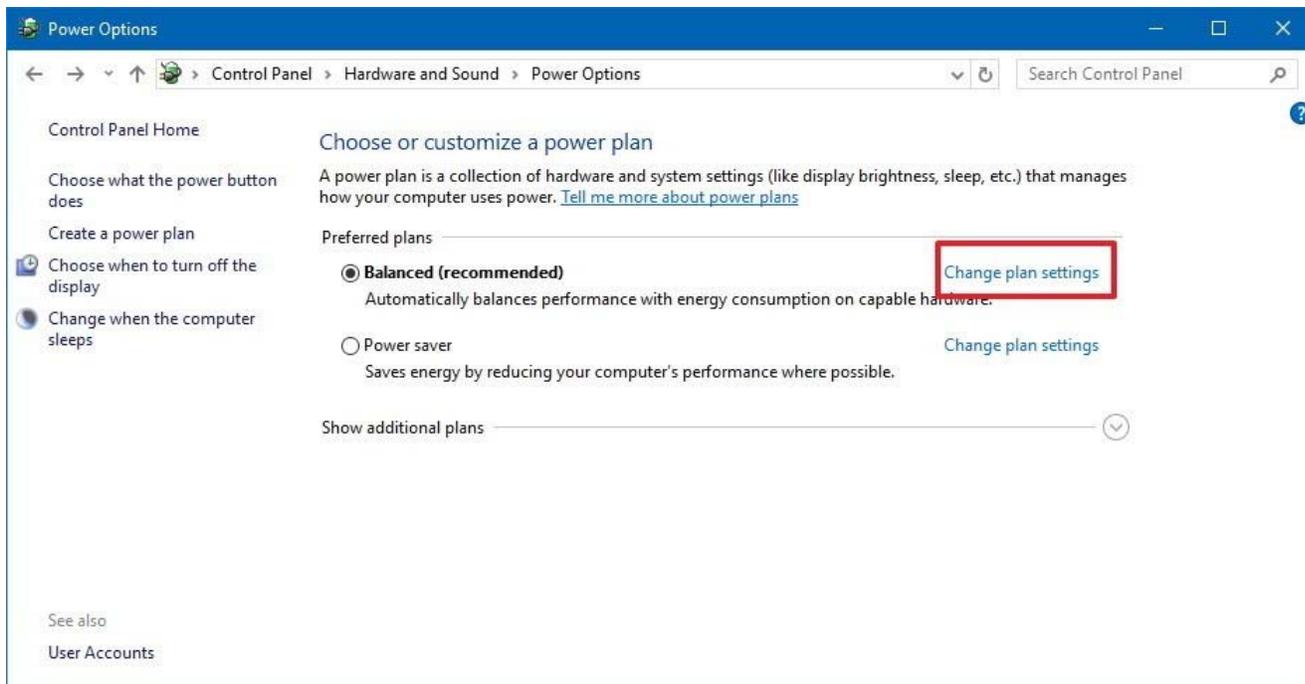


How to Disable the Windows 10 USB Selective Suspend Setting

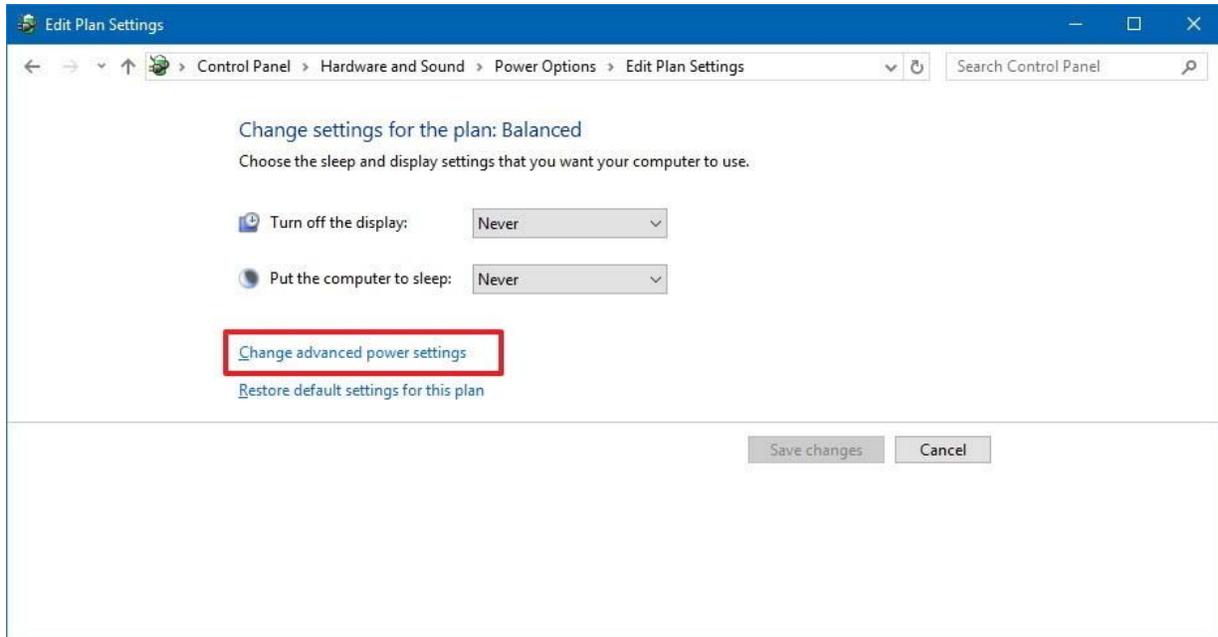
Windows 10 includes the USB selective suspend feature that lets you automatically put USB devices in a very low-power state when they're not actively in use. The feature was built in to prolong battery life on a laptop or tablet, but it may cause problems with communications with our FT-IR spectrometers connected to the PC.

If one experiences communication issues with our FT-IR spectrometers this is the first thing to check and make sure the USB Suspend setting is disabled.

1. Open **Control Panel**.
2. Click on **Hardware and Sound**.
3. Click on **Power Options**.
4. Under "Preferred plan," click the **Change plan settings** link for the plan you're currently using. (If you change the settings on the power plan that isn't active, this won't work.)



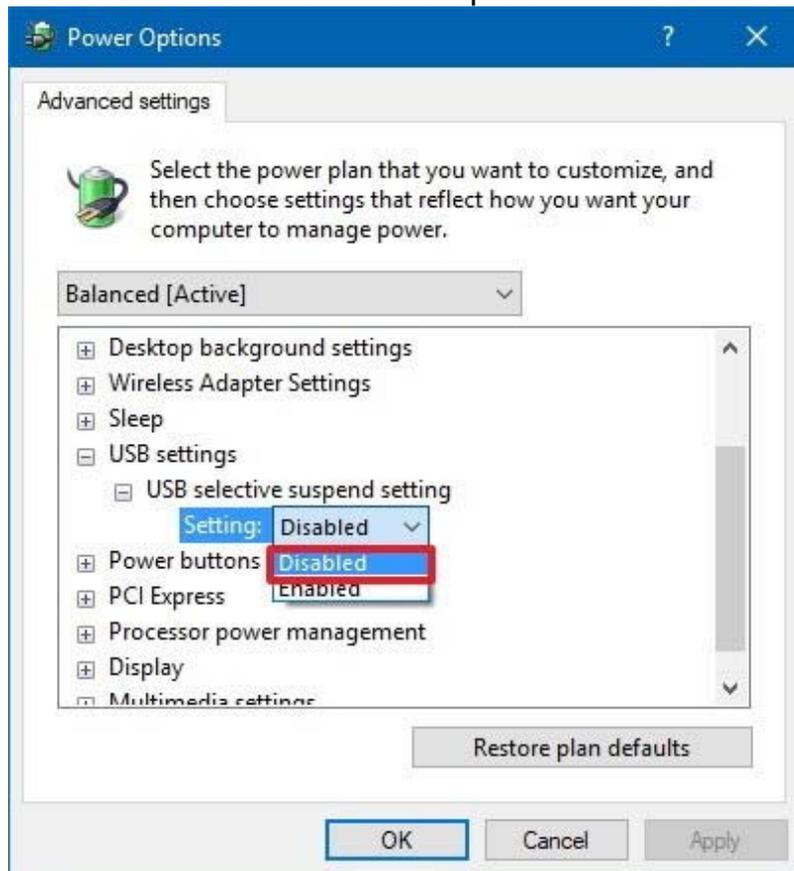
5. Click the **Change advanced power settings** link.



6. Expand **USB settings**.

7. Expand **USB selective suspend setting**.

8. Select **Disabled** from the drop-down menu.



9. Click **Apply**.

10. Click **OK**.

Once you complete these steps, Windows 10 will no longer power off USB devices connected to your computer, which can fix any problem with communication you may have as a result of this feature.