DIGIRAY

Losing USB connection

①

Check USB driver (PLX) in the device manager.

No PLX driver

Corrupt

Disable USB power saving mode in the USB trees

Reinstall USB driver.

Solved

Not Solved

Solved

Fixed

Check this with another USB cable and with another PC USB port

Fixed

Not Solved

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Solved → **Fixed**

Not Solved → **Use a powered USB Hub**

Test this with another PC

Use a powered USB Hub → Solved → **Fixed**

Use a powered USB Hub → Not Solved → **Replaced a main board**

Test this with another PC → Not Solved → **Send email to service1@digiray.co.kr**

Test this with another PC → Solved → **Fixed**

Replaced a main board → Solved → **Fixed**

➢ **Check USB driver (PLX)**

Need to reinstall a USB driver if USB driver is corrupt.

1) Disconnect USB cable from scanner.

2) Run a USB driver named "FireCRDriver_overwrite.exe" in the Quantor folder.

3) Connect USB cable.

➢ **Check USB power saving mode**

Disable USB power saving mode in the device manager.

➢ **USB cable**

Reconnect a USB cable in another port from PC side or exchange a USB cable.

➢ **USB powered Hub**

Lack of power from USB port on PC side can cause the issue with losing USB connection. In this case, a powered USB Hub need to be installed.

➢ **Main board**

If USB chipset on the main board is defective, losing USB connection can happen.