

# LSI Agere 56K USB Modem FAQs

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

1. How do I confirm that Windows detects my USB device?
2. Why does my USB device stop working after my computer wakes back up from sleep mode?

# How do I confirm that Windows detects my USB device?

FAQ

To confirm that Windows detects your USB device, complete the following:

1. Press the Windows key+**R**, type **devmgmt.msc**, and press **Enter**.
2. In **Device Manager**, under the appropriate heading, confirm that your expansion card is listed and that there isn't an exclamation mark next to it. For example, a USB controller card would be under **Universal Serial Bus controllers**.

Your USB device is listed according to the name of the chipset. To determine the name of the chipset of your USB device, navigate to [www.StarTech.com](http://www.StarTech.com) and look on the **Technical Specifications** tab for your product.

# Why does my USB device stop working after my PC wakes up?

## 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 10 / 8

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 PC wakes up?

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.