

Knowledge Base Article

Cellular AirCards on Laptops are Not Detected upon Initial Startup

SYMPTOMS

- Cellular AirCards on laptops are not detected on initial startup.
- The Verizon AirCard is off at startup on the laptop computer (either VR1 or GoBook III).
- The Found New Hardware Wizard Device Manager must redetect the cellular AirCard device before it will work.

CAUSE

The power management of the PCMCIA ports is telling the AirCard to stay asleep rather than wake up for activity

APPLIES TO

This is an issue with the Windows XP Operating System.

Resolution

To resolve this issue:

1. Locate the Control Panel (Start->Settings->Control Panel) OR right-click on My Computer and select Properties.
2. Go to the **System** folder.
3. System Properties will appear. Click on the **Hardware** tab.
4. Click on the **Device Manager** button.
5. In the Device Manager, expand **Universal Serial Bus Controllers**.
6. Find the device(s) labeled **USB Root Hub**.
7. For each USB Root Hub perform the following steps:
 - a. Double-click on USB Root Hub. USB Root Hub Properties will appear.

- b. Click on the **Power Management** tab.
 - c. In the Power Management tab, UNCHECK the box that reads, “Allow the computer to turn off this device to save power.”
 - d. Click **OK** to close this properties window.
 - e. Repeat this for each USB ROOT HUB device.
8. After all are complete, close the Device Manager, System Properties, and the Control Panel.


More Information

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You may also want to consult these SmartMsg support tools:

 [Contact Support](#) – Contact a support representative by filling out the following form.

 [Issue Reporting](#) - Found an issue that you would like us to know about? Click [Here](#) to report an issue to our support team for immediate consideration. We will contact you by email with a resolution.
