
	[Rocket League Screen Sampler Configuration Guide](#)
	[StarCraft 2 Screen Sampler Configuration Guide](#)
	[World of Warcraft Screen Sampler Configuration Guide](#)

Close

Connect the G560 gaming speakers to your devices
There are three ways to connect your G650 speakers to your devices (PC, smartphone, tablet, etc.):

- [USB (cable included)*](#)
- [Bluetooth**](#)
- [3.5mm Auxiliary (cable not included)**](#)

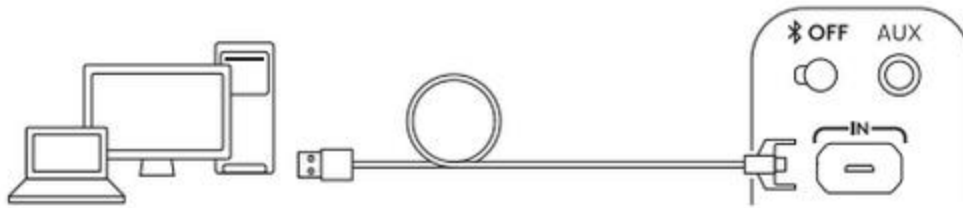* For full access to LIGHTSYNC features, connect via USB and install Logitech Game Software (LGS).
** LIGHTSYNC features are limited using these connection methods.

Logitech Easy-Switch™
You can easily switch between up to four connected devices using either USB, 3.5mm, or Bluetooth connectivity. Pause on one device and play on the other device. This allows for multiple device compatibility without having to switch sources.

USB

1. Connect the micro-USB connector to the port on the back of the subwoofer.
2. Connect the USB connector to your PC.
3. Turn on the speaker by pressing the recessed button on the back of the right satellite speaker.

IMPORTANT: You may need to select the G560 speakers as the default audio output device in your operating system's sound settings.

Bluetooth

1. With the speaker on, press and hold down the Bluetooth button on the back of the right satellite speaker for three seconds — you will hear a tone and the LED on the top front of the right satellite will blink blue rapidly.
2. On your Bluetooth device, activate Bluetooth and find and select the **G560 Gaming Speaker** from the Bluetooth devices list.
3. Once your speaker is connected to your device, the LED on the top front of the right satellite will turn solid blue.
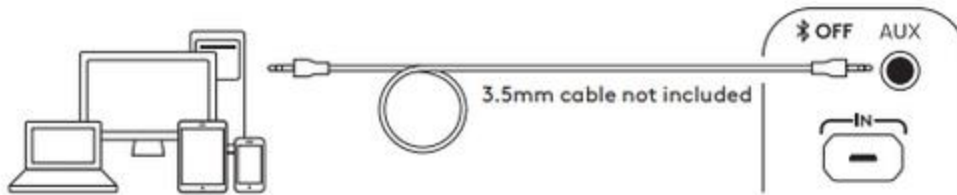

IMPORTANT: You may need to select the G560 speakers as the default audio output device in your operating system's sound settings.

3.5mm Auxiliary

1. Connect one end of a male-to-male 3.5mm cable to the port on the back of the subwoofer.
2. Connect the other end of the male-to-male 3.5mm cable to your device's 3.5mm auxiliary port.
3. Turn the speakers on.

IMPORTANT: You may need to select your PC's sound card as the default audio output device in your operating system's sound settings.
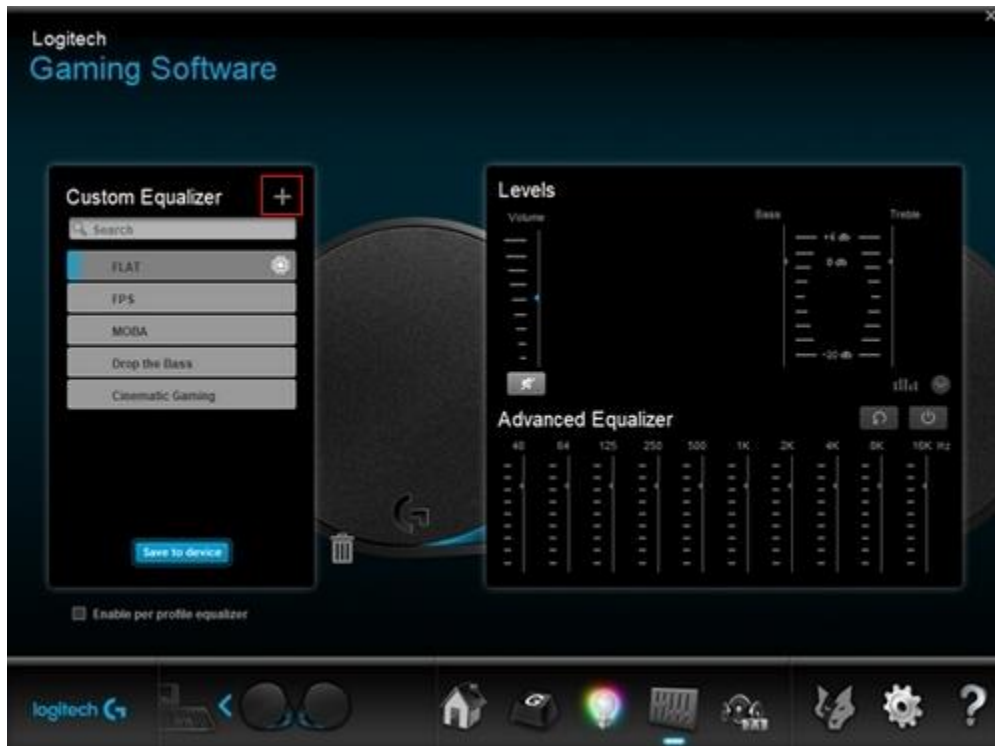
Close

Customize the audio on the G560 speakers

To take full advantage of your G560 speaker's audio customization settings, download and install Logitech Gaming Software (LGS) onto your PC from www.logitech.com/support/G560.

1. With your speaker connected to your PC, open LGS.
2. If you have multiple Logitech Gaming products (keyboard, mouse, etc.), use the product selector to select the G560.
3. Click the mixing board icon in the toolbar.

4. On the Equalizer settings page, click the plus sign "+" to create a custom EQ setting, then rename and adjust the different frequencies.

5. To adjust different settings for specific applications using per-profile mode, click **Enable per profile equalizer** to enable the menu.
NOTE: This menu works exactly like other per-profile settings. If certain games or apps have special EQ needs, you can have those profiles automatically assigned so you don't have to change the settings every time.

Close

Install the G560 firmware update version 122.2.22
G560 firmware version 122.2.22 contains the following changes:

- Added volume improvements

Previous version 122.1.21 contains the following changes:

- Fixed distortion issues with Bluetooth audio streams
- Increased output power of headphone out
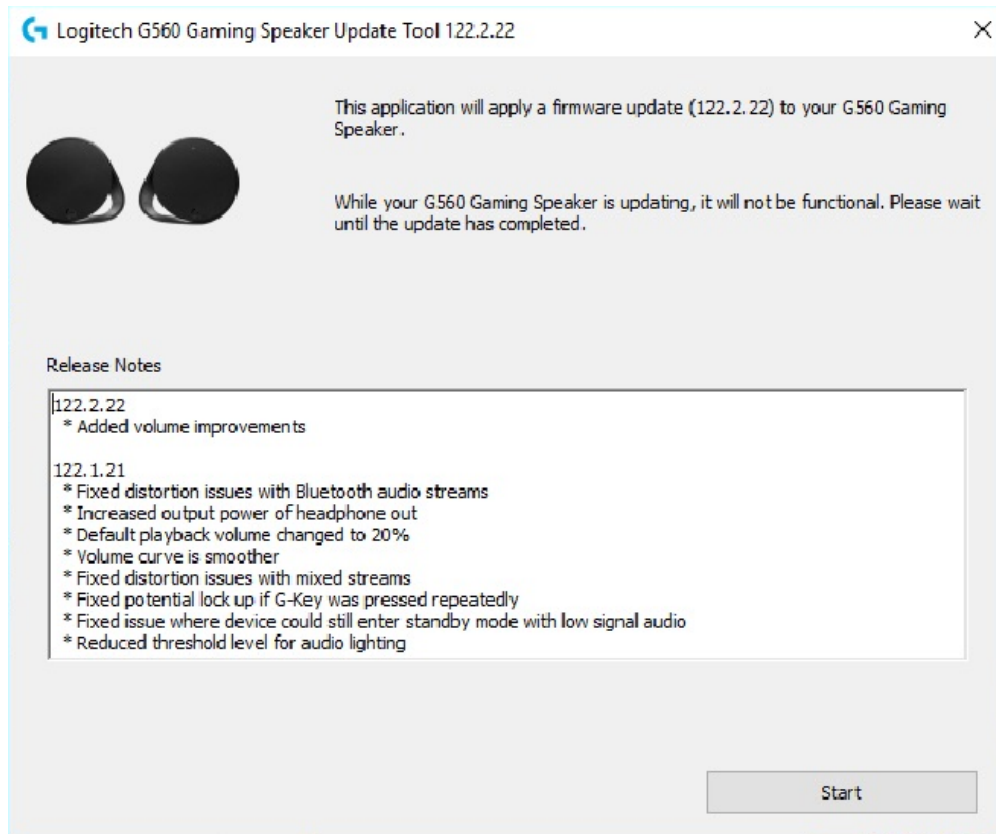- Default playback volume changed to 20%

- Volume curve is smoother
- Fixed distortion issues with mixed streams
- Fixed potential lockup if G-Key was pressed repeatedly
- Fixed issue where device could still enter standby mode with low signal audio
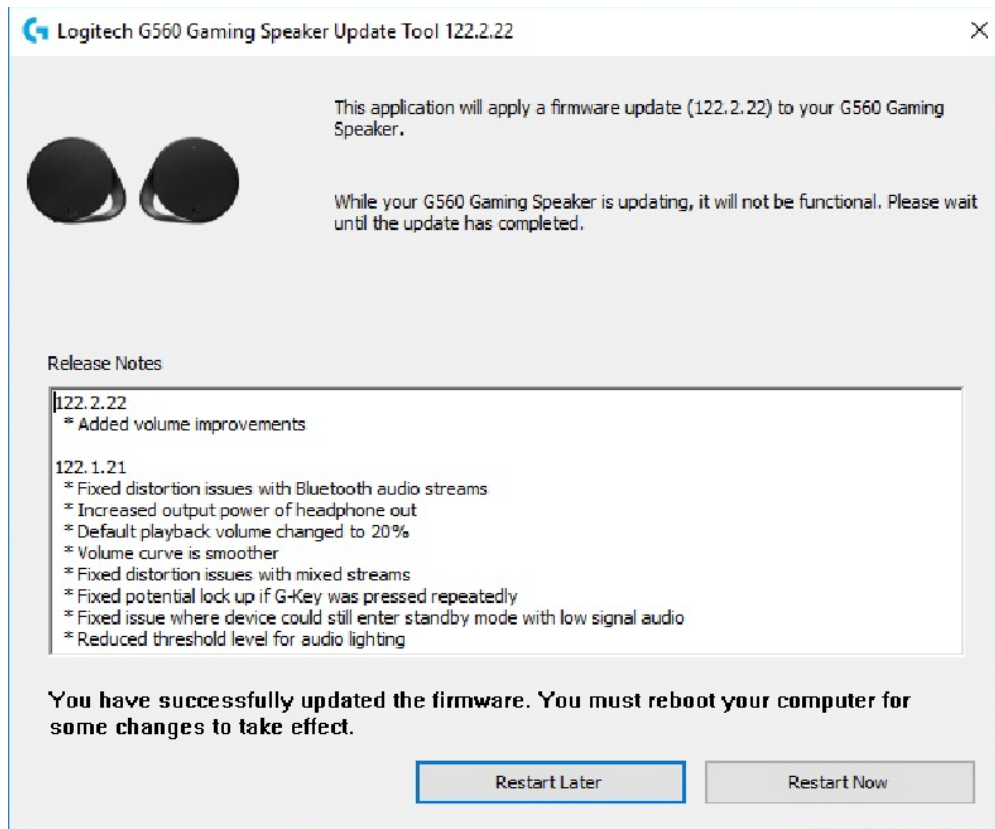- Reduced threshold level for audio lighting

Installing the update
Follow these steps to update the firmware on your G560 to version 122.2.22:

1. Make sure your G560 is connected to the computer via USB.
2. Go to the G560 Downloads page on support.logitech.com.
3. Download and launch the G560 Gaming Speaker Update Tool.
4. Click **Start**, and wait for the firmware update to complete.

5. Restart your computer to allow the changes to take effect.

Close

Remove the sticker on the G560 subwoofer

Here's how to remove the sticker from the G560 subwoofer and safely remove any residue:

1. Gently peel the sticker off the subwoofer.
2. Use a little rubbing alcohol on a clean textured cloth or cotton ball and rub hard on the affected area to remove any residue.