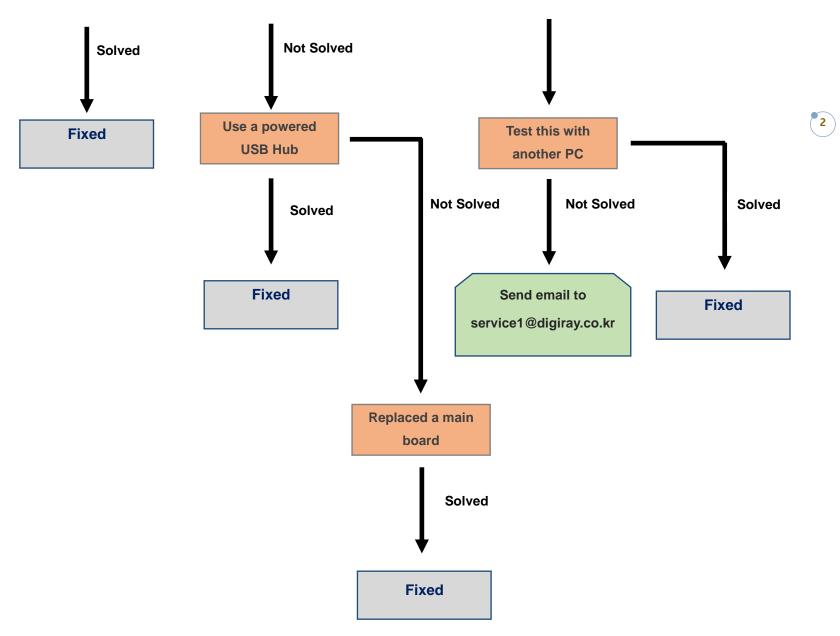


# **Losing USB Connection Trouble Shooting Guide**





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### > 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.

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