

# Wireless Laser Desktop 4000 "device not recognized"

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We recently bought a wireless laser desktop 4000 for my wife's computer. It installed and worked for about an hour, then...

First, windows did the "DOdun" sound when you disconnect a USB device, then the doDUN sound for connecting, then made both sounds repeatedly. Windows said "USB device not recognized, click here for more information." Clicking brings up a USB devices screen, showing "USB root hub" and under it "Unknown Device." I couldn't double-click on it (with another mouse I installed to work on the issue), the hourglass would show for 1/2 second, and then nothing.

Then, the receiver stopped responding to being plugged in. We tried every set of ports, one of each of the two sets of ports on her motherboard's back panel, on a bracket run off of a USB header, and on her powered hub. The powered hub has a light for when a device is connected, and it flicks on and off almost instantly.

I tried the reciever in both my desktop and laptop, and neither responds in any way, and neither does the receiver. Oh, wait, I tried it just now and the lights on the reciever flick on and off almost instantly.

I think it's a hardware, not software problem. Is there a way to hard reset the receiver (or similar)? Is it defective?

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