

**Host devices do not recognize the device (the audio interface or the mic)**

### **Method 1 - Disconnect the device and the PC or Unplug the PC's Power Cable**

Unplug the device from the PC first, then plug the device back into the PC to check if it works. If the device does not work, please unplug the PC's power cable (please turn off the PC before unplugging the power cable). Wait 15 minutes, and then restart the PC. Next, try to plug the device into the PC again to see if it works.

### **Method 2 – Change the Property of USB Root Hub**

Open "Device Manager" - expand "Universal Serial Bus Controllers" - right click "USB Root Hub" - "Properties".



Click the "Power Management" tab - uncheck the "Allow the computer to turn off this device to save power" box. If you have more than one USB Root Hub listed, you need to repeat these steps for each one. Next, restart your computer.



Reconnect the USB device and see if it is recognized. If not, go back to the power management tab for each one and check the box.

### **Method 3 – Uninstall Hidden Devices**

By default, Device Manager doesn't show all devices that have been installed in the system. Certain hidden or ghost USB devices can cause conflicts with current USB

devices. You can view hidden devices in Device Manager by first opening a command prompt and then typing the following two commands:

```
C:\Windows\system32\cmd.exe
C:\Users\Aseen Kishore>set DEVMGR_SHOW_DETAILS=1
C:\Users\Aseen Kishore>set DEVMGR_SHOW_NONPRESENT_DEVICES=1
C:\Users\Aseen Kishore>start devmgmt.msc
C:\Users\Aseen Kishore>
C:\Users\Aseen Kishore>_
```

```
set DEVMGR_SHOW_DETAILS=1
```

```
set DEVMGR_SHOW_NONPRESENT_DEVICES=1
```

```
start devmgmt.MSc
```

Once Device Manager loads, you need to click on View and then click on Show Hidden Devices.



Expand Imaging Devices, Universal Serial Bus Controllers, and Unknown Devices. If you see anything listed there that is greyed out or unknown device, go ahead and right-click them and choose Uninstall.

#### **Method 4 – Connect to Another Device**

Connect the USB mic to another machine, such as PS4 or even your smartphone (via a USB adapter) and if it does recognize the device properly, then reconnect it to the original computer.

If there's only another PC available, after connecting the USB mic to it successfully, then eject the USB properly from that computer. Chances are the mic will suddenly start to show up on the original computer.

#### **Method 5 – Change another USB Cable**