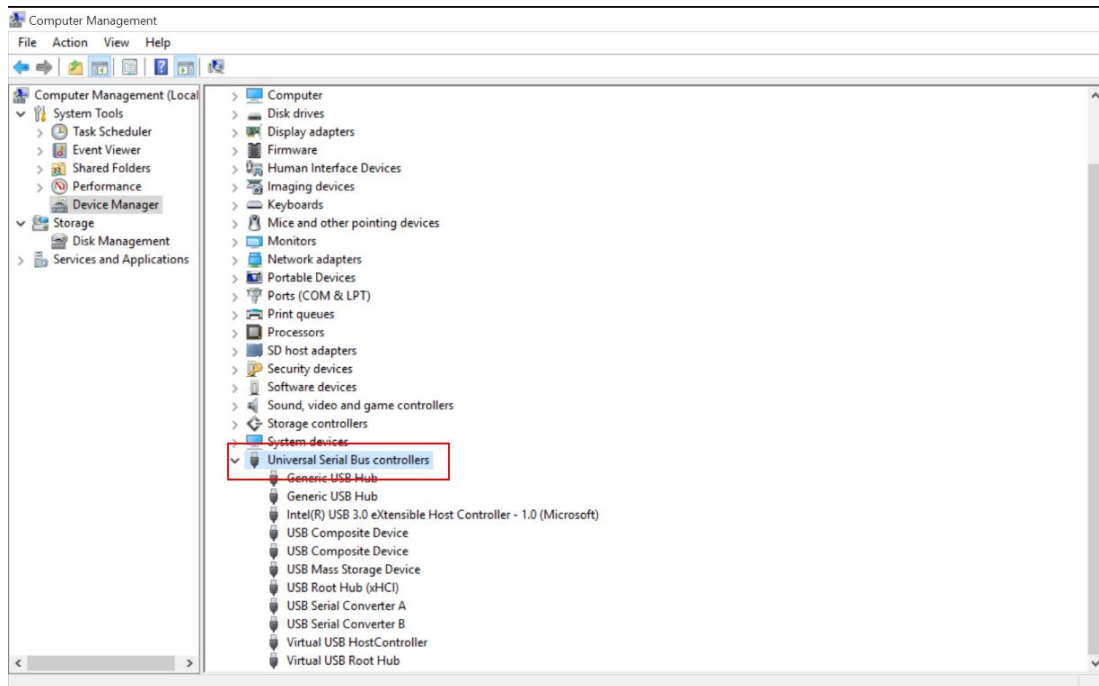


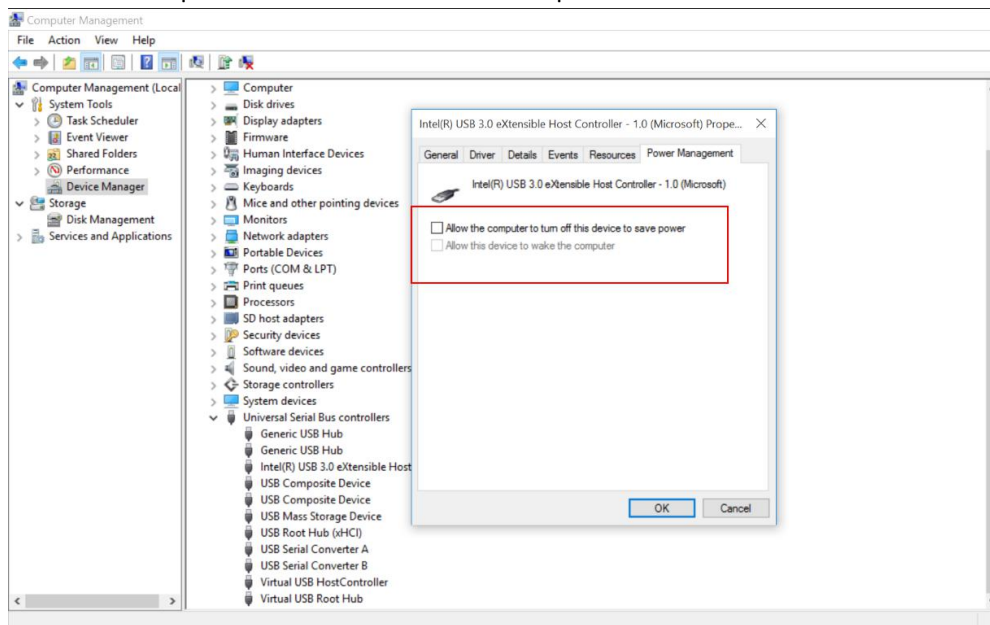
After I shut down the computer and cut off the power of the computer, then turn on the computer, why can't I see it in the Device Manager list? Or why is it unrecognized by the computer?

There are three ways to solve this problem.

1. Right click "This computer" → "Manage" → "Device Manager" → "Universal Serial Bus controllers", as shown below.



Double-click on the "USB3.0eXtensible Host Controller" → "Power Management" → deselect "Allow the computer turn off this device to save power".



Apply this setting to all of USB Hub devices such as USB Root hub (xHCI), Virtual USB Root Hub, and Generic USB Hub.

2. If you are using USB HUB and there are a lot of device working, it may cause the insufficient power supply. You can try to stop some device and check if the camera can be recognized.

3. Right click "This computer" → "Manage" → "Services and Applications" → "Services" → find "DevicesFlow_22569" and "DevQuery Background Discovery Broker", then start the service .