

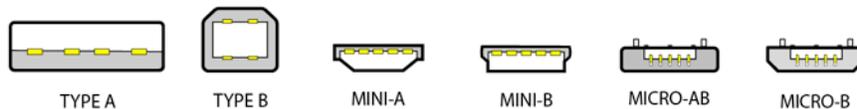
AmazonBasics Helpful Hints | USB Cables

You want to connect your USB peripherals to your computer, but you are having problems with the connections or the performance. Here are some easy steps you can take to remedy the problem.

Problem: I have a USB cable but it does not fit into my peripheral or computer.

Solution: Make sure you have the right USB connector.

This can be confusing because there are a lot of different USB connectors, including Type A, Type B, Mini-A, Mini-B, Micro-AB, and Micro-B. Please use the following diagrams to make sure you have the correct connector.



Problem: My peripheral that's connected via USB 2.0 works, but it operates very slowly.

Solution 1: Put each USB device into its own USB port on your computer.

While USB 2.0 allows you to daisy-chain devices, the devices are sharing the same total bandwidth. As you add new devices, the performance of each one will decrease.

Solution 2: Remove any USB 1.1 devices from your chain or USB hub.

USB 2.0's backwards compatibility with USB 1.1 is a convenient feature, but if you connect any USB 1.1 device to your USB hub that contains USB 2.0 devices, the speed of all the devices will be brought down to the speed of USB 1.1. To retain as much speed as possible, keep the USB 2.0 and USB 1.1 devices on separate chains or hubs.

Problem: My USB 2.0 peripheral isn't getting power.

Solution: Connect your USB 2.0 device to its own, separate USB port.

As with bandwidth, each device that's daisy-chained shares the same power. If there are multiple devices, they are all competing for the same power. By connecting your device to a different port, you will give the device its own power supply.