

## **Troubleshooting Steps:**

The most common source of problems like this is when the USB 3.0 I/O card has not been connected to extra power.

PCI Express and ExpressCard don't supply the 5V that USB needs to supply power for unpowered devices.

So for the external laptop ExpressCard, there is an extra cable in the box which connects to USB 2.0 (to pull power) and to the ExpressCard adapter. This will supply at least 500mA (and usually more) for attached devices. If you're using the laptop card, this cable should be connected.

For the internal desktop PCI Express card, there is a white 4-pin connector on the internal USB 3.0 card (called a "molex" connector) that should be connected to motherboard power. And if it's a motherboard with only SATA power cables, there are products out there that do that conversion (products like <http://www.amazon.com/Cables-Go-10149...>)

If you have the internal desktop card, the connector should be connected.

The cards will work without the extra 5V power with self-powered and low power devices, but for high-power devices (like external hard drives), you need that extra 5V power source to deliver enough power to the drive.