

Ingram FAQs

Logitech Wireless Trackball M570 (3574):

Q: Why is my mouse double clicking, when I click once?

A: It could be that the 'Single-click setting to open an item' is on (this makes the single mouse click act as a double click), which is easy to disable.

If you have Windows 8 or 10 follow these steps:

1. Click on the magnifying glass and search 'single-click'
2. Select Specify single- or double- click to open
3. Select the General tab
4. Click items as follows
5. Make sure Double-click to open an item (single- click to select) is the selected option.

If you have Windows 7 or Vista follow these steps:

1. Open 'My Computer'
2. Click Folder and Search Options in the file menu under Organise.
3. Click on the General tab and make sure the option 'Double-click to open an item' is selected.
4. Click OK to save the settings.

If you have Windows XP follow these steps:

1. Open My Computer
2. Click Folder Options in the file menu under Tools
3. Under the General tab, make sure the option 'Double-click to open an item' is selected.
4. Click OK to save the settings.

Q: My M570 keeps losing connection?

A: Firstly, check the batteries to make sure this isn't the issue.

If this doesn't resolve the issue, try plugging the USB into a different USB port on your computer.

If this doesn't work, try plugging the USB into another computer. However if this doesn't work, it could be that the mouse is defective. Please contact Customer Services.

Other things that could affect the connectivity of your mouse are:

Using your wireless mouse on metal surfaces

Q: Cursor does not follow the movements of the M570 Wireless Trackball?

A: To get the cursor to follow the movements of your M570 Wireless Trackball:

1. Make sure your trackball batteries are fully charged.
2. Try cleaning the trackball with a soft cloth.
3. Remove any metal objects between the trackball and the Unifying receiver.
4. Move your trackball closer to the Unifying receiver or use the optional USB stand.

Q: How do I clean my M570 mouse?

A: Ensure your mouse is unplugged from your computer and it is turned off. Remove the batteries and keep any liquids away from your device.

The best way to clean your mouse is to use a lint free cloth/ Cleaning wipes for computers to wipe down your mouse.

Logitech Marble Mouse (3575):

Q: My Marble mouse is not working?

A: Try unplugging the USB and re-inserting. If this doesn't resolve the issue, try plugging it into another USB port on your computer.

If still no difference, try using the mouse on another computer (It could be your computer system) If this hasn't resolved the issue, please contact Customer Services as it could be a defective mouse.

If you've connected your trackball to a PS/2 port using a USB-to-PS/2 adapter, make sure you're using the PS/2 mouse port (6x small holes) and not the PS/2 keyboard port (6x slightly larger holes)

Please note: PS/2 ports are not hot-swappable. This means you must turn the computer off before plugging and unplugging PS/2 devices.

Q: Why is my Marble mouse double clicking, when I click once?

A: It could be that the 'Single-click setting to open an item' is on (this makes the single mouse click act as a double click), which is easy to disable.

If you have Windows 8 or 10 follow these steps:

1. Click on the magnifying glass and search 'single-click'
2. Select Specify single- or double- click to open
3. Select the General tab
4. Click items as follows
5. Make sure Double-click to open an item (single- click to select) is the selected option.

If you have Windows 7 or Vista follow these steps:

1. Open 'My Computer'
2. Click Folder and Search Options in the file menu under Organise.
3. Click on the General tab and make sure the option 'Double-click to open an item' is selected.
4. Click OK to save the settings.

If you have Windows XP follow these steps:

1. Open My Computer
2. Click Folder Options in the file menu under Tools
3. Under the General tab, make sure the option 'Double-click to open an item' is selected.
4. Click OK to save the settings.

Q: How do I clean my Marble mouse?

A: Ensure your mouse is unplugged from your computer and it is turned off. Remove the batteries and keep any liquids away from your device.

The best way to clean your mouse is to use a lint free cloth/ Cleaning wipes for computers to wipe down your mouse.

Logitech M325 Mouse Optical Wireless Silver (9745211):

Q: The battery light on my M325 mouse doesn't stay on?

A: The green battery light in the centre of your M325 mouse is not meant to stay on. This is the normal behaviour 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 again after a few seconds to conserve battery power.

Q: Why is my M325 mouse double clicking, when I click once?

A: It could be that the 'Single-click setting to open an item' is on (this makes the single mouse click act as a double click), which is easy to disable.

If you have Windows 8 or 10 follow these steps:

1. Click on the magnifying glass and search 'single-click'
2. Select Specify single- or double- click to open
3. Select the General tab
4. Click items as follows
5. Make sure Double-click to open an item (single- click to select) is the selected option.

If you have Windows 7 or Vista follow these steps:

1. Open 'My Computer'
2. Click Folder and Search Options in the file menu under Organise.
3. Click on the General tab and make sure the option 'Double-click to open an item' is selected.
4. Click OK to save the settings.

If you have Windows XP follow these steps:

1. Open My Computer
2. Click Folder Options in the file menu under Tools
3. Under the General tab, make sure the option 'Double-click to open an item' is selected.
4. Click OK to save the settings.

Q: How do I clean my M325 mouse?

A: Ensure your mouse is unplugged from your computer and it is turned off. Remove the batteries and keep any liquids away from your device.

The best way to clean your mouse is to use a lint free cloth/ cleaning wipes for computers to wipe down your mouse.

Logitech B100 Optical Mouse Black (9745391):

Q: How do I clean my B100 mouse?

A: Ensure your mouse is unplugged from your computer and it is turned off. Remove the batteries and keep any liquids away from your device.

The best way to clean your mouse is to use a lint free cloth/ Cleaning wipes for computers to wipe down your mouse.

Wacom Intuos Art CTH490AK Graphics Tablet & Pen (9898773):

Q: Double clicking on my Intuos tablet is difficult?

A: Make sure you are tapping the tablet twice in the same area and quickly. If you find this difficult, you can use the side switch to double click.

Q: Why is clicking on my Intuos tablet difficult?

A: Adjust the Tip Feel to a lighter setting, this can be found in the 'Wacom Tablet Properties'.

Q: Can I use the pen from my old Intuos tablet?

A: Unfortunately not, the new versions of the Intuos tablet use a different pen technology which isn't compatible with older Intuos tablets.

Q: How long can I use my Intuos tablet, before I need to charge it?

A: On average the battery lasts for 5 days, under normal use.

You can use your Intuos tablet whilst it is charging, make sure the wireless mode is switched off.

Q: How do I deactivate the touch feature?

A: Top right of the tablet there is a 'Touch Toggle' switch, this activates/deactivates the touch feature.

Logitech MX Master Mouse Wireless (9898774):

Q: What is the battery life like on my MX Master mouse and can I change the battery?

A: Your MX Master mouse has a non-replaceable, rechargeable battery that on average can last up to 40 days fully charged.

When your mouse needs charging, you can still use the mouse. (Please note: Your mouse must be connected via Bluetooth/ Unifying receiver in order to use it, whilst charging.)

Q: My MX Master mouse doesn't work after computer wakes from sleep mode?

A: For Windows users:

1. Go to 'Device Manager' and change the Bluetooth wireless adapter power settings:
2. Go to 'Control Panel', 'System and security', 'System', 'Device Manager'
3. Expand 'Bluetooth Radios', right click on the Bluetooth wireless adapter and then click 'Properties'

4. Click 'Power Management' and uncheck: 'Allow the computer to turn off this device to save power'
5. Click OK and restart your compute to apply the changes.

For Mac users:

1. Go to 'Apple menu', 'System Preferences', 'Bluetooth'
2. In the bottom-right corner and click 'Advanced'
3. Make sure the following are all checked:
4. Open Bluetooth Setup Assistant at startup if no keyboard is detected
5. Open Bluetooth Setup Assistant at startup if no mouse or trackpad is detected
6. Allow Bluetooth devices to wake this computer

Q: MX Master mouse loses connection after computer has gone to sleep?

A: Try turning the Bluetooth connection off and on again – this should reset it and resolve the issue. If this hasn't helped, please contact Customer Services as you could have a defective mouse.

Q: How do I clean my MX Master mouse?

A: Ensure your mouse is unplugged from your computer and it is turned off. Remove the batteries and keep any liquids away from your device.

The best way to clean your mouse is to use a lint free cloth/ Cleaning wipes for computers to wipe down your mouse.