För att USB ska fungera om datorerna använder s.k. suspend / sleep mode – behövs det konfigureras.
Det normala är ju att extenders används på 24/7 anslutna datorer och vi rekommenderar det för att minimera problem.
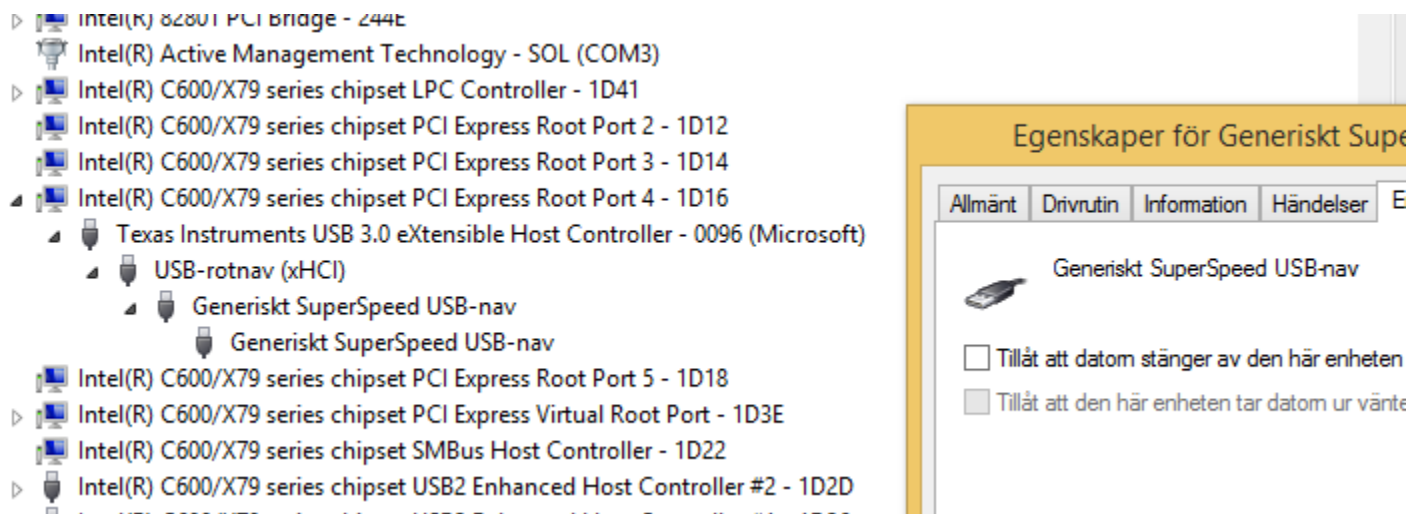
Och kontrollera enligt följande instruktion att USB Sleep mode inställningarna inte skapar problem:

Kontrollera att USB kablarna till datorn är anslutna i SVARTA (USB 2.0) kontakter.
Om de är anslutna till USB 3.0 (blå portar) kan det strula – men med senaste BIOS/drivers i datorerna funkar det bättre.

Sen finns det en inställning i Windows som kan påverka – s.k. USB Sleep Mode:

I enhetshanteraren finns det USB-rotnav och där hittar du lite inställningsmöjligheter:

I texten nedan används REX för "Remote Extender" och LEX för "Local Extender" och beskriver processen utförligare.

The current USB extenders are unable to deal with the host suspending the USB port.
This includes full host suspend (U3), and the host putting the port into a low power state due to inactivity (U1/U2).
The purpose of the document is to outline the procedure to disable USB suspend on computers running windows

2. Procedure

2.1 Global Suspend

Global suspend is only and option in Windows Vista and newer.
1. Go to "Control Panel" -> "Power Options."

2. Go to "Change plan settings" on the power plan in use.

3. Set "Put the computer to sleep" to "Never."

4. Go to "Change advanced power settings."

5. Set "Advanced settings" -> "USB settings" -> "USB selective suspend setting" to "Disabled"

6. Click "OK" to apply settings and close.

2.2 Individual Hubs

This setting must be applied in addition to the "Global Suspend". The hubs on the LEX and REX must have their individual power management disabled. This must be done with LEX and REX connected to the host.
(On Windows XP and earlier, this is the only setting to be applied.)

1. Open device manager.

2. In the menu, select "View" -> "Devices by connection."

3. Select the topmost element in the list (the name of your host) and press * key to expand the list.

4. Locate your USB controller in the list (detach and reattach the USB cable to identify the correct controller).

5. Identify the LEX and REX hubs. They might be two hubs connected together. Connecting a device to the REX can help remove ambiguity.

6. Right click on the LEX hub and select "Properties."

7. Select the "Power management" tab and deselect the tickbox labelled "Allow the computer to turn off this device to save power" and click "OK."
   a. If the "Power management" tab does not exist, the hub will not be suspended and the USB extender should work fine.

8. Repeat step 6 and 7 for the REX hub and any other USB extenders attached to the computer.