

[CM108] USB Audio Adapter FAQs

This document contains some helpful FAQs should you run into any issues:

1. [Why does my USB device stop working after my computer wakes back up from sleep mode?](#)
2. [General Troubleshooting](#)

Why does my USB device stop working after my PC wakes up?

FAQ

If the USB device does not work after your computer has been in extended hibernation, it is likely that Windows has automatically turned off the USB Root hub to save power.

The steps below outline how to configure the USB root hub to stay on during hibernation, to prevent this from happening.

Windows 10 / 8

1. On your keyboard, press the **Windows** key + **X** and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

Windows 7 / Vista

1. Click the **Start** button and select **Control Panel**.
2. Click **Hardware and Sound**, then click **Power Options**.
3. Click **Change plan settings** for the plan you want to change.
4. Click **Change advanced power settings**.
5. Click the **plus sign (+)** next to "USB settings" and "USB selective suspend setting" to expand the options and change the setting to **Disabled**.
6. Click **OK** to apply the setting.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

Why does my USB device stop working after my PC wakes up?

FAQ

Windows XP

1. On your desktop, right-click the **My Computer** icon and select **Properties**.
2. Click the **Device Manager** tab.
3. Expand **Universal Serial Bus controllers** by clicking the arrow to the left of it.
4. Right-click the first **USB Root Hub** device and select **Properties**.
5. Click the **Power Management** tab.
6. Clear the box next to **Allow the computer to turn off this device to save power**.
7. Click **OK** to apply the setting.
8. Repeat steps 4-7 for any remaining devices in the Universal Serial Bus Controllers section with "**Root Hub**" in the name.

Note: You may need to disconnect and re-connect your USB device after applying these settings to re-establish the connection.

When you troubleshoot issues with a sound card, there are some quick tests that you can complete to rule out potential problems. You can test to make sure that the following components are working correctly and are not the source of the issue:

- Stereo audio cables
- Speakers or headsets
- Sound card

To test your setup components, try the following:

- Use the stereo audio cables, speakers or headsets, and sound card in another setup to see if the problem is with the components or the setup.
- Use a different set of stereo audio cables, speakers or headphones, and sound card in your setup to see if the problem persists. Ideally, you should test a component that you know works in another setup.

When you test your cables, it is recommended that you do the following:

- Test each cable individually.
- Use short cables when you are testing.

When you test the speakers or headsets and sound card, it is recommended that you do the following:

- Press the **Windows** key + **R**, type **devmgmt.msc**, and press **Enter** to open **Device Manager**. Check to see if your device is listed under **Sound, video and game**.
- If you do not see the sound card in **Device Manager** please see this FAQ for PCI/PCIe expansion cards: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#pci-pcie-cannot-boot-os-or-detect-windows> or this FAQ for USB devices: <https://www.startech.com/support/faqs/technical-support?topic=expansion-cards#usb-cannot-detect-windows>.
- If the device is listed with an error, follow the instructions on the website to reinstall the drivers.
- Make sure that the default playback device in **Sound** is the sound card that you installed.

To check the default playback device on a computer that is running a version of Windows XP, do the following:

1. Click **Start**.
2. Click **Control Panel**.
3. Click **Sound and Audio Devices**.
4. Click the **Audio** tab.
5. In the **Default device** drop-down menu, click the sound card.

To check the default playback device on a computer that is running a version of Windows Vista or Windows 7, do the following:

1. Click **Start**.
2. Click **Control Panel**.
3. Click **Hardware and Sound**.
4. Click **Sound**.
5. On the **Playback** tab, right-click the sound card and click **Set as Default Device**.

To check the default playback device on a computer that is running a version of Windows 8, do the following:

1. Press the **Windows** key + **X**.
2. Click **Control Panel**.
3. Click **Hardware and Sound**.
4. Click **Sound**.
5. Click the **Audio** tab.
6. On the **Playback** tab, right-click the sound card and click **Set as Default Device**.