

Troubleshooting guide for the USB 2.0 Extension Cable – 65ft P/N: RR-USB2-EXT-65FT

This is the troubleshooting guide for the USB 2.0 Extension cable, 65ft. Since we're extending USB 2.0 beyond its spec limitation, which is 15ft, we will need to have some guidelines writing out as to how our product can and can't be used.

Mac or PC:

Any operating system that supports USB 2.0.

Update: For Windows XP SP2 (Service Pack 2) users. If you find that this cable doesn't function properly, upgrade to SP3 (Service Pack 3). It has some USB updates in it that will allow it to function.

Desktop/Laptop:

This won't make any difference. It's not specific to any type of computer.

Important things to note:

- 1.) This cable can operate a device at the full USB 2.0 High speed rates without degradation.
- 2.) Operating System (OS) is not important, however, USB 2.0 compatibility is required, since the product does have two USB 2.0 hubs that are automatically installed when plugged in.

Most common problems:

- 1.) As with any extender, be sure to keep the cable away from any interference. The most common things that customers have problems with, because of interference including the following: Fluorescent lighting and electrical wire (Romex)
- 2.) You may find that some ports in your computer will work with this, but others won't. This is because with this cable, we've extended it to the maximum distance possible. So, if your computer says "Device not recognized", it's probably because of the extra one or two feet of cable for the USB port in your computer.

See solutions on next page...

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