

USB-C Troubleshooting

Cables and Software issues

- Confirm your cables and devices are working properly by using them directly connected to your computer
- Confirm you have the latest operating system updates for your computer or device.
- Confirm you are using the latest software and drivers from the manufacturer of the computer including Chipset Drivers, Firmware Updates, Bios, etc.
- Confirm your computer's operating system power saving mode setting is not set to turn off USB connectivity. This can result in USB input devices being ignored during sleep mode so you can't wake up your computer.

Charging

USB-C not supplying enough power could be because of issues such as:

- The output from host device (PC, Wall Charger, Multiport Charger) is limited.
- Cable not properly connected to USB port on your host device.
- The charging cable doesn't meet the power requirements of the charger or device. Check output specification of host device and if it meets your needs and correct cable is plugged in.
- On a PC or Motherboard, too many other USB devices are plugged in and overloading the bus power for the USB ports

When using USB-C to Video, the charger and cable included with your device connected to the USB-C charging port. Check the cable or maybe try using a can of compressed air or other safe methods to clean the USB-C port on your device.

Compatibility

The USB-C or Thunderbolt device functionality may be limited. It is highly likely that the connected device or dongle has new features for USB-C that your host device might not support the connected device or dongle isn't connected to the correct USB-C port on your device.

For an Alternate Mode device like our adapters and docking stations to work correctly with your display device, the hardware and the software on the computer must support the Alternate Mode. Make sure the USB-C adapter is connected to the USB-C port on your PC that supports the correct Alternate Mode. For example, if you're connecting a DP Alternate Mode device, make sure it's connected to the USB-C port on your computer that supports DP Alt mode.

Check for Unknown devices

If the USB device that your device is connected to reports an issue, or there's a problem with the device driver, open Device Manager and find the unknown device causing the problem by checking for a yellow exclamation marked against the symbol of the device. After that, simply select the device, choose its click Properties and check the status displayed under Device status.

If it displays an error code, check the Device Manager Error code and use it to troubleshoot the issue.

Still having trouble?

contact our customer service team at www.v7world.com