

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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Here's what to try:

- A.) **Try using different ports on your computer.** This is normally caused by the distance of the cable inside of your computer.

Example: In our lab, using a Dell Inspiron 1720 laptop, the single port on the right won't recognize it. However, the dual ports on the right side will recognize it. This is a simple solution.

- B.) The next method is to **install a USB hub in line with it.** An extra hub inline can determine whether you're having a distance problem. While it may sound strange to test it, **here's why it will work.** USB can go a certain distance. However, using a hub will allow you to extend the distance by about 15ft. Since we've extended it as far as it can go, the way to extend it further is by using another hub. **IMPORTANT:** The USB hub will need to be placed next to your computer, not at the device side. Power is not required to test the cable. See the diagrams below.

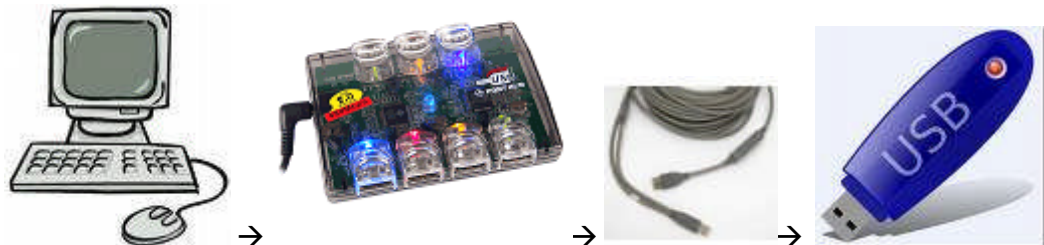
Here's a picture of the scenario:

Computer → USB 2.0 Extension Cable – 65ft → Device



Try the scenario below

Computer → USB 2.0 Hub → USB 2.0 Extension Cable – 65ft → Device



The above suggestions should be able to get you on your way. As always, we do offer further support via e-mail and phone. Feel free to contact us at any time if you have any questions or comments.

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