

Application Note

E2868/E3868 Series Product FAQ

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Introduction

Being a versatile product with countless application, E1868 series product is not without limitation. When these limitations are not made clear to the users, questions might arise when operating this product. This document aims to provide answers and solutions to the doubt and problems users might run-in when using the product.

FAQs

General Questions

Q. How come I don't see any device on the utility?

Besides the obvious reason that your PC or the USB Server might not be connected to the network correctly and or the product is not powered-on, using a personal firewall on your PC might block the program from accessing the network. Please make sure your personal firewall/anti-virus software is not blocking USB Server application. If this is the case, you need to consult the manual of personal firewall/anti-virus software on how to allow a program to go through.

Q. What language(s) does this product support?

The product's software, including the utility and the installer, supports 11 languages:

English	Portuguese
French	Russian
German	Simplified Chinese
Italian	Spanish
Japanese	Traditional Chinese
Polish	

The product's web page supports 5 languages currently:

English	Portuguese
Italian	Traditional Chinese
Japanese	

Q. How come I can't see any USB device on the USB Server GUI?

First of all, of course, check and if your USB device has been correctly connected to the product and powered on.

Another possible reason is that, even though the USB server does support USB hub, the combination of a Full Speed Hub with a Low Speed Device (such as mouse, keyboard, etc), is **NOT** supported by this product.

Q. OK, I have connected the USB device, now what?

Once a USB device is connected, simply use it the way you use it as if it is connected to your PC's USB port. The usage is and should be the same.

Q. I connected to the device but it doesn't work?

There are a few things you can check when you run into this problem.

1. Some USB devices requires device driver to work properly. You should check and see if the device driver is correctly installed. To do so, simply connect the USB device to your PC directly via a USB cable and see if the USB device works. If it does not work, then it wouldn't work when connected via USB server either.
2. USB devices that are in use for a long time might suffer from component deterioration and hence does not provide USB signal that is strong enough to interact with our USB Server. Putting a USB hub in between the USB server and the USB device might help.
3. Please note that some USB devices are not supported by our USB server. Please make sure your USB device is listed as supported on our released document

Q. How come I don't see the USB hub on the utility?

By the product's design, USB hub is not considered as a USB device in the common sense. The reason for this design is that, connecting to the USB Hub is quite meaningless since it provides no meaningful function as connecting the device behind the USB hub would, hence we simply do not show USB hub on the utility. You could still connect to the USB device behind the USB hub.

Q. What is "Device not supported due to limited bandwidth?"

You may see the utility pops up this message when you try to connect **MORE THAN 2** isochronous devices, such as USB audio device, webcam and some USB graphic card. The reason we prohibit users to connect more than 2 isochronous devices is that this type of USB device often requires large data transmitting bandwidth to work properly. The E2868/E3868 chip could provide enough network bandwidth for 2 isochronous devices, but the bandwidth required by 3 isochronous devices would almost definitely exceed the available bandwidth provided by E2868/E3868. When operating without enough bandwidth, your USB audio would not work or the sound would choppy and mixed with static. Your web cam would either not work, or the picture capture utility of the web cam would malfunction and freeze up, or it might cause your machine to reboot at the worst case. In the case of a USB graphic card, you would see a lot of delays of the picture if it even works at all. Hence we design the software to prevent users from connecting more than 2 isochronous device.

Q. Oops, I forgot the password. What can I do?

On the product, there is a Reset switch that allows you to reset all configurations back to the default settings as it was when you purchased this product. This function resets the password as well. To do this, simply hold down the Reset button for three seconds and let go.

Supported USB Devices

Q. What USB devices does this product support?

Please contact your vendor for a supported device list if the product package does not contain one already. Please note that the supported devices are not limited to those that are on this list. **The devices on the list are those that has been tested and verified to work. Devices that are not on this list MAY or MAY NOT be supported by this product.**

Q. How many USB printers can I connect to this product?

Depending on the product design, you should be able to connect at least one and up to four USB printers. **Please consult the supported device list for all the supported printers.**

Q. How many USB multi-function printers can I connect to this product?

Depending on the product design, you should be able to connect at least one and up to four USB multi-function printers. **Please consult the supported device list for all the supported multi-function printers.**

Q. Does this product support USB scanner?

Yes, it does. Depending on the product design, you should be able to connect at least one and up to four USB scanners. **Please consult the supported device list for all the supported USB scanners.**

Q. Does this product support USB external HDD/storage?

Yes, it supports USB pen drive, card reader and USB HDD device. Depending on the product design, you should be able to connect at least one and up to four USB storage devices. Most of the USB mass storage device on the market should be supported.

Q. Does this product support USB external CD/DVD reader/recorder?

Yes, it supports USB external CD/DVD reader/recorder. Depending on the product design, you should be able to connect at least one and up to four USB external CD/DVD reader/recorder devices. Most of the USB external CD/DVD reader/recorder on the market should be supported.

Q. Does this product support USB web cam?

This product supports NO MORE THAN 2 USB web cam. Many web cams on the market today are what we called USB 2.0 device. USB 2.0 devices, by specification, could be transmitting data at 480 Mbps during operation. The bandwidth provided by this USB Server product is at most 320 Mbps. Though in reality a single webcam may not require 480 Mbps bandwidth, the required bandwidth of two or more web cam definitely exceeds the 320 Mbps this product could provide. Hence only 1 USB web cam is supported on each USB server.

NOTE: Please see **What is “Device not supported due to limited bandwidth?”** for more details.

Q. Does this product support USB Speaker/Mic?

NO MORE THAN 2 USB speaker/audio input/output device is supported. Please consult the supported device list for all the supported USB audio devices.

NOTE: Please see **What is “Device not supported due to limited bandwidth?”** for more details.

Q. How come my xxxx USB device does not work with this product?

Though this product supports a lot of USB devices, it is not without limitation. Please contact your vendor for a list of all the supported devices. This list contains devices that has been tested and verified to be compatible with this product. Those devices that are not on this list might or might not be supported.

You may also contact your vendor for any device firmware and software update, which might improve device compatibility of this product to support your device that didn't work with the current firmware and software.