

Troubleshooting for atolla USB 3.0 HUB

Try these basic troubleshooting steps first:

1. Connect the atolla hub to the computer and press the on/off switch. Make sure the power status light is on.
2. Connect a USB device (USB mouse, USB memory, etc.) to the computer directly, and confirm that it is working properly
3. Connect the atolla USB hub to another computer and check whether it is working properly.
4. Try another USB port on the computer (preferably on the back of the PC) to see if it is working properly.

If it is working properly in above situations, the problem may be as follows:

1. The firmware of the host controller is not up to date.

Click **[Start]** button, **[Control Panel]**, **[System and Security]**, click **[Device Manager]** under **[System]**, and open **[Device Manager]**. If you are asked for administrator's password or confirmation, enter the password or provide confirmation information.

Connect the USB device to the computer, remove it, and then reconnect it. At this time, you can see that the device disappears from the device manager and shows again. If a yellow exclamation point appears on this device, you can install the updated driver.

Click the **[Driver]** tab, click **[Update Driver]**, and follow the instructions.

2. The BIOS of the system is not up to date.

To identify the manufacturer of the motherboard, you can find the information on this website:
<http://www.wimmbios.com/>

After checking the BIOS information, refer to the manufacturer's website and check the BIOS update procedure with the motherboard manufacturer.

[Warning!] If you improperly flash (update) your BIOS, you may be unable to start your computer.

3. Blue screen (BSOD) problem of Win 8 / 8.1 / 10.

If the PC has USB 3.0 ports and is running a version of Windows earlier than Windows 8, the host controller drivers are provided by the PC manufacturer. Updating your PC to Windows 8 or later version may cause BSOD. In this case, you will need to reinstall these drivers. Please obtain it from the motherboard manufacturer's website.

Microsoft USB 3.0 driver stack does not work with the Fresco Logic FL1000 controller. To determine if you have an FL1000 controller, open **Device Manager** and expand **Universal Serial Bus controllers**. View the controller properties by right-clicking the controller node. On the **Details** tab, select **Hardware Ids** property in the list. If the hardware ID starts with **PCI\VEN_1B73&DEV_1000**, it is the FL1000. For that controller, download and install drivers from your PC or motherboard manufacturer.