

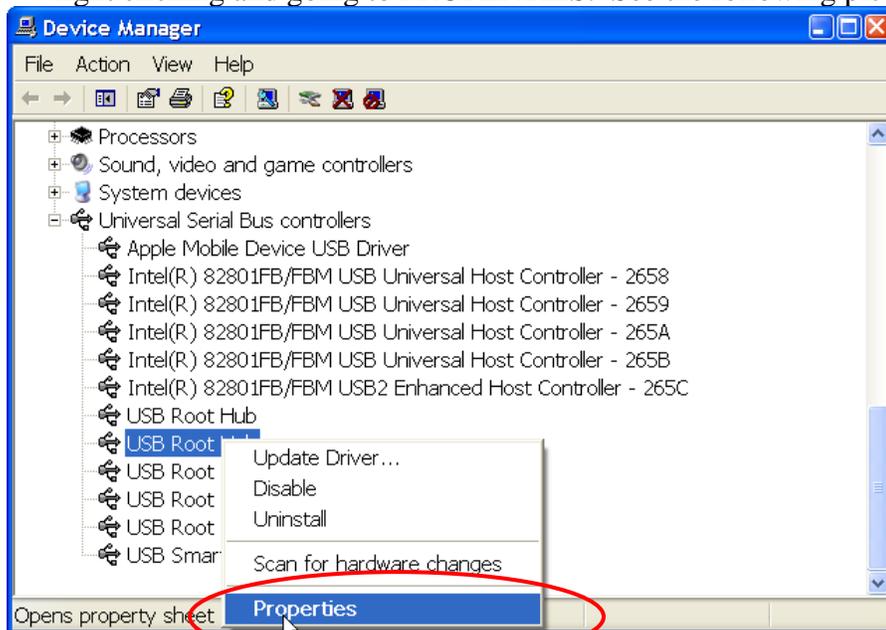


TURN OFF SLEEP MODE OF USB ENCODER IN WINDOWS

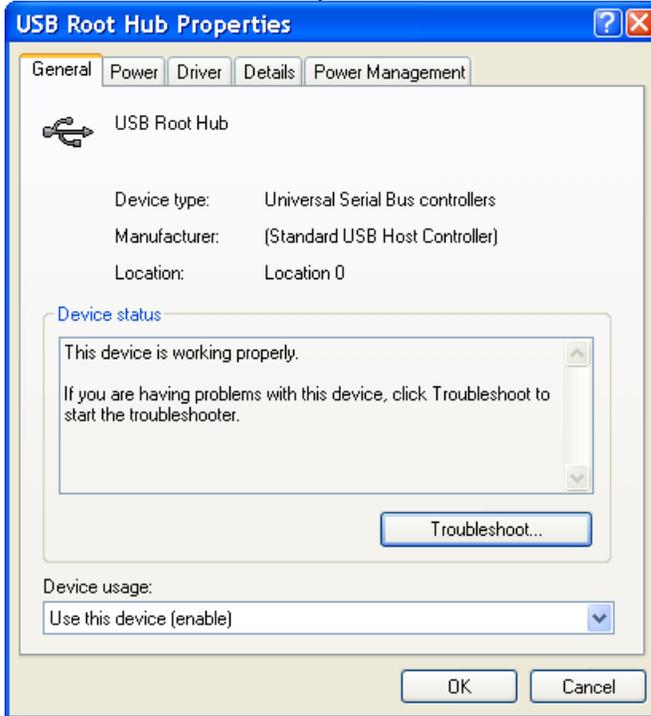
A computer that awakes from an idle state may not always wake up the USB port. This is a Microsoft power management feature. To properly wake your encoder from this idle state you have to quit the Smartcard Lock Software, unplug the USB encoder, plug it back in then start the software again.

These instructions will explain how to stop Windows from turning off the USB encoder.

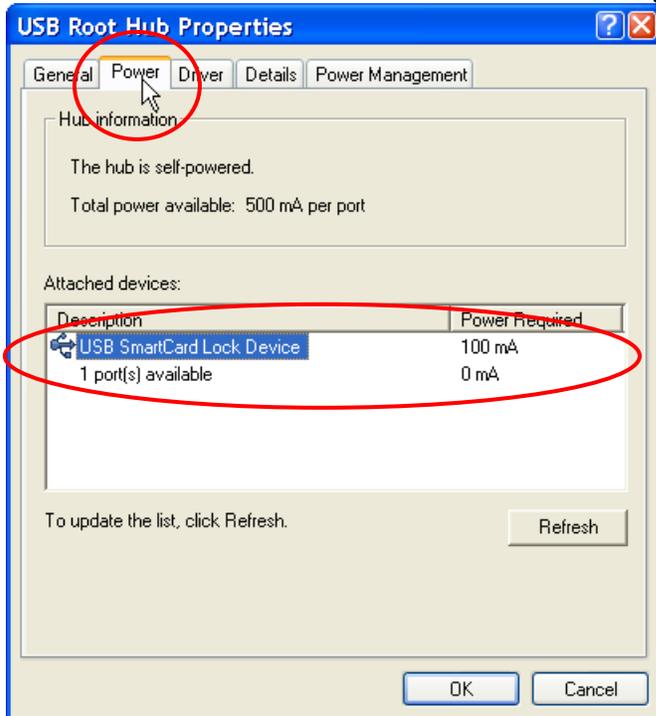
- 1) Go to **START -> CONTROL PANEL -> SYSTEM**
- 2) Go to the **HARDWARE** tab
- 3) Click on the button **DEVICE MANAGER**
- 4) At the bottom of the list, find **UNIVERSAL SERIAL BUS CONTROLLERS**. Make sure you can view the entire list.
- 5) You will see multiple entries of **USB ROOT HUB**. Find the one that is controlling the USB encoder by placing your cursor over **USB ROOT HUB** and right clicking and going to **PROPERTIES**. See the following picture.



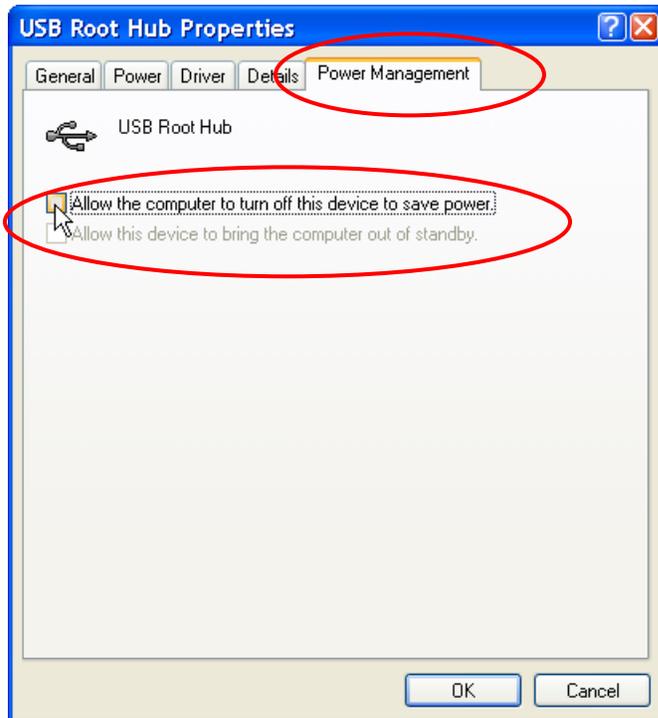
When in PROPERTIES you will see the next screen.



Go to the tab named POWER. When you see USB SMARTCARD LOCK DEVICE you have found the USB ROOT HUB that is controlling the card programmer.



Go to the tab named POWER MANAGEMENT



Make sure there is no check mark in the box for “ALLOW THE COMPUTER TO TURN OFF THIS DEVICE TO SAVE POWER.”

Click on “OK” to save these settings.

NOTE: The example above showed how to locate the USB ROOT HUB assigned to the USB encoder and how to disable Windows from turning it off during an idle state. There are multiple USB ports on your computer. Every time you plug in a USB device in a different port a different USB ROOT HUB is assigned to control it. To make sure the Windows power management settings do not turn off the USB encoder, always plug in the encoder to the same port.