

Frequently Asked Questions

In generally speaking, the computer will work as normally after setting up the driver and test card. As there are so many different brands, different models laptops in the market, with also so many types of hardware and software, not any laptop supplier or chip manufacturer could guarantee that all the laptops can be compatible. Each patch panel could be tested completely before delivery, and the reject rate will be lowest. Please solve the problems by yourself according to the below items or contact our company directly, please don't conclude it bad and make the criticism to our company, many thanks to you for your friendly.

1. The USB2.0 will work normally, but USB3.0 will not under the WINDOWS 7 System.

Solution: after you enter the WINDOWS 7 control panel, click the “Program and Function” open that and click the button “open or close the WINDOWS function”, show as below

进入 Windows 7 的控制面板，找到并点击“程序和功能”，在打开的对话框的左上角，单击“打开或关闭 Windows 功能”按钮



2. After you insert the card, there is not “dingdong” sound, and the system also have not any indication.

A. The section of the laptop don't work or long time not use, it filled full with dust to connect well, please try to pull out and insert in several times or clean it.

B. There is some turpentine remained on the extension card for laptop or desk type computer, they will be dry after three or five days, it will result in card not tested by the computer. Please clear the connecting finger with alcohol or similar, then dry it. (Note: please insert the USB3.0 card firstly before you open to use the desk type computer first time. Otherwise the computer will not work with the card.)

C. If any parts of the card not compatible with the computer or bad welding, please return them to our factory for test.

3. The patch panel for the NEC720202(01) works normally under the WIN7 system for Lenovo X220,X200,R400,T400,T420, but it will disappear or unsteadily while connected external equipment.

Solution: Cause the power manage function of USB3.0 don't open, please click the "start", all programs and for renesas electronics,USB3.0 host controller driver after you set up the driving system, choose the "invalid the USB3.0 power management

是驱动安装好后，开始菜单，所有程序，renesas electronics，usb3.0 host controller driver 里面把“使usb3.0电源管理无效”打钩就行了



4.The controller will show not enough tape width while connect to the USB3.0 external equipment, even in this case that the driver work normally and test card okay

Setting the frequence for the main board not enough, so please adjust it to 100-104 or try the AUTO.

5.The USB3.0 laptop extension card can not afford two 2.5 inch moveable hard disk or several, only one hard disk work normally

It only because the current not enough, the normal current for USB3.0 is 900MA, but the working current for 2.5 inch hard disk is only about 0.55A, with two the current will over 900MA, so it can not work with two 2.5 inch hard disk.

6.The computer system halted or blue screen of death after insert the card.

A: It's the system problem or not setting up the correct driver or not the right version, please restore system or delete the driver to re-setup.

B: The hardware of computer conflict to the card.

C: There is short circuit internal the card.

7.(the speed for USB3.0 is not good

There are many reasons such like computer, patch panel, transfer data wire, external equipment etc....so the speed of the U disk is normal in 40 or above, about 60 is normal for HHD and over 70 for SSD.

8.There is exclamation mark in the device manager after insert the card.

A: There is some problem for the firmware burn recorded or the vision as for the firmware flash frequently, please contact the supplier directly.

B: The computer don't connect correctly with the card, please solve this refe. Question no.2