

## Fixes for USB port not working

0. Insert a different USB Device (this fix came from a different source)

*Maybe a mouse or flash drive*

*The thinking is, the laptop has suspended the power to the port, and drivers that allow the camera and/or the audio to connect do not send a "wake-up" call. The drivers for devices like a mouse or a flash drive might send a wake-up call that gets recognized.*

1. Restart your laptop

*Note – unplug all USB's, wait a few moments, then restart*

2. Adjust Power Management

*Turn off settings that allow the computer to turn power off to USB ports*

3. Reinstall USB drivers

*Delete USB Ports, re-start computer to re-install*

4. Update USB drivers

*(don't use – requires a download of some sort)*

5. Disable USB Selective Suspend

*Turn off settings that allow the computer to selectively turn power off to USB ports*

6. Remove your laptop battery

*Probably an extreme measure*

### -----Detailed Instructions-----

#### Fix 1: Restart your laptop

Sometimes, a simple reboot can fix an unrecognized USB device.

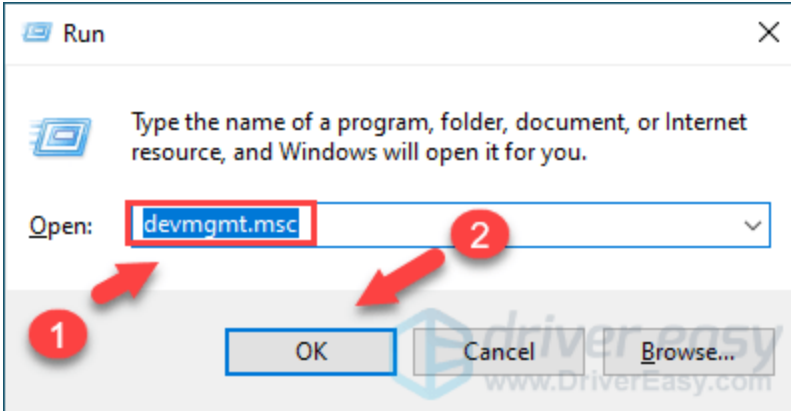
- Plug your USB device out,
- wait for a few minutes,
- then restart your laptop.

Plug your USB device back in again to see if it works. Luckily, it will resolve your problem all at once, and you don't need to worry about it anymore. If not, you'll need to move on to the next fix.

## Fix 2: Adjust Power Management

In order to save power, Windows switches your USB controllers off when they're not in use, and switches them back on again when they're needed. Unfortunately, sometimes Windows fails to switch your USB controllers again.

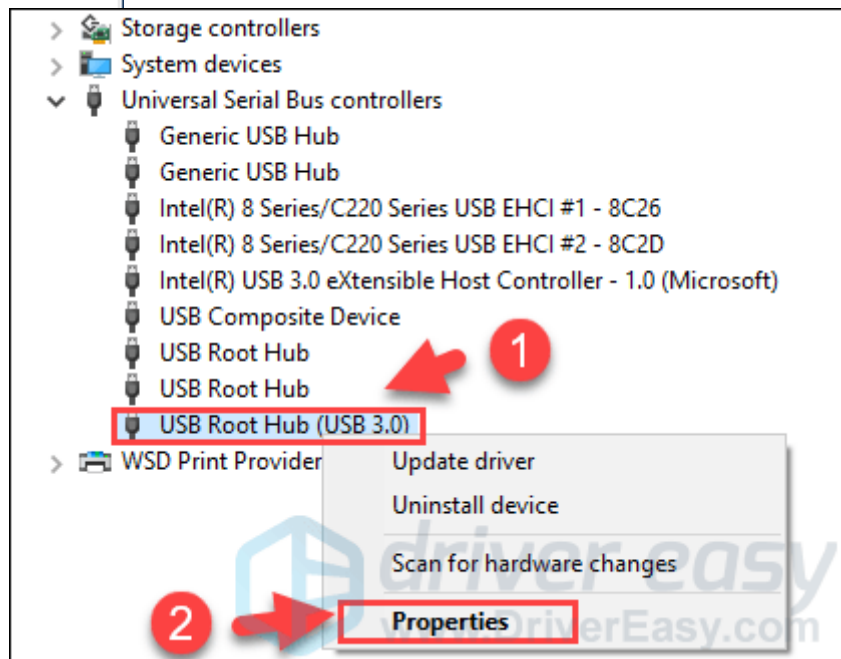
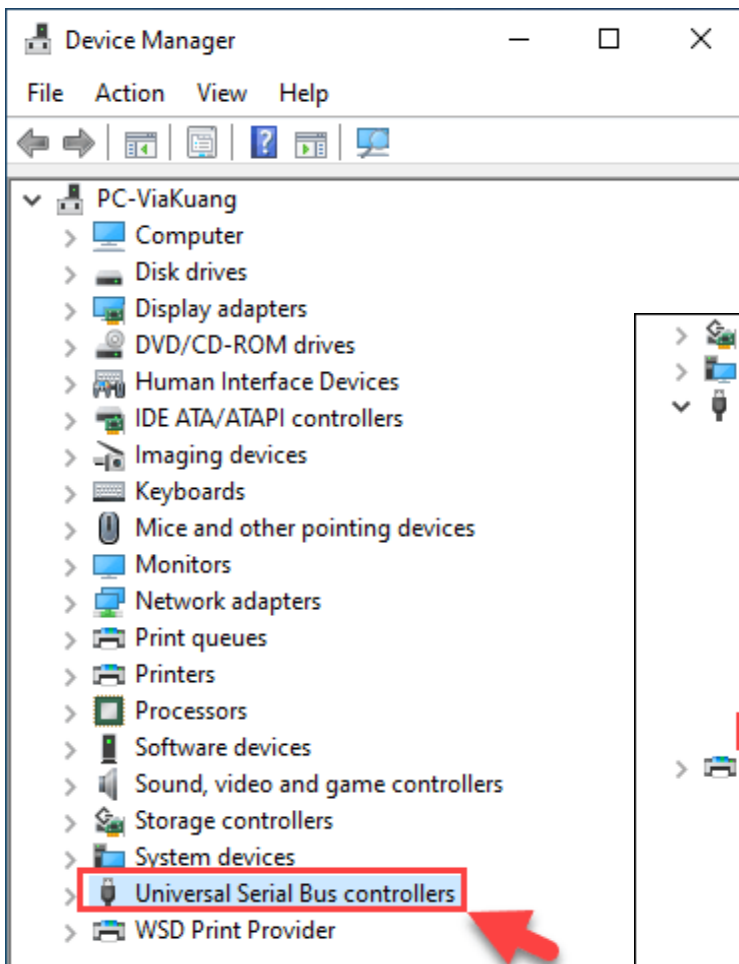
To rule this out as the cause, you will need to adjust its **Power Management** by following the steps below:



1) Search for Device Manager -or - On your keyboard, press **the Windows logo key** and **R** at the same time to invoke the **Run box**. Then type **devmgmt.msc** in the box and click **OK**.

2) In the **Device Manager** window, double click **Universal Serial Bus controllers** to expand the drop-down list.

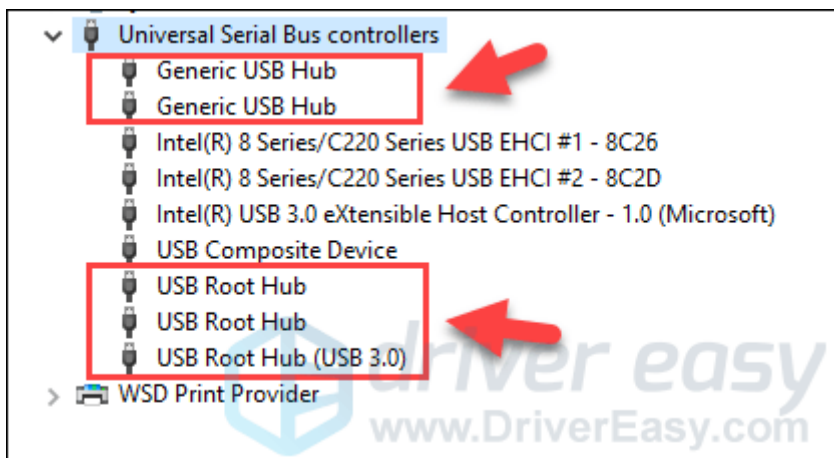
3) Right click **USB Root Hub** device in the list, and select **Properties**.



4) Click the **Power Management** tab. Then uncheck the **Allow the computer to turn off this device to save power** option, and click **OK**.



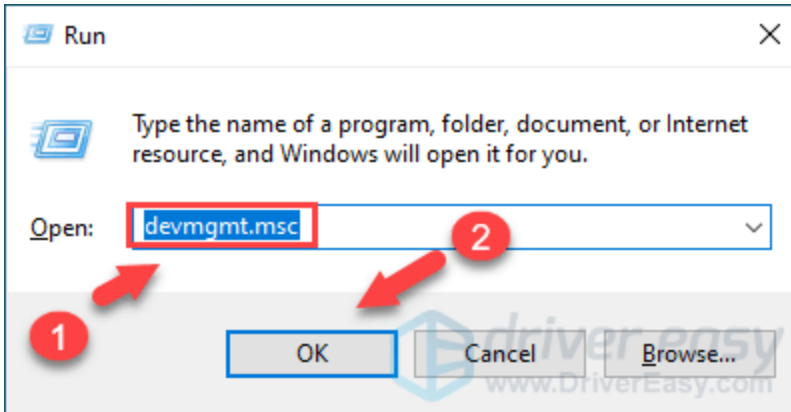
5) Repeat steps 3-4 for **each USB Root Hub** device in your list of **Universal Serial Bus controllers**.



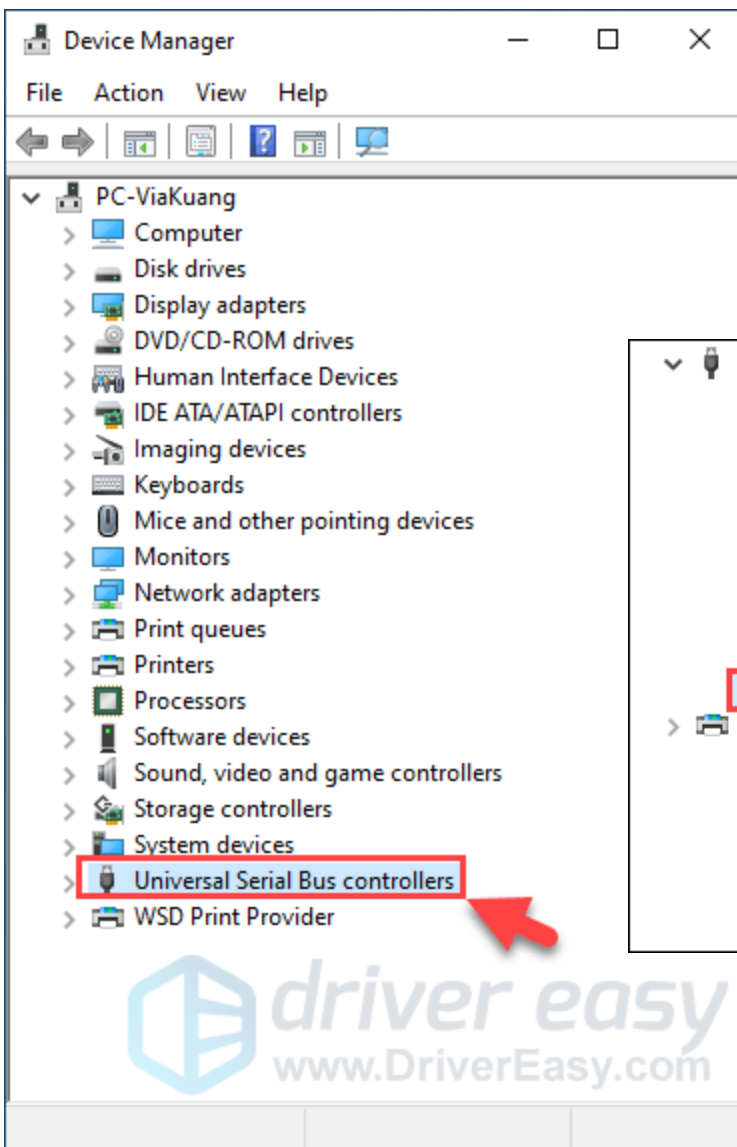
After completing the steps above, you can check if your USB ports work again. If it works properly, then congrats! If not, you can try the next method.

### Fix 3: Reinstall USB drivers

You can also try uninstalling all USB devices from your system with **Device Manager**. Windows will reinstall the USB drivers automatically after restarting.

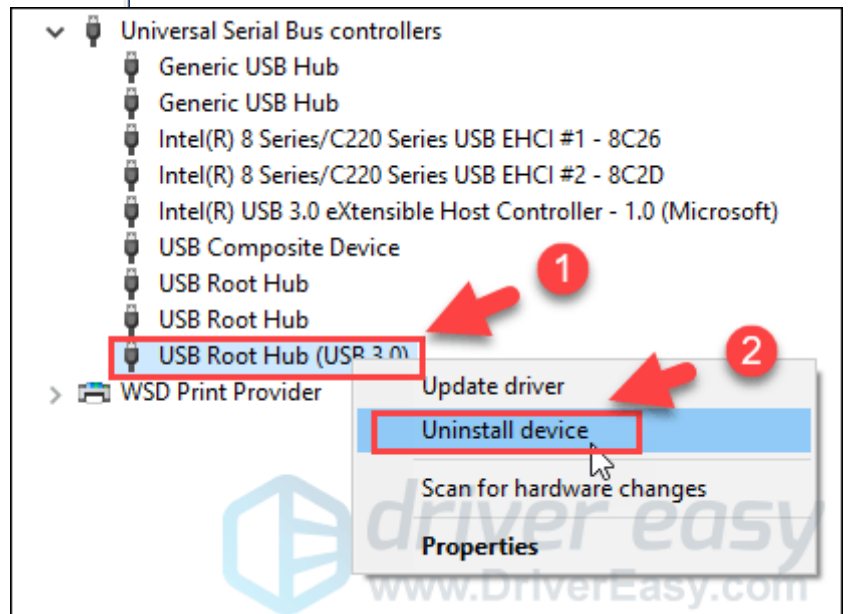


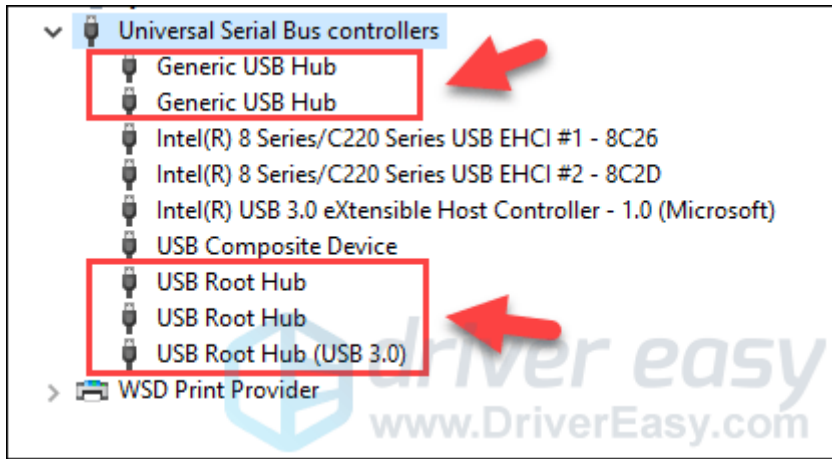
1) Search for Device Manager -or - On your keyboard, press **the Windows logo key** and **R** at the same time to invoke the **Run box**. Then type **devmgmt.msc** in the box and click **OK**.



2) Double click **Universal Serial Bus controllers** to expand the drop-down list.

3) Right-click **USB Root Hub** device in the list, and select **Uninstall device**.





4) Repeat steps 3-4 for **each USB Root Hub** device in your list of **Universal Serial Bus controllers**.

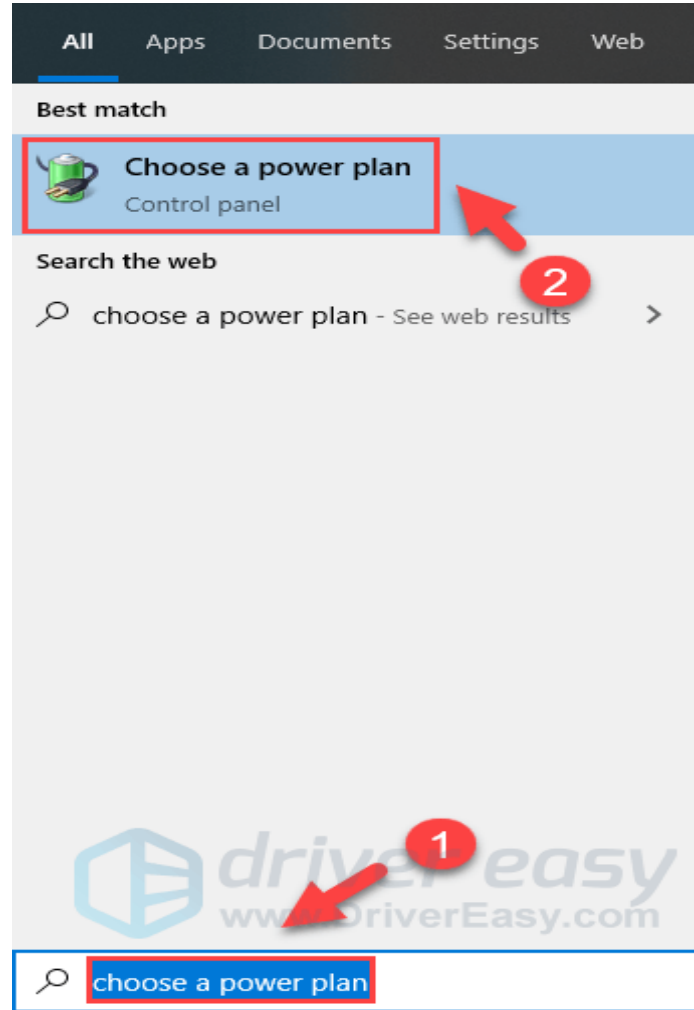
5) Restart your laptop to take effect. See if the USB ports work again.

**Fix 4: Update USB drivers** (*this was a sales pitch to download a program*)

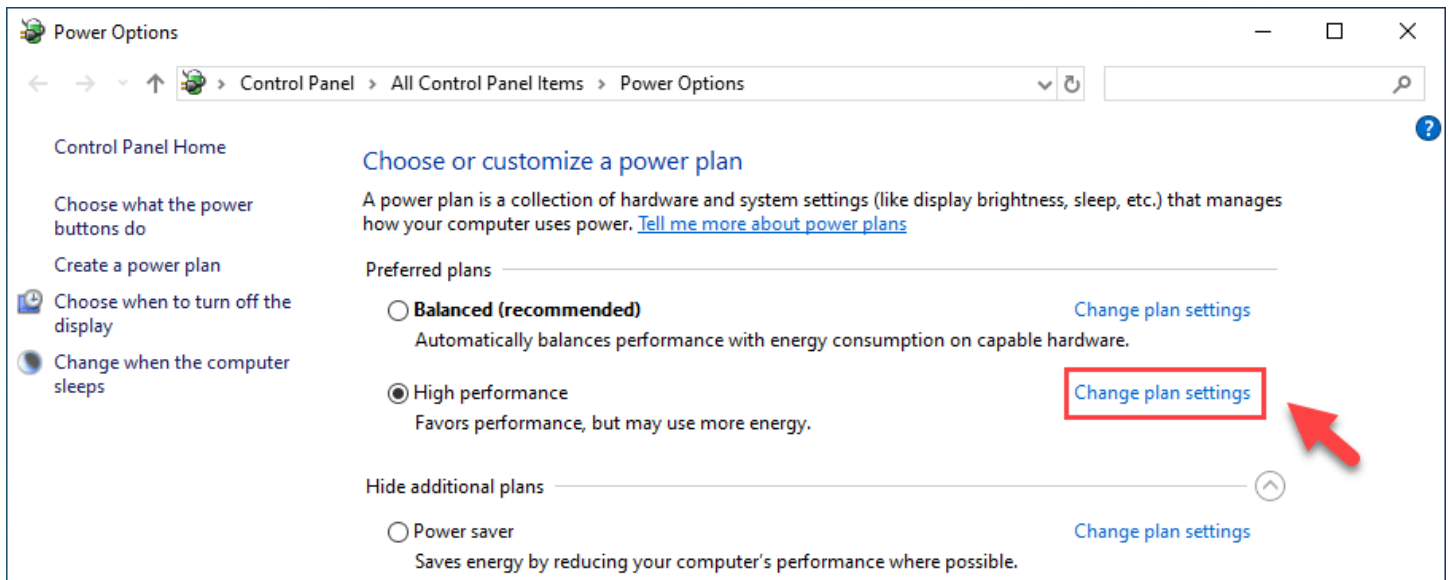
### Fix 5: Disable USB Selective Suspend

If the USB problem still exists, you can try to disable **USB Selective Suspend**. USB Selective Suspend prevents your computer from using too much unnecessary power by putting a certain USB port(s) in a low-power state. Disabling this feature might help you solve your USB problems.

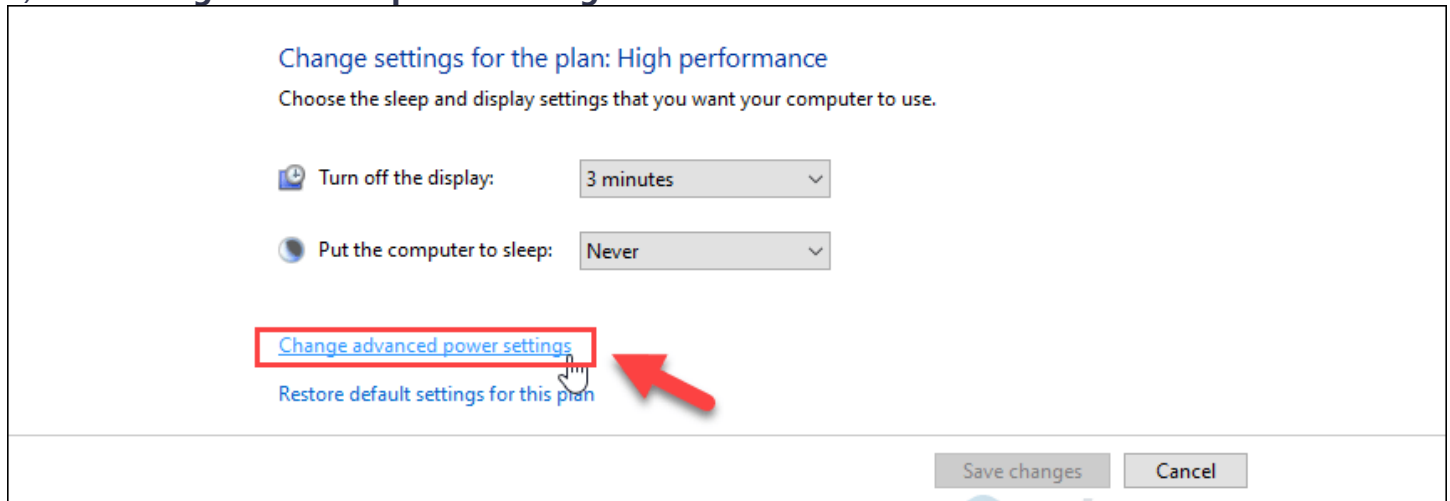
1) Type **choose a power plan** in the search box and click **Choose a power plan**.



2) Click **Change plan settings** next to the plan option you're having now.

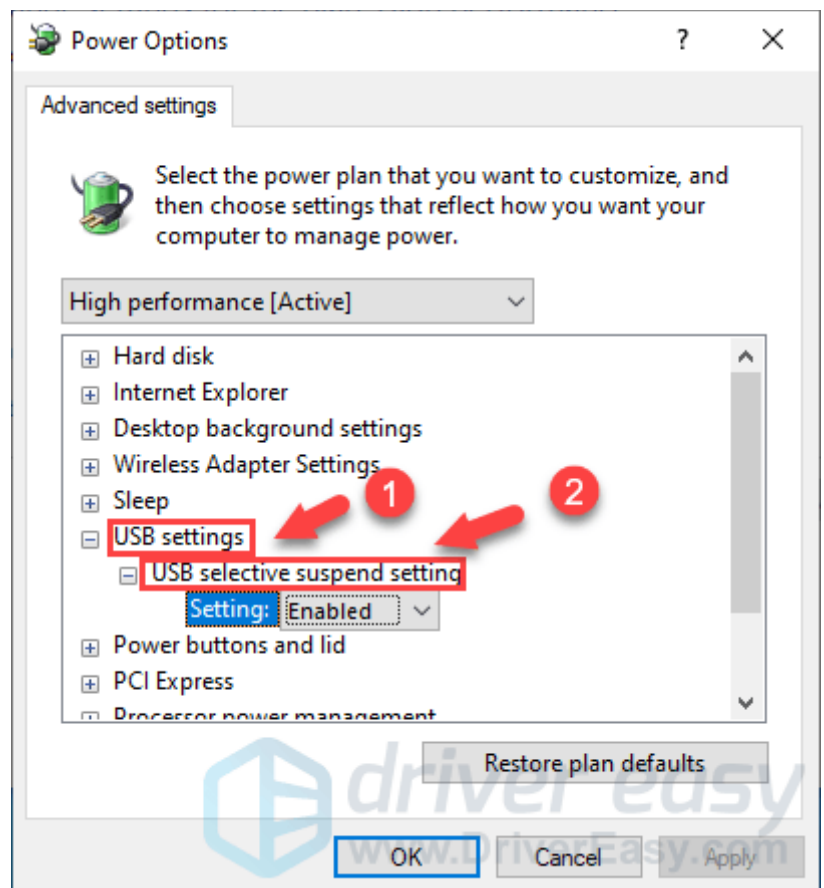


3) Click **Change advanced power settings**.



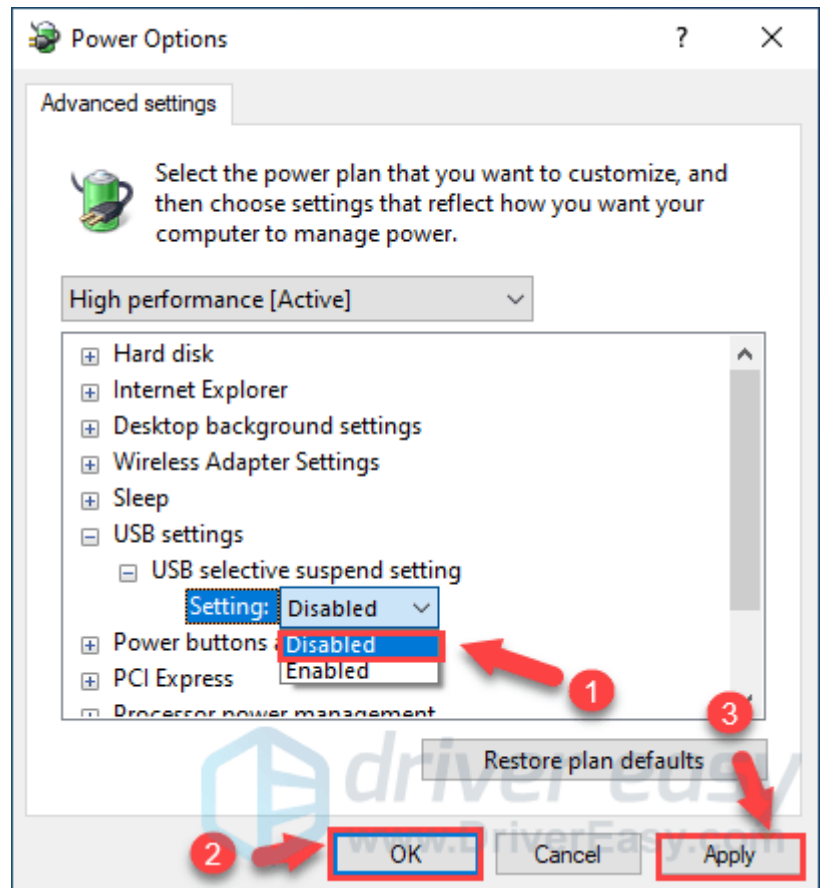
4) Double click **USB settings**, then double click **USB selective suspend setting**.

NOTE: If you're using a laptop, click **On battery**, then click **Disabled** from the drop-down menu.



5) Click **Enabled** to expand the drop-down list, then select the **Disabled** option. Finally, click **Apply** and **OK** to save the change.

You can see if your USB ports work properly again now.



### **Fix 6: Remove your laptop battery** (Larry says this is last resort)

If USB ports are still not working on your laptop, you might be able to fix this problem by removing your laptop battery.

According to users, many of them fixed the problem by removing the battery and keeping the power button pressed for 30 seconds or more.

By doing that you'll cause your capacitors to discharge completely. Some users are also recommending leaving your laptop turned off without a battery over the night in order for capacitors to fully discharge.

After doing that, the problem with the USB should be resolved completely.