**🧩 Issue: USB Port Not Working**

**💡 Problem:**

You’ve plugged in a USB device (mouse, pen drive, etc.) but it’s **not detected** or not working.

**🛠️ Try These Steps:**

**✅ Step 1: Try Another USB Port**

* Plug the same device into a **different port** on the laptop.
* If it works, the original port may be faulty.

**✅ Step 2: Test with a Different USB Device**

* Plug a **different device** (like a USB mouse or phone) into the same port.
* If none of them work, the port might be disabled or damaged.

**✅ Step 3: Restart the Laptop**

* Unplug the USB device → Restart your laptop → Plug it in again.

**✅ Step 4: Check Device Manager**

* Open **Device Manager → Universal Serial Bus controllers**
* Look for any warning signs (yellow triangle ⚠️).
* Right-click → **Uninstall** any problematic entry → Restart.

**🧑‍🔧 Still Not Working?**

Your USB port could be physically damaged or shorted. Ention’s service team can repair or replace the faulty port.