

Support Bulletin

USB Connectivity Issues

LEDCO has found in particular software applications the process of re-establishing communication with USB peripherals does not always occur after power has been cut and then re-established. This is due to software programming that does not recognize a device after it has been powered down. In many situations restarting the software application will resolve this issue, as most software upon restart will engage in a search for the required USB peripheral. Restarting the entire machine will also resolve most/all detection issues.

A method of verification that USB devices are indeed recognized by the machine is to check Device Manger. To check device manager:

- 1) Right click on "My Computer".
- 2) When the pop up window displays, click "Properties".
- 3) Click the "Hardware" Tab.
- 4) From the Hardware tab, click "Device Manager".
- 5) Once in device manager you will see any/all USB devices that are detected.

USB - GPS goes dead after 10 minutes

We have had several reports of USB devices shutting down after specific time intervals and what we have found to be successful in these cases is to disable the computer's ability to shut down the USB devices to save power. If you look at most USB peripheral manufacturers FAQ or troubleshooting guides they list this as a first step to clearing up disabled USB issues. Most intelligent USB devices have their own power management shutdown mode and the interaction between the pc trying to power down the device and the device trying to power itself down has been known to result in lost devices. To fix:

- 1) Press and hold the Windows key and then press the Pause Break key to pull up the System Properties dialog box.
- 2) Select the Hardware tab.
- 3) Click on Device Manager.
- 4) Expand the Universal Serial Bus Controllers icon.
- 5) Double click on each USB Root Hub icon to pull up the USB Root Hub Properties dialog box.
- 5) Select the Power Management tab.
- 6) Make sure "Allow the computer to turn off this device to save power" box is not checked.
- 7) Repeat for each USB Root Hub listed.