

Conexant 56K USB Modem FAQs

This document contains some helpful FAQs should you run into any issues:

1. [Why does my USB device stop working after my computer wakes back up from sleep mode in Windows?](#)

Why does my USB device stop working after my computer wakes up from sleep?

FAQ

If the USB device does not work after your computer has been in extended hibernation, it is likely that Windows has automatically turned off the USB Root hub to save power.

The steps below outline how to configure the USB root hub to stay on during hibernation, to prevent this from happening.

Windows 8 / 10

1. On your keyboard, press the **Windows** key + **X** and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

Windows 7 / Vista

1. Click the **Start** button and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

Why does my USB device stop working after my computer wakes up from sleep?

FAQ

Windows XP

1. On your desktop, right-click the **My Computer** icon and select **Properties**.
2. Click the **Device Manager** tab.
3. Expand **Universal Serial Bus controllers** by clicking the arrow to the left of it.
4. Right-click the first **USB Root Hub** device and select **Properties**.
5. Click the **Power Management** tab.
6. Clear the box next to **Allow the computer to turn off this device to save power**.
7. Click **OK** to apply the setting.
8. Repeat steps 4-7 for any remaining devices in the Universal Serial Bus Controllers section with "**Root Hub**" in the name.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.