

Frequently Asked Questions

- **+ON/OFF switch for the Logitech R500 presentation remote**

Many people forget to turn off their presentation remote after using it. This is why there is no ON/OFF button on the Logitech R500. The remote automatically goes to sleep when you don't use it. This smart power management ensures that the battery doesn't go down when the remote isn't being used. Even when the R500 is stored in your bag and buttons are pressed, the remote will wake up and instantly go back to sleep because it is not connected to a computer.

- **+Battery life and power management on Logitech R500 Laser presentation remote**

Battery life

The R500 runs for 12 months on a single AAA battery. When your battery is low, the R500 goes into a 'power-saving' mode — disabling the laser to extend battery life so you can continue presenting for an extra week.

NOTE: Battery life may vary on user and computing conditions.

Smart power management

The R500 automatically goes into deep sleep after 30 minutes of inactivity.

NOTE: To prevent draining the battery when not used or when traveling, the R500 remote will instantly go to deep sleep if not connected to a device. The laser will also be automatically stopped after a continuous press of 2 minutes.

How to check battery status

Press and hold the laser button:

- If the LED is steady white: this means that the battery is good.
- If the LED is pulsing red: the battery is low and the laser is disabled to save power

LED Status Indicator	
LED Behavior	Indication
Steady white	Battery is good
Blinking rapidly white	Device is attempting to pair using Bluetooth
Pulsing red	Low battery, laser is disabled to save power

- **+Change the battery of the Logitech R500 Laser Presentation Remote**

Battery information

- R500 requires 1 AAA alkaline battery
- Expected battery life: Up to 12 months
- Power saving mode: When your battery is low, R500 goes into a 'power-saving' mode – disabling the laser to extend battery life so you can continue presenting for an extra week.

NOTE: Battery life may vary on user and computing conditions.

How to change the battery

Install the battery for your R500 Laser Presentation remote by making sure the battery faces the correct direction as shown in the image below:



• +Supported operating systems for Logitech R500 Laser Presentation Remote

Supported Operating Systems:

Using the Logitech Proprietary Receiver:

- Windows® 10 or later, Windows® 8, Windows® 7
- macOS® X 10.12 or later
- Chrome OS™
- Linux 2.6+

Connecting via Bluetooth®:

- Windows® 10 or later, Windows® 8
- macOS® X 10.12 or later
- iOS 8 or later
- Android™ 5.0 or later

NOTE: The Logitech R500 Laser Presentation Remote uses the latest generation of Bluetooth® (Bluetooth® Low Energy) that is not compatible with Windows® 7 computers. If you have a Windows® 7 computer, you will need to use the USB receiver.

Supported Applications:

Compatible with:

- PowerPoint®
- Keynote®
- PDF™
- Google Slides™
- Prezi™

Logitech Presentation Software:

When the Logitech Presentation Software is not installed, the R500 will provide the standard plug & play functionality:

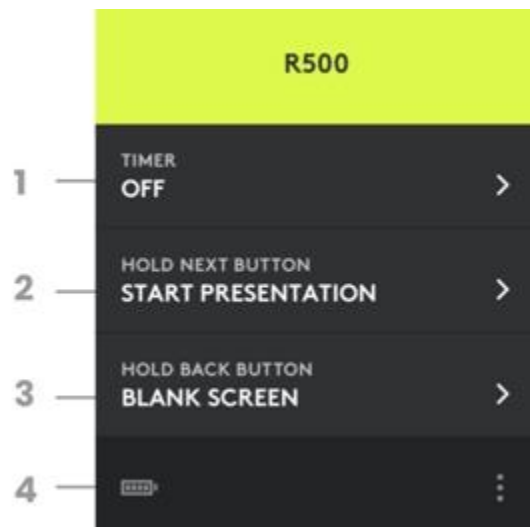
- Next
- Previous
- Laser pointer

The Logitech Presentation Software is only supported on Windows® 7 or later, and macOS® X 10.12 or later. It enables more advanced functions such as start the presentation, show a blank screen, customize button functions, monitor battery life, and set on-screen timers.

- **+Logitech Presentation Software for the R500 presentation remote**

The Logitech Presentation Software lets you use your R500 Presentation remote to start the presentation, show a blank screen, customize button functions, monitor battery life, and set on-screen timers.

The software works on Windows and Mac and can be downloaded the product's [Downloads](#) page.



1. **TIMER**

Shows a clock or countdown timer on your presenter screen. Allows to set visual alerts at different times during your presentation

NOTE: The timer window is only seen when using a second screen as an 'Extended display'

2. **HOLD NEXT BUTTON**

Start your presentation (can be customized)

3. **HOLD BACK BUTTON**

Show a blank screen (can be customized)

4. **BATTERY STATUS**

The icon shows the battery level

• **+Swiss Federal Ban on Class 1M lasers and above**

As of June 1st, 2019 the Swiss Federal Government has passed new federal legislation, the Ordinance to the Federal Act on Protection Against Hazards Arising from Non-Ionising Radiation and Sound (O-NIRSA).

The Ordinance aims to abolish class 1M laser and above technology from most aspects of Swiss life, including laser displays at public events and handheld laser pointers (child toys, pet toys etc.). The intention is to ensure the misuse of lasers does not affect the safety of the public and groups responsible for public safety, such as the police or pilots.

As a result, when the Ordinance comes into effect, the import, transit, supply and possession of any products containing class 1M laser and above in Switzerland will be prohibited, although a grace period of two years is offered to people in possession of such products.

Logitech's line of presenters is designed for use in an indoors environment and can be considered safe when used to purpose. Logitech therefore finds the inclusion of its laser presenters in the Ordinance regrettable. However, we respect the objective and decision taken by the Swiss authorities and are taking what action we can to ensure our Swiss consumers can

continue to benefit from the great product experiences they have had to date. With that in mind, we would like to work with you to ensure the Ordinance has a minimal impact on our consumers, who selected their Logitech products for a great experience.

This Swiss federal legislation affects the following Logitech laser presentation devices:

- [2.4 GHz Cordless Presenter](#)
- [Wireless Presenter R400](#)
- [R500 Laser Presentation Remote](#)
- [Professional Presenter R700](#)
- [Professional Presenter R800](#)

What does this mean for Logitech laser presentation devices:

- As of June 1st, 2019:
 - Logitech will stop selling our laser presentation devices with class 1M laser and above in Switzerland.
 - Shops, retailers and distributors will stop selling Logitech laser presentation devices with class 1M laser and above in Switzerland.
 - Travel to Switzerland with a Logitech laser presentation device with a class 1M laser and above is prohibited.
 - Use of a Logitech laser presentation device with a class 1M laser and above in Switzerland is prohibited.
 - If you live in Switzerland and prior to June 1st, 2019 you already owned a Logitech laser presentation device with a class 1M laser and above, you may continue to use it for up to two years.

It's worth bearing in mind that Logitech recently reinvented the the presenter category with our [Spotlight](#) presenter, a presenter that enables you to highlight, magnify or focus on details in your presentation with a non-laser, digital beam. This provides all the benefits of a presenter without the laser technology. [Spotlight](#) gives you advantages, such as:

- Highlight and magnify on screen
- Mouse-like cursor control
- Smart time management
- Versatile connectivity (Bluetooth or USB) and compatibility
- Quick recharging and 30-meter range

You can find more details around Spotlight [here](#).

How do I know if my Logitech laser presentation device uses a class 1M laser or above?

- All Logitech laser presentation devices have a yellow label on the underside of the presentation device. The yellow label will show which class laser is used. Here is an example of these labels:



What should I do if my Logitech laser presentation devices with a class 1M laser or above fails within the warranty period?

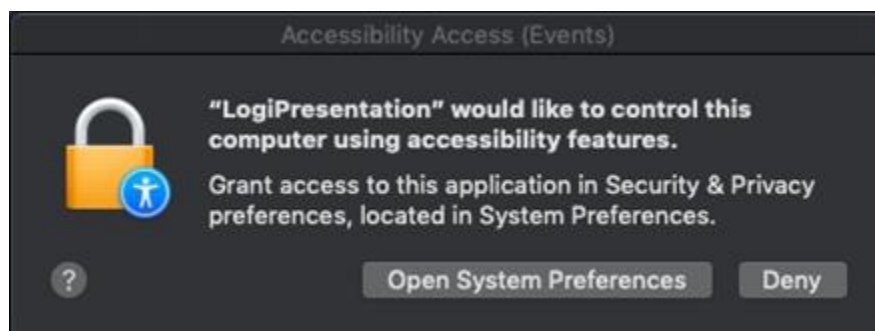
- Please check all the available FAQs on our support pages, as they may help you resolve the issue.
 - [2.4 GHz Cordless Presenter](#)
 - [Wireless Presenter R400](#)
 - [R500 Laser Presentation Remote](#)
 - [Professional Presenter R700](#)
 - [Professional Presenter R800](#)
- If you still experience issues, please contact Customer Care via our [support site](#).

If you have any other questions or comments, please free feel to contact Customer Care via our [support site](#) and we will help you.

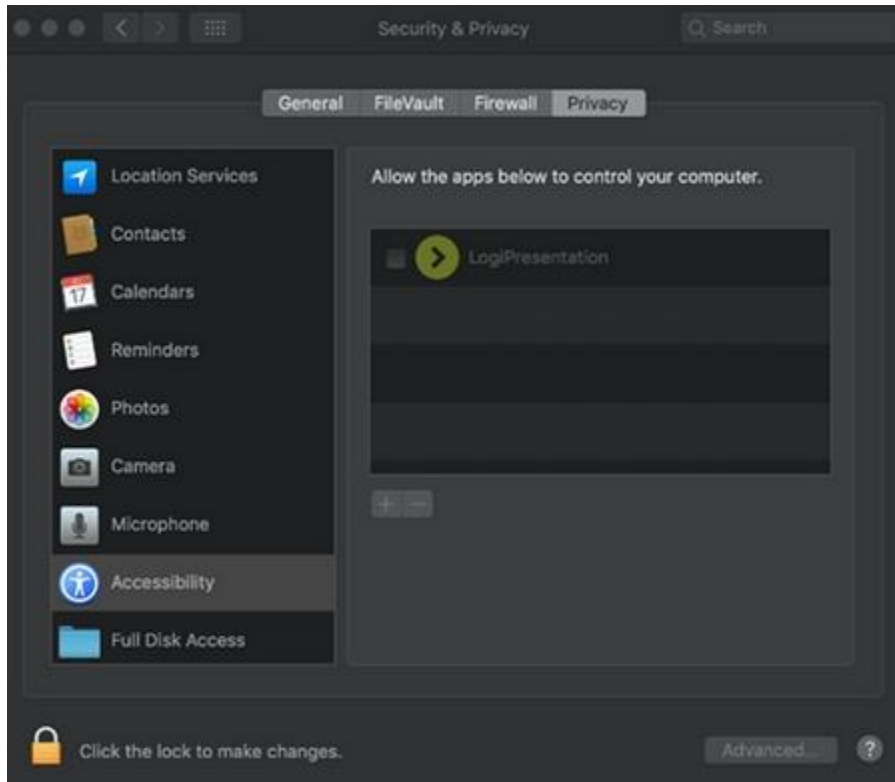
- **+Logitech Presentation permission prompts on macOS Mojave**

Starting with macOS Mojave (10.14), Apple has a new policy that requires user permission for Logitech Presentation software to use the device and a separate access for some software features.

Accessibility Access (Events) is needed for the basic Back, Next and Long Press of the middle and the last button on the Logitech Presentation Devices (Spotlight and R500) to work. You will see a prompt as shown in the image below when you try to use any of these buttons for the very first time.



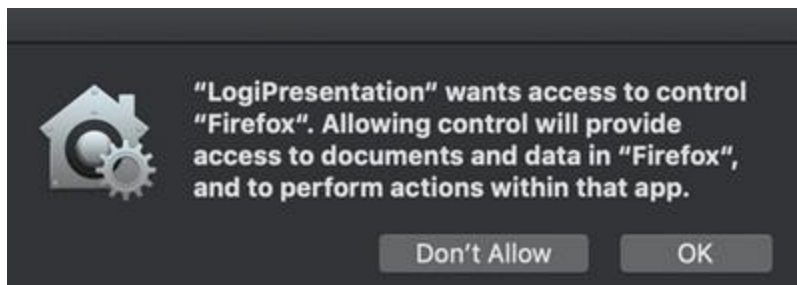
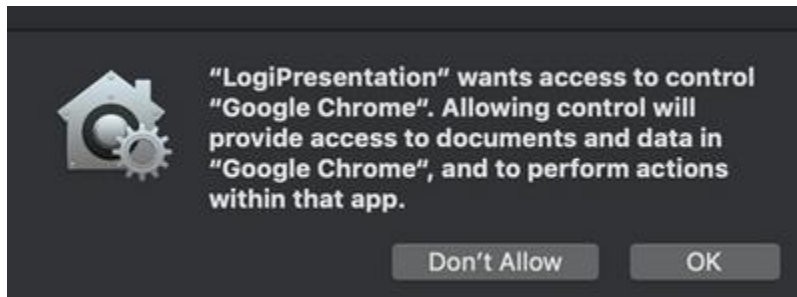
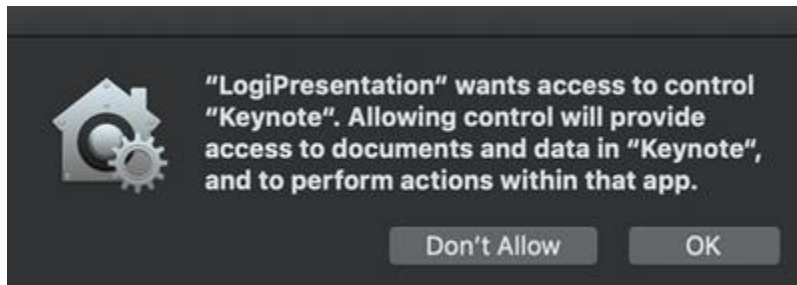
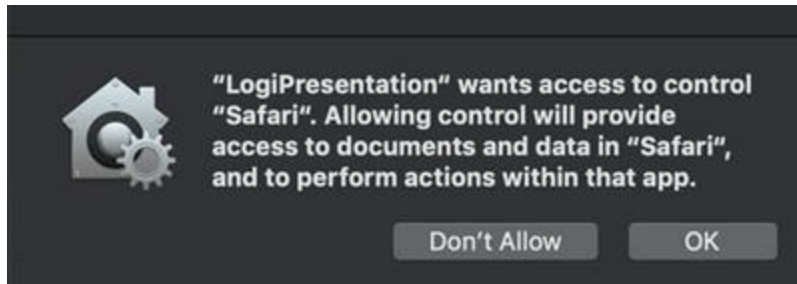
1. Click **Open System Preferences**.
2. Click on **Security & Privacy**.
3. Click the **Privacy** tab.
4. In the left panel, click **Accessibility**. In the right panel, check the box for **LogiPresentation** to provide the access, as shown below.



NOTE: If you are unable to interact with the checkboxes, click the lock icon in the bottom left corner and then check the boxes.

Please note that the prompt appears only once. If you click **Deny** on the first prompt, you can go to System Preferences and follow the steps above to enable access to the buttons.

Besides granting permissions for Accessibility Access (Events) to use the device, separate access is needed for the Presentation Software features to work on supported apps such as Keynote, Google Slides, and so on. When you open a Browser/Presentation app (regardless of the device connected), there will be a prompt (see images below) which appears once, requesting access. If you deny access, the features related to Presentation that need access to the same item will fail to work and another prompt will not be shown.



Click **OK** to allow access for Logitech Presentation so that you can continue to use these features. If you already clicked on **Don't Allow**, use the following steps to manually allow access:

1. Launch **System Preferences**.
2. Click on **Security & Privacy**.
3. Click on the **Privacy** tab.
4. In the left panel, click on **Automation**. In the right panel, check the boxes under **LogiPresentation** to provide access, as shown below.



NOTE: If you are unable to interact with the checkboxes, click the lock icon in the bottom left corner and then check the boxes.

If features still don't work, even after you granted access, please reboot the system.

- **+Logitech R500 Bluetooth connection does not work on Windows 7 computers**

Your R500 Laser Presentation remote uses Bluetooth low energy (LE) technology and is not compatible with Windows 7 computers that don't support Bluetooth low energy.

Your R500 is compatible with Windows 8 computers that support Bluetooth low energy.

If you aren't sure if your computer supports Bluetooth LE technology, please contact the computer manufacturer. You can always use your R500 remote with the Logitech USB receiver that comes with it.

- **+Connect Logitech R500 Laser presentation remote to a device using the USB receiver or Bluetooth**

Connect using the USB receiver

To connect your Spotlight device using the USB receiver:

1. Remove the receiver from within the R500 remote by gently pulling on it.



2. Plug the receiver into a USB port on your device.

Your device should automatically detect the R500 laser presentation remote and start working.

Connect using Bluetooth

To connect your Spotlight remote using a Bluetooth connection:

1. Hold and press the Laser button (top) and the Back button (bottom) on your R500 remote, as shown for 3 seconds.



The LED should start blinking rapidly and R500 should be available for pairing to Bluetooth for three minutes.

NOTE: Pressing any other button within 20 seconds of initiating Bluetooth pairing will turn pairing mode off.

2. Complete the pairing process on your device. For more information, see [Connect your Logitech Bluetooth device](#).

TIP: To get the most out of your device, download and install the [Logitech Presentation software](#).

- **+About Logitech R500 USB and Bluetooth dual connectivity**

The R500 Laser presentation remote has a dual connectivity that lets you choose to connect using the USB receiver or via Bluetooth.

When you plug the USB receiver and press a button on the R500, it will automatically switch from Bluetooth to the USB receiver. This allows you to easily share the R500 with other people,

even if you have a Bluetooth pairing on your own laptop.

If you want to use only the Bluetooth connection, make sure the USB receiver is not plugged into a USB port.

- **+Logitech R500 Laser presentation remote operating distance**

In ideal situations, the R500 Laser presentation remote can operate up to 65 feet (20 meters) with the receiver in clear sight of the presenter.

If you're not getting this distance:

- Make sure the battery is good
- Make sure the R500 USB receiver is plugged in properly.
- Make sure the USB receiver and the R500 remote are in direct line of sight of each other
- Make sure there are no wires or dongles connected close to the USB receiver.
- Try connecting via Bluetooth
- Move devices such as cell phones, radios, wireless routers, microwaves, and other devices that emit radio waves or could cause radio interference (RF) away from your work area.
- To determine if your environment is causing shorter than expected ranges, try using your Spotlight presenter in a different environment to see if the distance improves.

- **+Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes**

Bluetooth troubleshooting for Logitech Bluetooth Mice, Keyboards and Presentation remotes

Logitech Bluetooth device doesn't connect with computer, tablet or phone

Bluetooth allows you to connect your device wirelessly to your computer without using a USB receiver. Follow these steps to connect via Bluetooth.

Check if your computer is compatible with the latest Bluetooth technology

The latest generation of Bluetooth is called Bluetooth Low Energy and is not compatible with computers that have an older version of Bluetooth (called Bluetooth 3.0 or Bluetooth Classic).

NOTE: Computers with Windows 7 cannot connect with devices that use Bluetooth Low Energy.

1. Make sure that your computer has a recent operating system:
 - Windows 8 or later
 - macOS 10.10 or later

2. Check if your computer hardware supports Bluetooth Low Energy. If you don't know, click [here](#) for more information.

Set your Logitech device in 'pairing mode'

In order for the computer to see your Logitech device, you need to put your Logitech device in discoverable mode or pairing mode.

Most Logitech products are equipped with a Bluetooth button or Bluetooth key and have a Bluetooth status LED.

- Make sure your device is turned ON
- Hold down the Bluetooth button for three seconds, until the LED starts blinking rapidly. This indicates that the device is ready for pairing.

See the [Support](#) page for your product to find more information on how to pair your specific Logitech device.

Complete the pairing on your computer

You will need to complete the Bluetooth pairing on your computer, tablet or phone.

See [Connect your Logitech Bluetooth device](#) for more information on how to do this depending on your operating system (OS).

My Logitech Bluetooth device frequently gets disconnected or laggy

Follow these steps if you experience disconnections or lag with your Logitech Bluetooth device.

Troubleshooting checklist

1. Make sure that Bluetooth is **ON** or enabled on your computer.
2. Make sure your Logitech product is **ON**.
3. Make sure that your Logitech device and computer are **within close proximity of each other**.
4. **Try moving away from metal and other sources of wireless signal.**
 - Try moving away from:
 - Any device that could emit wireless waves: Microwave, cordless phone, baby monitor, wireless speaker, garage door opener, WiFi router
 - Computer power supplies
 - Strong WiFi signals ([learn more](#))
 - Metal or metal wiring in the wall
5. **Check the battery** of your Logitech Bluetooth product. Low battery power can adversely affect connectivity and overall functionality.
6. If your device has removable batteries, **try removing and re-inserting the batteries in your device.**
7. Make sure your operating system (OS) is up to date.

Advanced troubleshooting

If the problem still persists, you will need to follow specific steps based on your device OS:

Click on the link below to resolve Bluetooth wireless issues on:

- [Windows](#)
- [Mac OS X](#)

Send a feedback report to Logitech

Help us improve our products by submitting a bug report using our Logitech Options Software:

1. Open Logitech Options.
2. Click **More**.
3. Select the problem you see and then click **Send feedback report**.