

Disabling USB Port Power Off (Sleep) Mode on Windows

Introduction

This application note shows how to disable USB ports from automatically entering sleep mode on Windows. When the USB port enters sleep mode, it can cause printers to “time out” and become unresponsive to the operating system. Any print jobs sent during this time will queue until the printer or PC are restarted. This issue is not limited only to Star Printers.

Applicable Printers: All USB Printers

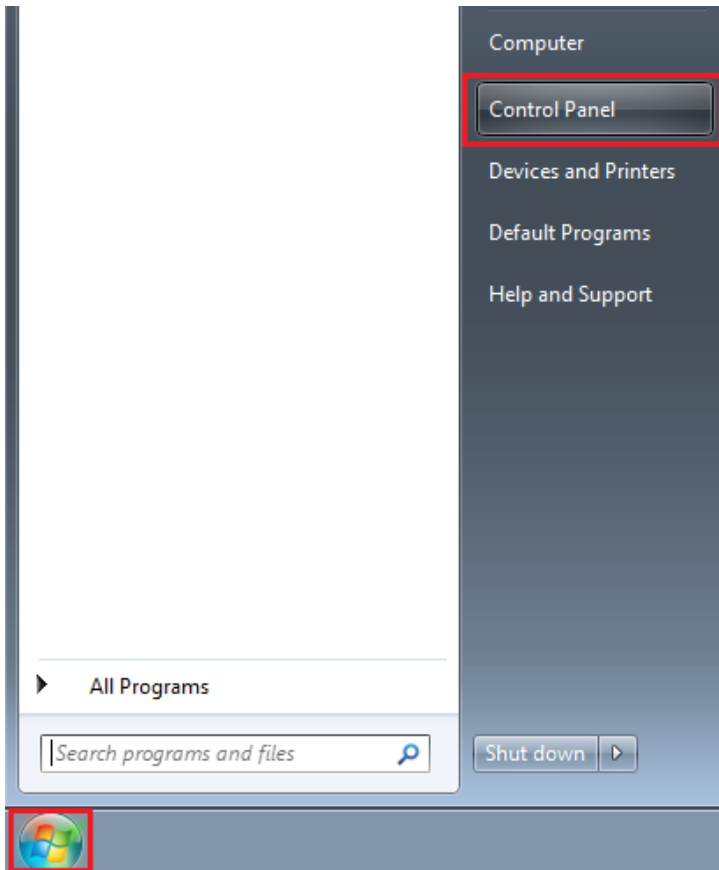
Applicable Environments: Windows 7 (32/64-bit), Windows Vista (32/64-bit), Windows XP

Star Tools Needed: None. All settings are done in Windows.

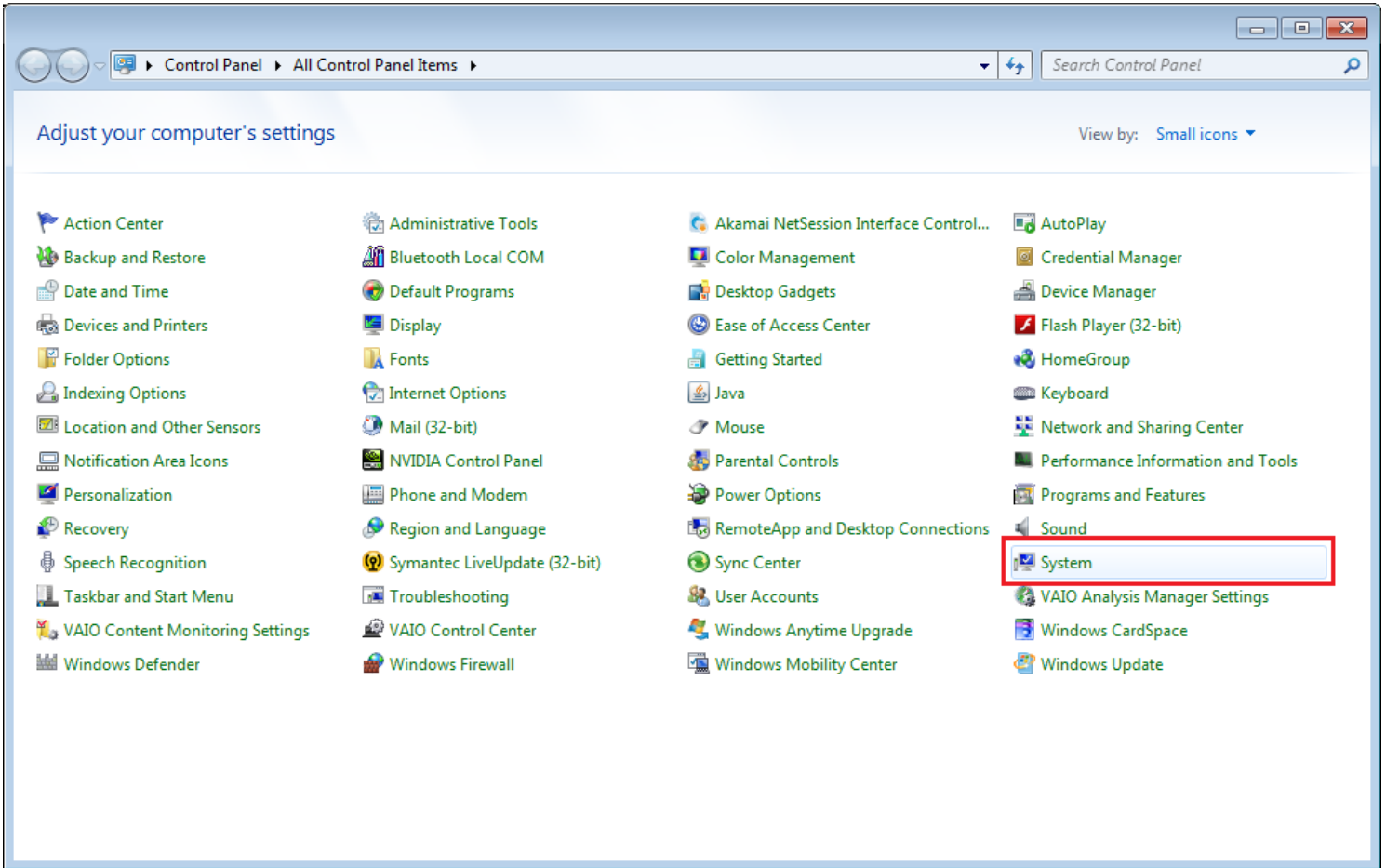
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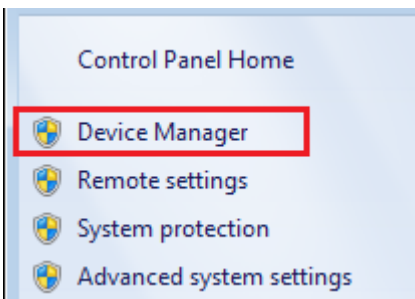
I. Windows 7/Vista



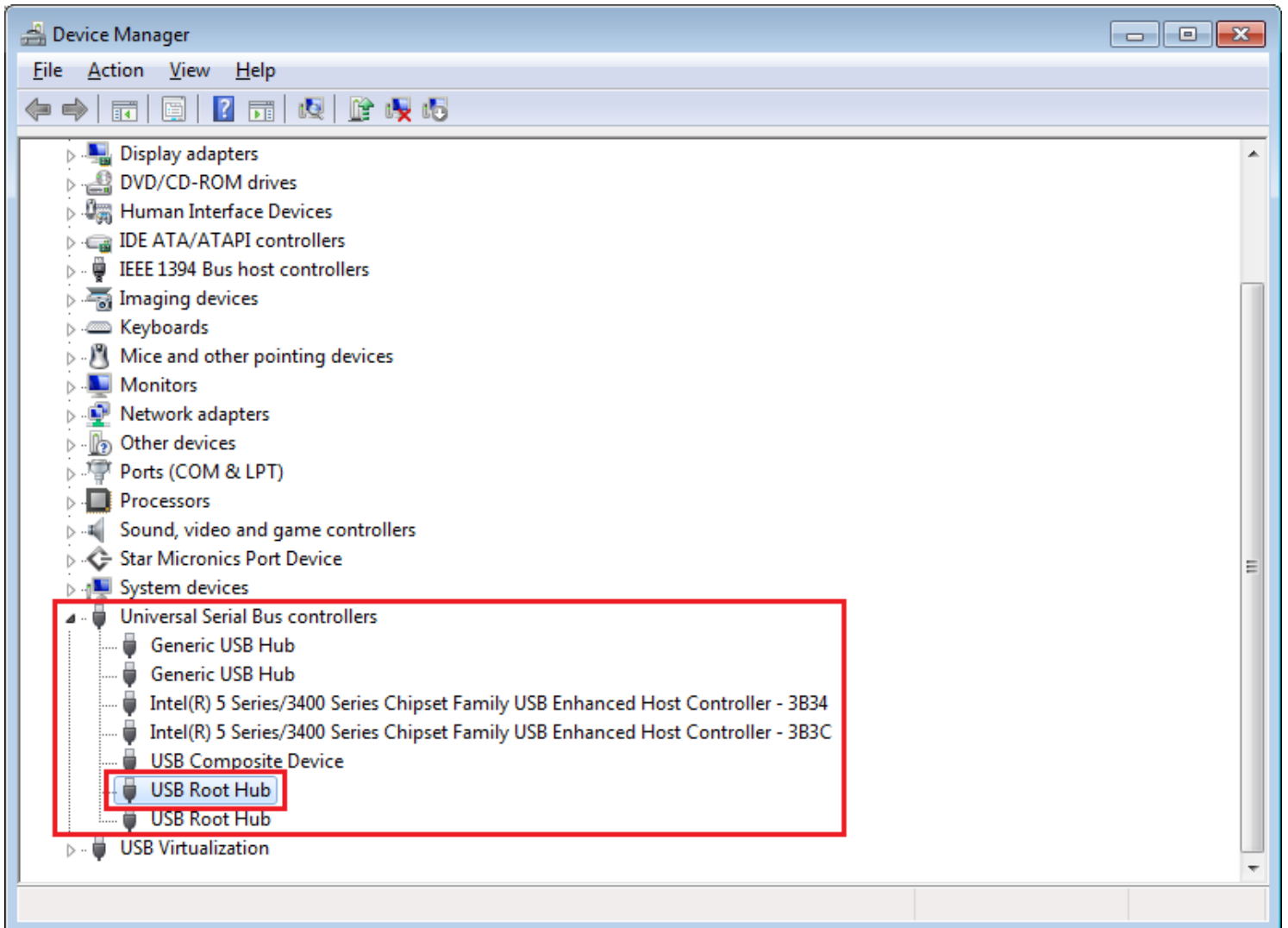
1. Click the Windows Start button and select “Control Panel”.



2. Click "System".

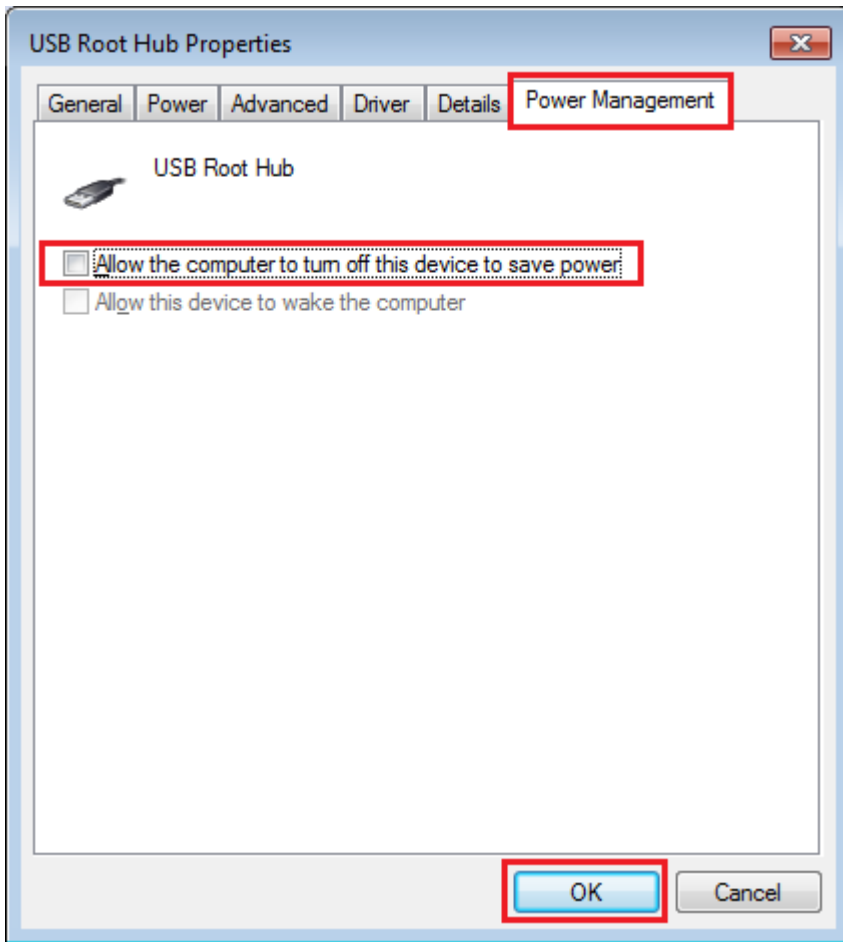


3. Click "Device Manager" in the left menu bar.

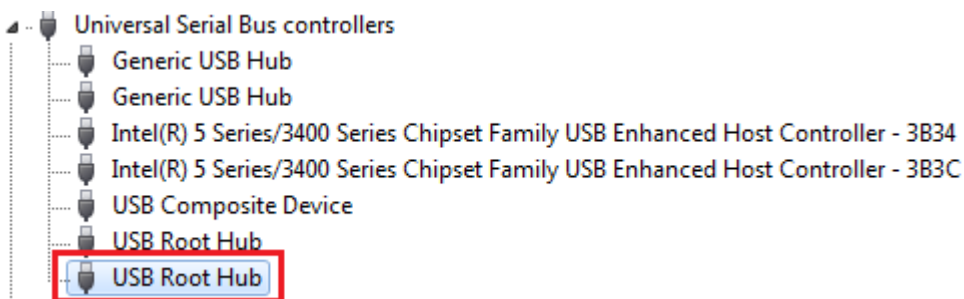


4. Expand the “Universal Serial Bus controllers”.

5. Double click the first “USB Root Hub” in the list.



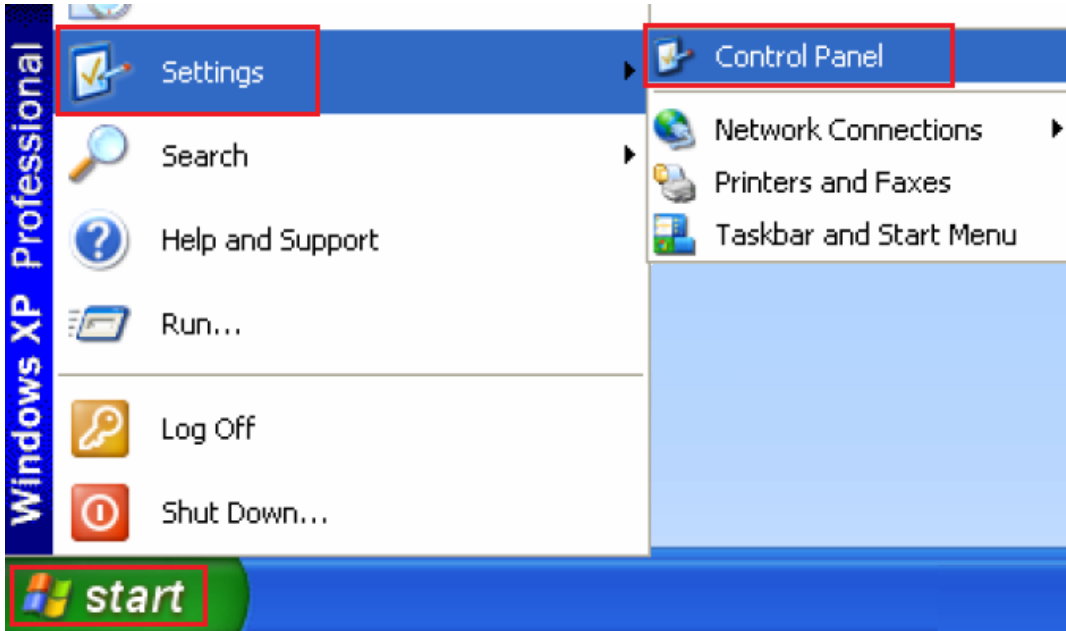
6. Click the “Power Management” tab.
7. Uncheck “Allow the computer to turn off this device to save power”.
8. Click “OK”.



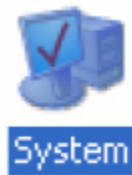
9. Repeat the same action for all remaining instances of “USB Root Hub”.

Congratulations! You have successfully disabled USB ports from entering sleep mode on Windows 7 and Vista.

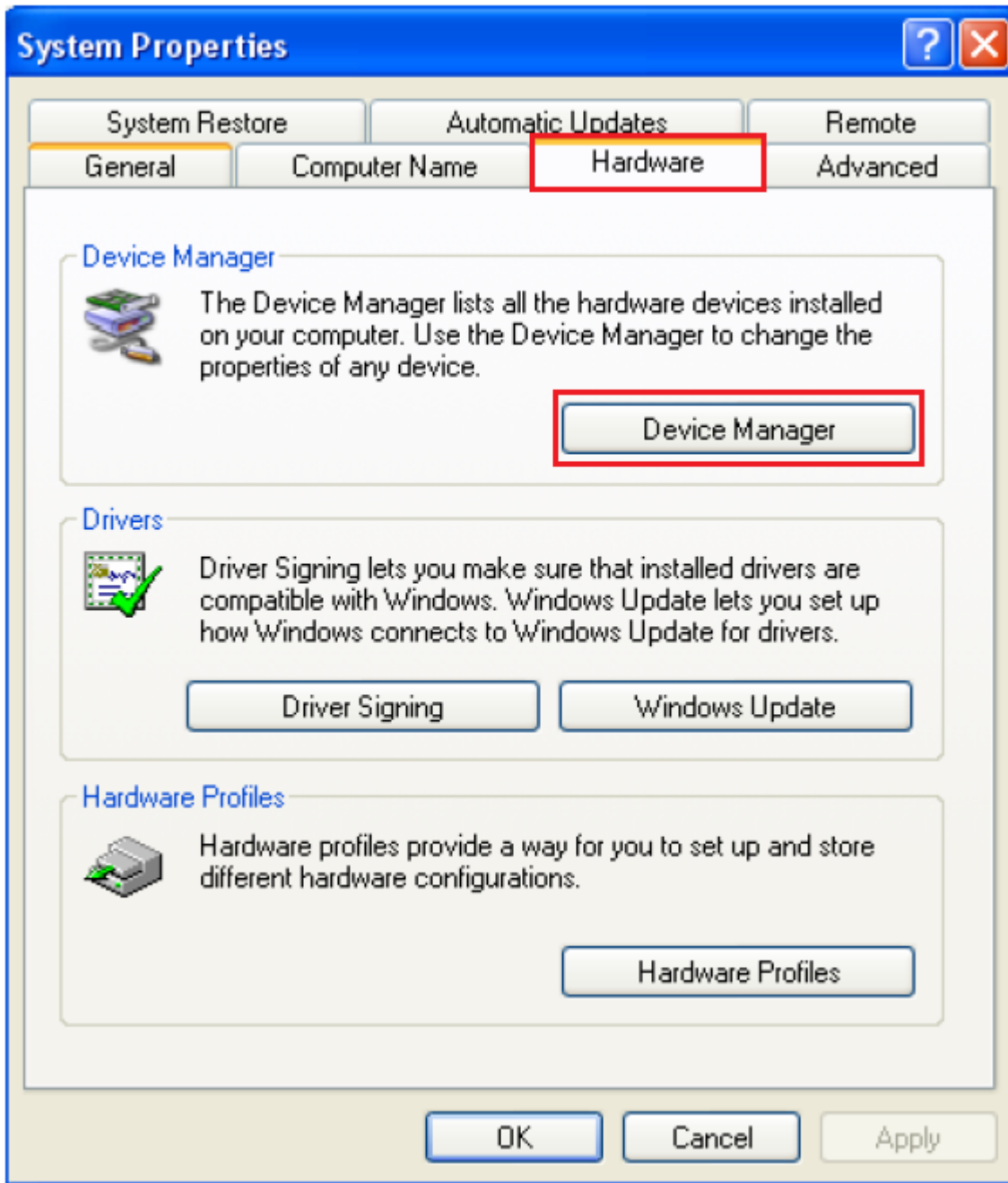
II. Windows XP



1. Click the Windows Start button navigate Settings > Control Panel.

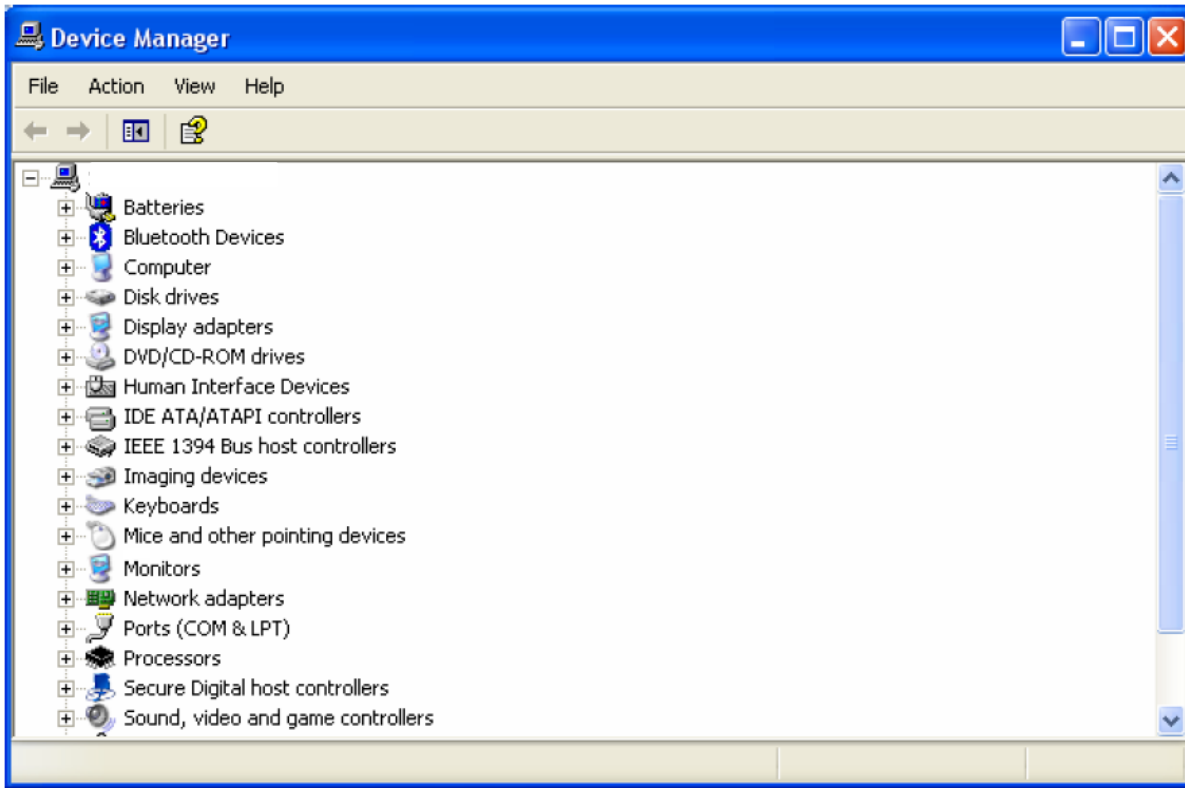


2. Double click "System".

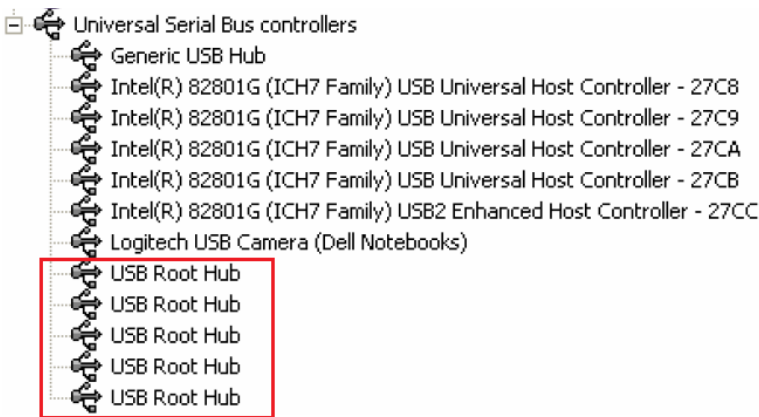


3. Click the “Hardware” tab.

4. Click “Device Manager”.



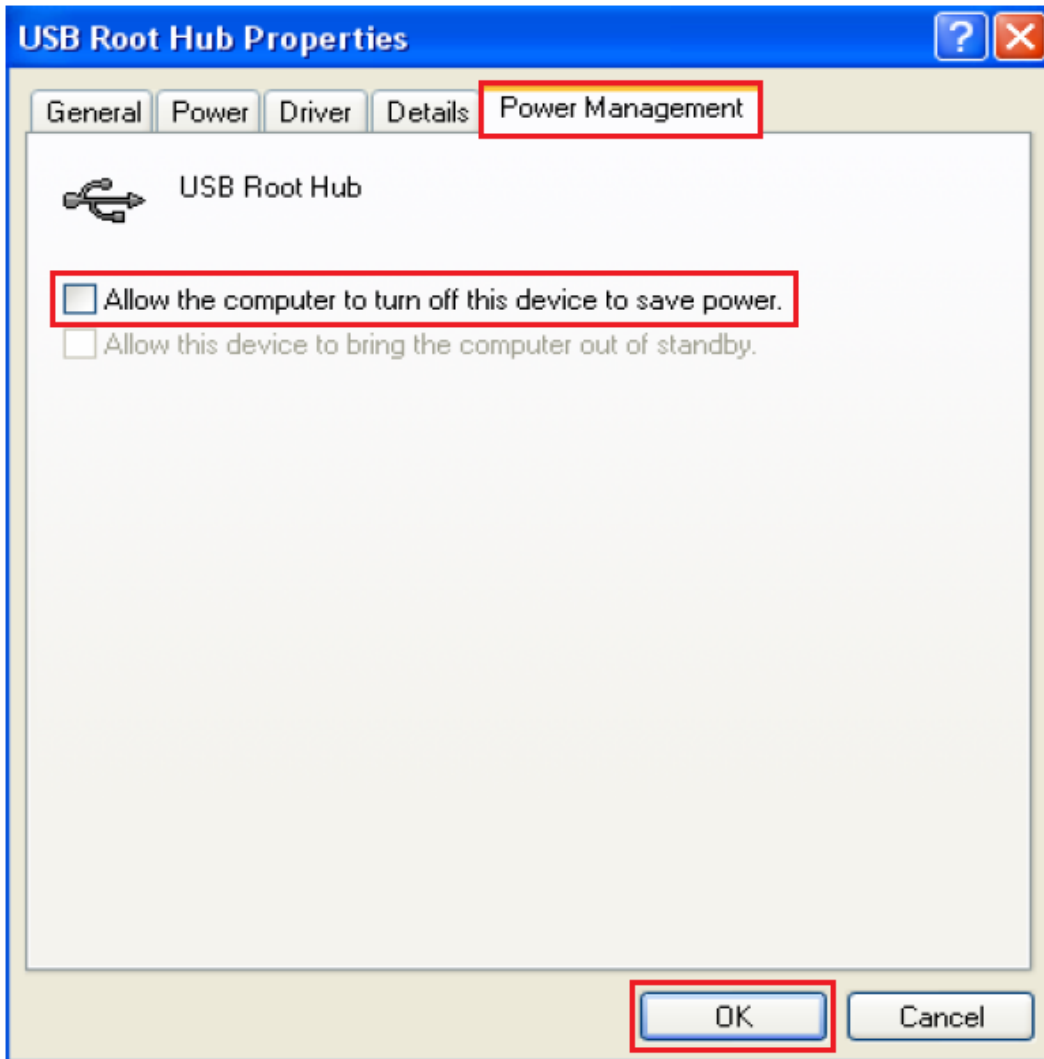
5. Scroll down the list to find “Universal Serial Bus controllers”.



6. Double click “Universal Serial Bus controllers” to expand the list and locate the “USB Root Hub” entries.



7. Double click the first “USB Root Hub” in the list.



8. Click the “Power Management” tab.
9. Uncheck “Allow the computer to turn off this device to save power”.
10. Click “OK”.



11. Repeat the same action for all remaining instances of “USB Root Hub”.

Congratulations! You have successfully disabled USB ports from entering sleep mode on Windows XP.



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Star Micronics Worldwide

Star Micronics Co., Ltd.
536 Nanatsushinya
Shimizu-ku, Shizuoka 424-0066
Japan
+81-54-347-2163
<http://www.star-m.jp/eng/index.htm>

Star Micronics America, Inc.
1150 King Georges Post Road
Edison, NJ 08837
USA
1-800-782-7636
+1-732-623-5500
<http://www.starmicronics.com>

Star Micronics EMEA
Star House
Peregrine Business Park, Gomm Road
High Wycombe, Buckinghamshire HP13 7DL
UK
+44-(0)-1494-471111
<http://www.star-emea.com>

Star Micronics Southeast Asia Co., Ltd.
Room 2902C. 29th Fl. United Center Bldg.
323 Silom Road, Silom Bangrak, Bangkok 10500
Thailand
+66-2-631-1161 x 2
<http://www.starmicronics.co.th/>