

EPSON

Knowledge Base

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How do I resolve power related USB connectivity issues on PC's?

USB devices in general use power to send USB communications through the cable. USB Devices require varying amounts of power, High power devices draw more than 100mA and low power devices use 100mA and below. The power supplied can effect how you system detects USB devices. Plug and Play may not work correctly or you may not be able to connect multiple USB devices at one time. Also, if the device draws less than 50 milliamps, the port never becomes active.

You can confirm the power that is being supplied by your USB controllers by accessing the properties of your USB Root Hub in Device Manager. To do this Right click **My Computer** and select **Properties**. Now click the device manager tab (Windows 2000 / XP users click Hardware tab then select Device Manager). Displayed now are the contents of your computer. Expand (Click +) the Universal Serial Bus controllers. Right click the USB Root hub and select **Properties**. The **Power** tab will now display the power supply.

If after checking for updates for your chipset and regular troubleshooting you still haven't resolved the issue it is possible that it is a power related issue. Call you PC vendor for support if required.

Please note: Ensure the USB device isn't connected directly to your keyboard (USB), as many USB keyboards can't sustain a full power USB device.