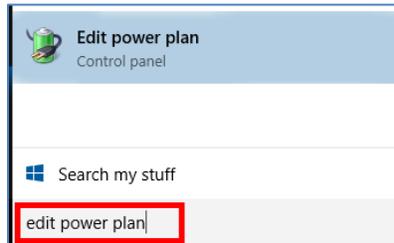


Executive Summary

Windows 10 has a USB Selective Suspend feature that is enabled by default and has been reported to cause issues with USB devices. This bulletin describes how to disable Select Suspend and how to adjust USB power management on devices in Windows 10 Device Manager.

1. Disable the USB Selective Suspend feature globally within Windows

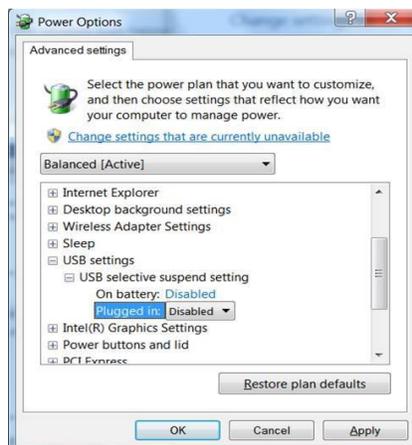
- a. Click the Start button and type *edit power plan* in the Windows Search box.



- b. Click *Change advanced power settings*

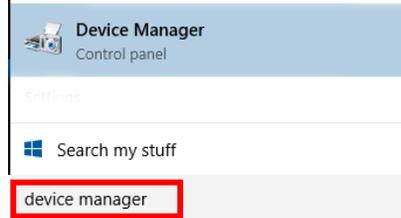


- c. Scroll down to *USB settings* and click the little plus next to *USB selective suspend setting* to expand the options. Set both the *On battery* and *Plugged in* settings to *Disabled* then click *Apply* and *OK* to save changes.



2. Disable USB Power Management in Windows 10 Device Manager

a. Click the **Start** button and type **Device Manager** in the Windows search box.



b. Disable Power Management for the following devices:

- a) Human Interface Devices
- b) Mice and Other Pointing Devices
- c) Universal Serial Bus Controllers

c. To disable Power Management, use the drop-down arrow to expand the selection, then right click on each device entry. Go to the **Power Management tab** and uncheck **Allow the computer to turn off this device to save power** (Not all devices will have this option).

