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# FAQs - PRO X SUPERLIGHT Wireless Gaming Mouse

## Frequently Asked Questions

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### × Using a higher report rate sometimes causes FPS drops while gaming [↗](#)

A few users may experience a drop in frames per second (FPS) when the report rate of the mouse is set to values above 1kHz. Report rate, also known as polling rate, refers to how often your mouse updates its position to your PC or laptop.

While a higher polling rate can result in smoother movement, the extra USB traffic may also impact system performance, leading to FPS drops.

To mitigate this, try reducing the polling rate to see if it improves the FPS results, or try with another game.

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### × Why does my mouse show a lower report rate when I test it using third-party software? [↗](#)

When you test your mouse using third-party tools or test it online, the results can be unreliable — it may show a lower report rate or fluctuations in the report rate.

Logitech G mice are designed to dynamically vary the report rate depending on usage conditions. This is done to significantly save the battery life for your mouse. We recommend that you don't completely rely on third-party software or tools for testing the report rate of your mice.

- The mouse is capable of ~4kHz or ~8kHz report rate, depending on your PC's capabilities.
- Browser-based report rate tools are not able to correctly process high report rates.
- If it is imperative to validate the maximum report rate for your mouse, you can use a standalone third-party tool such as Mousetester, which can be found on Github.

If you have questions regarding the true report rate of your mouse, contact Logitech support. They can help to diagnose the condition if there's a problem using the selected report rate.

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### × 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.

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### × Logitech G HUB - FAQs [↗](#)



Watch on

|                                |  |                                                                    |
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| <a href="#">About G HUB</a>    |  | <b>Download</b><br><a href="#">Windows</a>   <a href="#">macOS</a> |
|                                |  |                                                                    |
| <a href="#">Connect Device</a> |  | <a href="#">Customize Device</a>                                   |

| Troubleshooting         |  |                       |  |                            |
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## About G Hub

- [What is G HUB?](#)
- [Can I use G HUB offline?](#)
- [Release notes](#)
- [Features](#)
- [Report issues or feedback](#)
- [Supported OS](#)
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- [New G HUB Camera Controls and Features](#)

## Connecting & using your device with G HUB

- [Using the Device Pairing Tool in G HUB](#)
- [Device does not appear in G HUB](#)
- [Device lost connection to LIGHTSPEED receiver after G HUB update](#)
- [Webcam settings are grayed out in G HUB](#)

## Customizing your device with G HUB

- [G-Keys in Logitech G HUB](#)
- [G HUB: Remove and create DPI speeds](#)
- [G HUB: Change colors on the swatch list](#)

## Troubleshooting G HUB on Windows

- [G HUB Install/Uninstall/Update Troubleshooting](#)
- [G HUB freezes while loading and logo animation loops](#)
- [Logitech G logo loops when attempting to run G HUB](#)

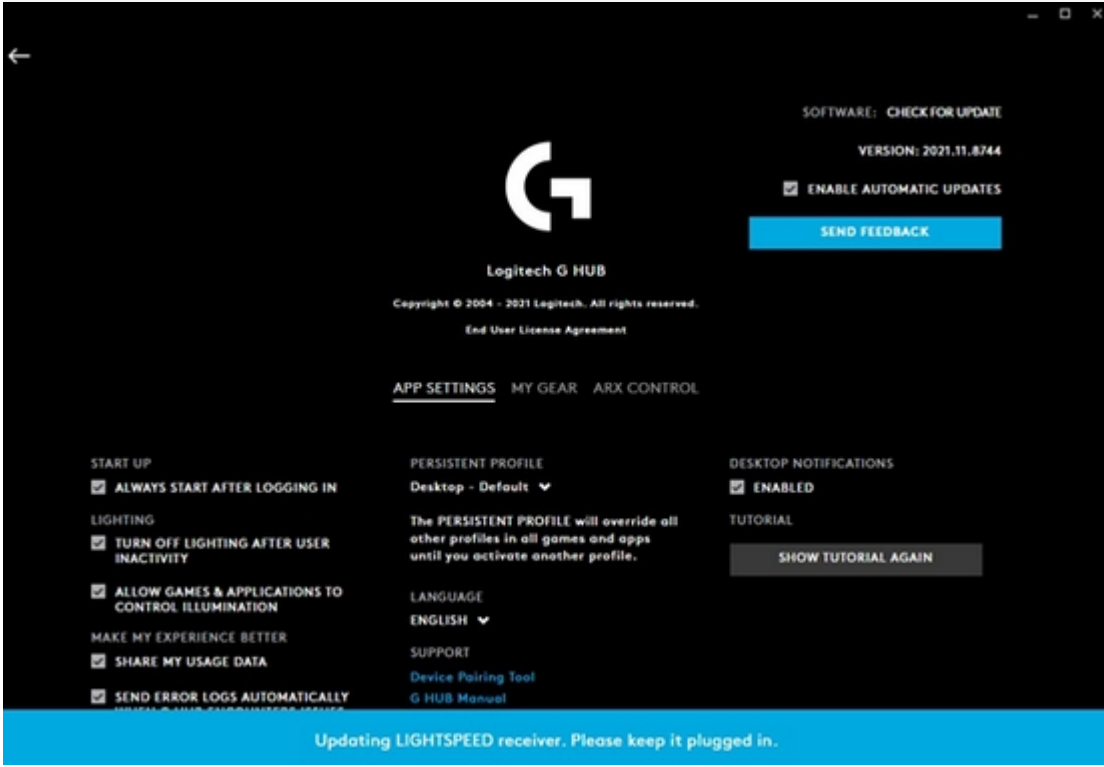
- [Inconsistent DPI when wireless report rate is changed in G HUB and Enhance pointer precision is enabled in Windows](#)
- Windows Dynamic Lighting
  - [What is Dynamic Lighting for Windows 11?](#)
  - [How does Dynamic Lighting work with my Logitech G devices?](#)
  - [Why did my lighting change with the latest Windows update or G HUB update?](#)
  - [Why can I not configure LIGHTSYNC in G HUB when Windows Dynamic Lighting is enabled?](#)
  - [How do I change the lighting colors of my device when dynamic lighting is enabled?](#)
  - [Can I use Bluetooth devices with Windows Dynamic Lighting?](#)
  - [Can I use Windows Dynamic Lighting without installing G HUB?](#)
  - [Toggling a device's Windows Dynamic Lighting on/off switch does not work](#)
  - [What Logitech G devices are supported with Windows Dynamic Lighting?](#)

## Troubleshooting G HUB on macOS

- [G HUB is stuck on the loading screen with macOS Ventura](#)
- [Initializing Profile error with G HUB on a Mac](#)
- [Logitech G Hub permission prompts on macOS](#)
- [The device does not appear in G HUB \(Mac\).](#)
- [I am unable to uninstall G HUB on macOS](#)

## Other FAQs

- [Delete games and applications from the App list](#)
- [Download and run an animation effect for your keyboard](#)
- [Blacklist a game or application from the profile list](#)
- [Assign keyboard key commands and reset or disable buttons](#)
- [How can I make sure my G HUB Settings are saved?](#)
- [Do I need to uninstall Logitech Gaming Software to use G HUB?](#)
- [Why Isn't DTS Working on Firefox?](#)
- [Why can't I sync lighting between my Logitech RGB devices?](#)
- [Managing LIGHTSYNC effects on your Logitech device](#)
- Profiles
  - [Delete profiles in an app](#)
  - [Duplicate profiles to another game or application](#)
  - [Lock a profile for all games and applications](#)
  - [Lock a profile's assignments for all games and applications](#)
  - [Lock a profile's LIGHTSYNC effects for all games and applications](#)
  - [Blacklist a game or application from the profile list](#)
- On-Board Memory
  - [Enable On-Board Memory mode on your gaming mouse with G HUB](#)
  - [Some macros do not work when in Onboard Memory mode](#)
- Macros
  - [How to create a macro in G HUB that opens a file](#)
  - [My G HUB Macros Are Not Working In Some Games](#)
  - [Some macros do not work when in Onboard Memory mode](#)

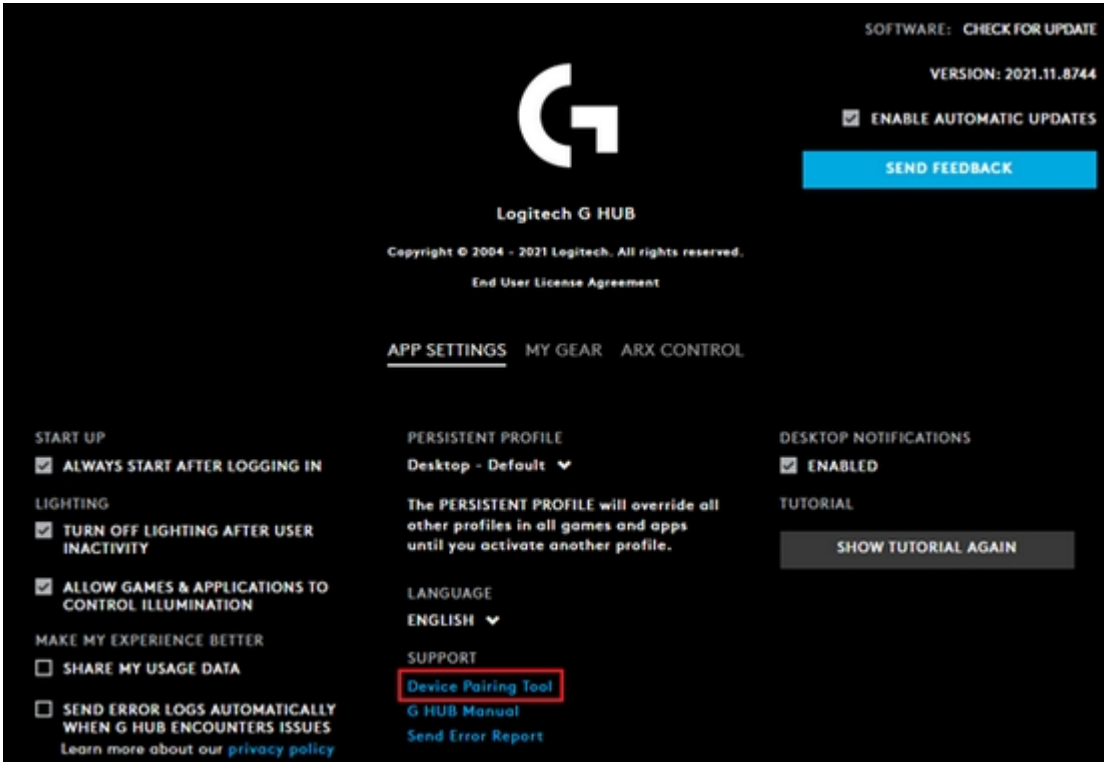


If you updated your LIGHTSPEED receiver and G HUB shows “Updating LIGHTSPEED Receiver. Please keep it plugged in” for more than three minutes, you will need to perform the following steps to resolve it.

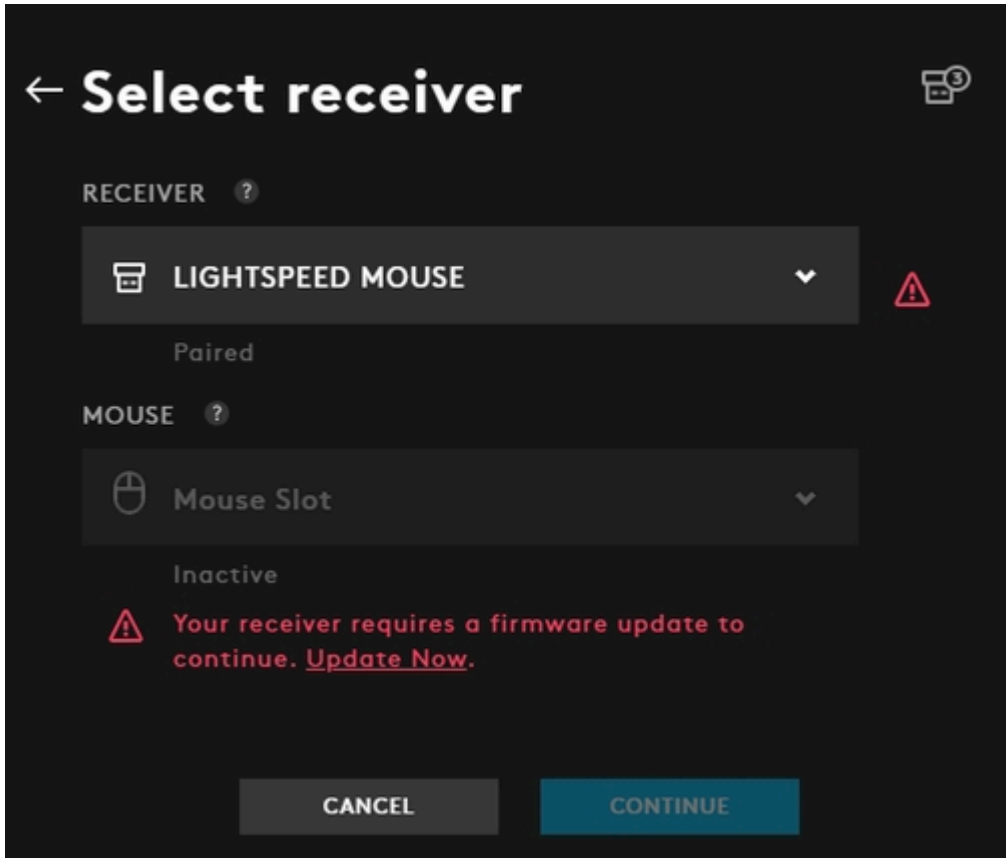
1. Unplug and then replug in your receiver. This step may resolve your issue. If it doesn't, go to the next steps.  
**NOTE:** If you're using the receiver with the adapter, please disconnect the receiver from the adapter, then plug the receiver into a USB port and connect the USB cable to the mouse or keyboard.
2. Click on the gear icon to go to G HUB Settings.



3. Click on Device Pairing Tool.



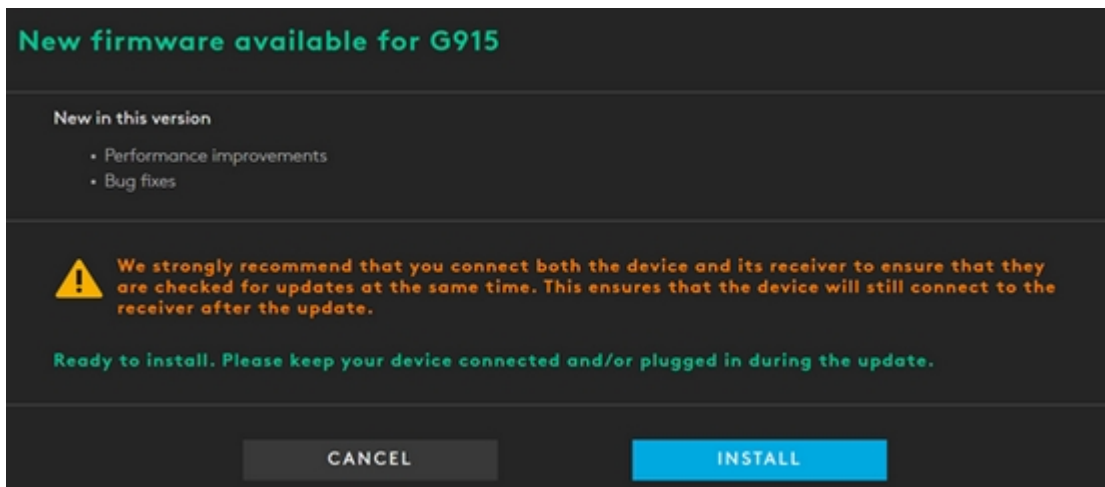
4. Choose the product you want to pair with (mouse or keyboard). Confirm that the receiver is detected by the Device Pairing Tool as shown in the screenshot, then continue and follow the on-screen instructions.



If your device has lost its connection to the LIGHTSPEED receiver after you’ve updated G HUB, click [here](#) for help.

#### × Device lost connection to LIGHTSPEED receiver after G HUB update 🔗

Make sure to plug the receiver in and connect the device using the charging cable. G HUB will update the firmware for both the device and LIGHTSPEED receiver simultaneously. If you update either the device or receiver without updating the other one, G HUB should prompt you to update the firmware for the other when they are both connected.

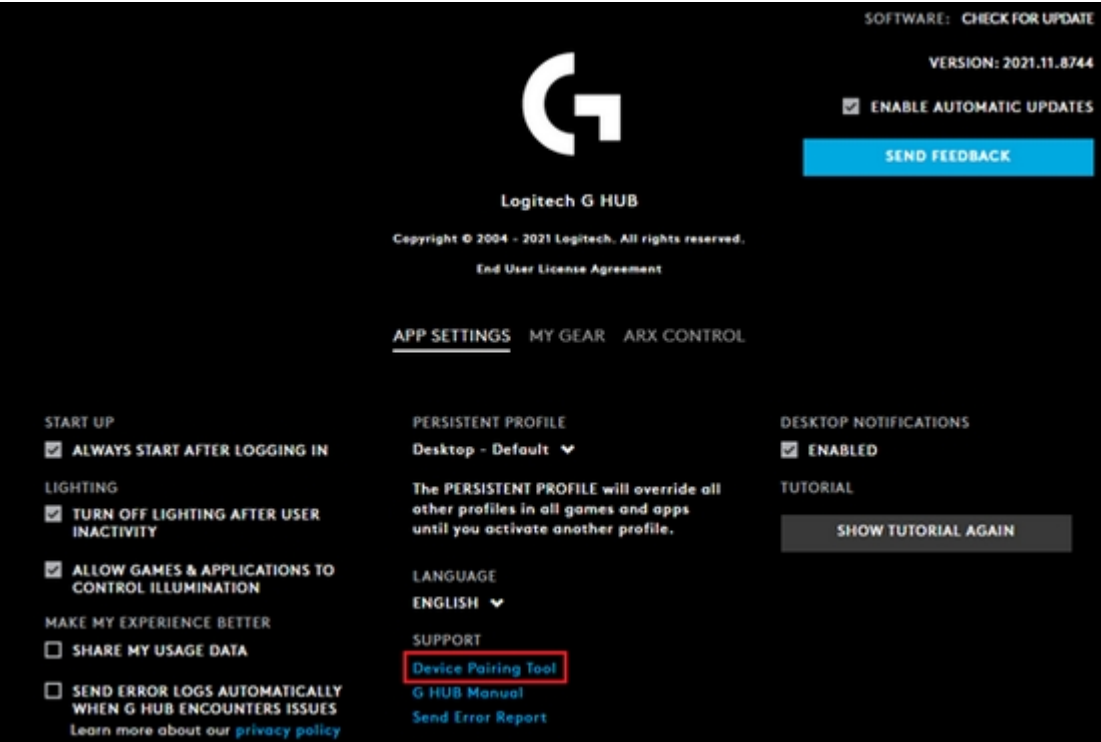


Use the following steps if you aren’t able to update the firmware on your device or receiver through G HUB at the same time.

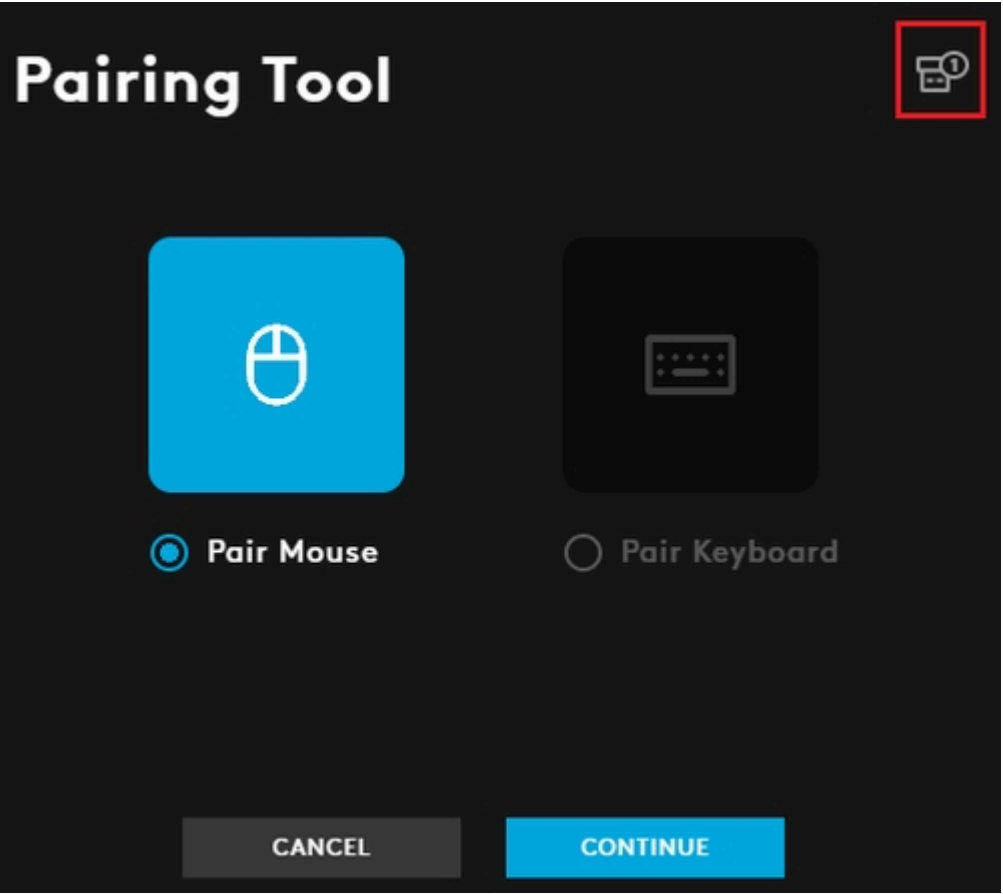
1. Make sure your device has updated its firmware by connecting it to its charging cable and a USB port on your computer.
  2. Open G HUB and click **Install** if you see the firmware update banner. Follow the on-screen instructions.
  3. With G HUB opened, unplug and replug your LIGHTSPEED receiver into a different USB port. Follow any on-screen instructions. If you don’t see the option to install the firmware for the receiver, please follow the next steps.
- NOTE:** If you're using the receiver with the adapter, please disconnect the receiver from the adapter, then plug the receiver into a USB port and connect the USB cable to the mouse/keyboard.
4. Click the gear icon to go to **G HUB Settings**.



5. Click Device Pairing Tool.



6. Choose the product you want to pair with (mouse or keyboard). Confirm that the receiver is detected by the Device Pairing Tool as shown in the screenshot, then continue and follow the on-screen instructions.



7. If this doesn't work, please unplug and replug in your receiver to try the steps above again.

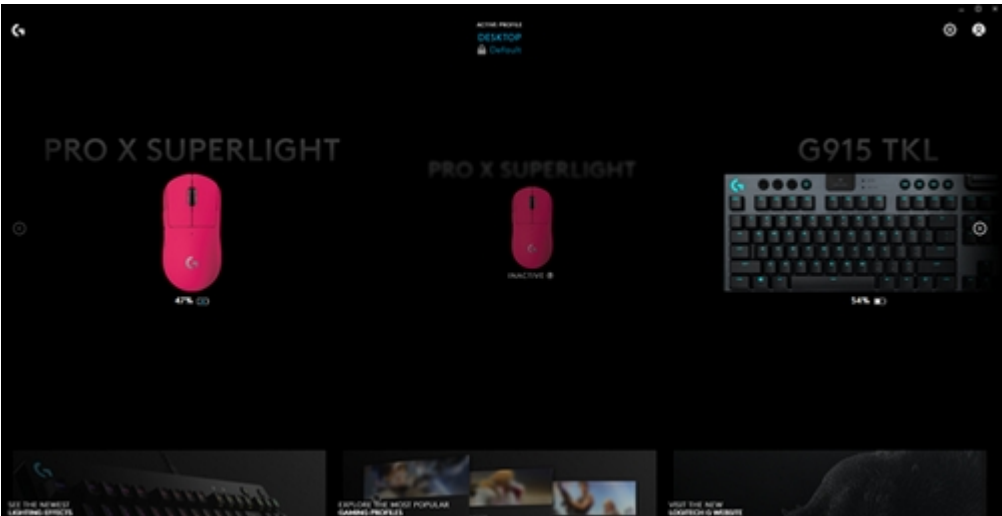
If you see the message “Updating LIGHTSPEED Receiver. Please keep it plugged in” click [here](#).

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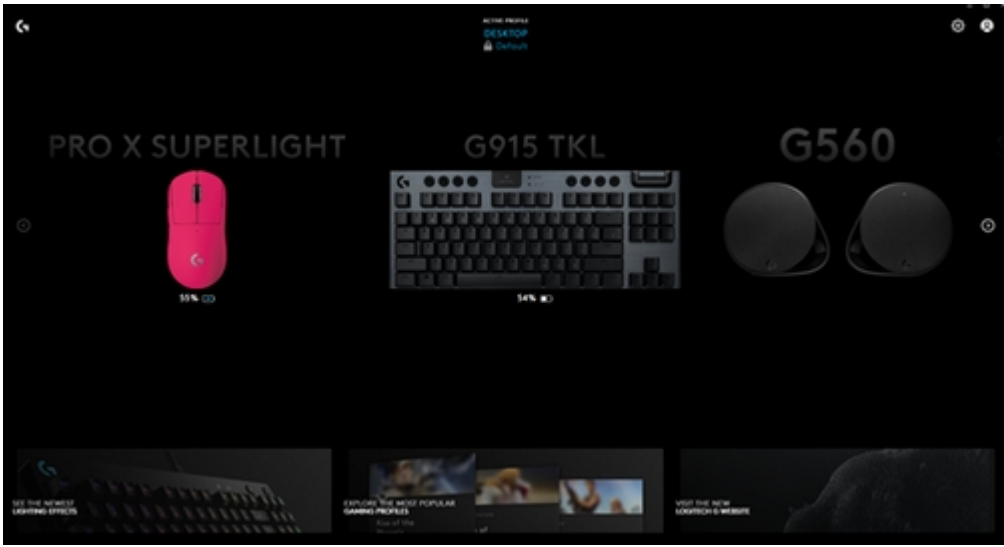
Two PRO X SUPERLIGHT devices appear in G HUB after firmware update

🔗

After you run a firmware update, you may see two devices in G HUB, one active and the other inactive (as shown).



To resolve, remove the Lightspeed USB receiver from your computer and then plug it back in. The inactive device will no longer appear. If you're using the receiver with the adapter, please disconnect the receiver from the adapter, then plug the receiver into a USB port and connect the USB cable to the mouse/keyboard.



**NOTE:** This will be fixed in a future G HUB update.

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**Using the Device Pairing Tool in G HUB**

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The Device Pairing Tool in Logitech G HUB allows you to pair replacement USB receivers with your mouse or keyboard. The Device Pairing Tool also allows you to connect two LIGHTSPEED devices to one LIGHTSPEED keyboard receiver using the Device Pairing Tool. You may also use this tool to pair your mouse with Logitech POWERPLAY.

The Device Pairing Tool will allow you to select the receiver and the device you want to pair it with. The receiver selected will determine what devices can be paired with it. The compatible devices that can be paired with the selected receiver will be shown afterward.

You may need to update the firmware on your device before using the Device Pairing Tool. Please follow any on-screen instructions you receive if G HUB informs you that your device firmware is out-of-date.

## How-To's

- [Pairing your device to a replacement receiver with the Device Pairing Tool](#)
- [Connect two LIGHTSPEED devices to one receiver using the Device Pairing Tool](#)

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**The cursor for my PRO X Superlight is erratic after mouse feet are changed**

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Your PRO X Superlight mouse comes with standard mice feet and an optional aperture door with a PTFE foot that provides a smooth glide experience. We don't recommend replacing your mice feet with non-Logitech branded parts. Doing so keeps the mouse from working its best.

When you replace the feet on your mouse with an aftermarket product, you may encounter the following issues:

- Erratic tracking
- Lift of distance (LOD) issues

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**Pair your PRO X SUPERLIGHT to a new receiver**

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To pair your PRO X SUPERLIGHT Wireless Gaming Mouse to a new receiver or to repair your PRO X SUPERLIGHT Wireless Gaming Mouse to an existing receiver, please [download the Onboard Memory Manager](#).

OnBoard Memory Manager (OMM) is a utility for pro gamers to quickly view, customize, and fine-tune the onboard memory of a compatible Logitech G mouse.

**NOTE:** Logitech Connection Utility does not support PRO X SUPERLIGHT.

