D-Link®

Version 4.01 | 08/21/2014

User Manual

SharePort™ Plus Network USB Utility

Table of Contents

D-Link® SharePort™ Plus 4

Introduction 4

System Requirements 4

Features 5

Installation 7

SharePort™ Plus Utility 12

Utility Overview 12

Device Server View 13

Utility Buttons 14

USB Device Icons 15

Status Icons 16

Right-Click Menu 16

Using the SharePort™ Plus Utility 17

How to connect to a USB device 17

Other ways to connect to a USB device 18

How to disconnect a USB device 19

How to request for disconnect 20

USB Device Properties 23
Change the USB device name 23
Automatically connect to a USB device when it is detected 24
Automatically reconnect to a USB device when disconnected abnormally 25
Automatically start a designated application when a USB device is connected 26
Automatically disconnect when a Request Use is received 27
SharePort™ Plus Utility Option Settings 28
General 28
Search for device servers 30
Display 32
How to Use a Printer 34
How to use a Network Storage Device 37
SharePort™ Plus Utility and the Task Tray 39
Controlling SharePort™ Plus Utility from the task tray 39
Error Messages 41
Uninstall the Utility 42

Troubleshooting 44

D-Link® SharePort™ Plus

Introduction

The D-Link SharePort™ Plus technology will allow you to connect a multi-function printer (MFP), scanner, or USB storage device to your SharePort™ Plus enabled device and share the device with multiple computers*. Only these devices will be supported.

SharePort™ Plus enabled devices will allow multiple users to simultaneously connect to and share a USB disk drive.

Install the SharePort™ Plus Utility on the computer or computers that you would like to use the USB device(s) with. Remember that the computer(s) will also need the device drivers for the USB devices connected to the router.

** For devices other than USB storage, only one user can be connected to a USB device at a time. SharePort™ Plus has a printer autoconnect function to make sharing printers easy among multiple users (Please refer to **How to use a printer** on page 34) as well as other features for sharing devices (Please refer to **How to request for disconnect** on page 19).*

System Requirements

- Windows® XP, Windows® Vista (32/64-bit), Windows® 7 (32/64-bit) or Macintosh OS X (Ver 10.2.7 - 10.6)
- Pentium 3 (800MHz or better)
- 256MB RAM or higher

Features

Easy to Use

Simply select the USB device in the SharePort™ Plus Utility and click the **Connect** button. The USB device will be available to your PC as if it was directly connected to your PC. When finished using the USB device, click the **Disconnect** button in the SharePort™ Plus Utility. For details on how to use SharePort™ Plus Utility, refer to **Using the SharePort™ Plus Utility** on page 17.

Printer Auto Connection

When you print to a USB printer, SharePort™ Plus Utility will automatically connect your PC to the printer. When the print job is complete, SharePort™ Plus Utility will disconnect your PC from the USB printer. Thus, you will not have to manually connect/disconnect to/from the USB printer using SharePort™ Plus Utility. For details on printer auto connection, refer to **How to Use a Printer** on page 34.

Share a Network Storage Device amont Multiple Users

If a storage device is connected to a device server supporting network storage sharing, you can easily map a network drive to it using SharePort™ Plus Utility and share its files with other people. For details on how to use a network storage device, refer to **How to Use a Network Storage Device** on page 37.

Allows Control from the Task tray

The minimized menu window in the task tray will allow you to connect/disconnect to/from USB devices without displaying SharePort™ Plus Utility's main window. For details on how to control from the task tray, refer to **SharePort™ Plus Utility and the Task Tray** on page 39.

Send a Remote Message to Another User to Request for Disconnect

When you are sharing a USB device with several users and one of them occupies the USB device for a long time, you can request the user to disconnect the device by sending a remote message. If the user accepts the disconnect request, the right of use is automatically passed down to you, so that you can use the USB device. For details on the disconnect request message, refer to **How to Request for Disconnect** on page 19.

Operating Settings for Each USB Device

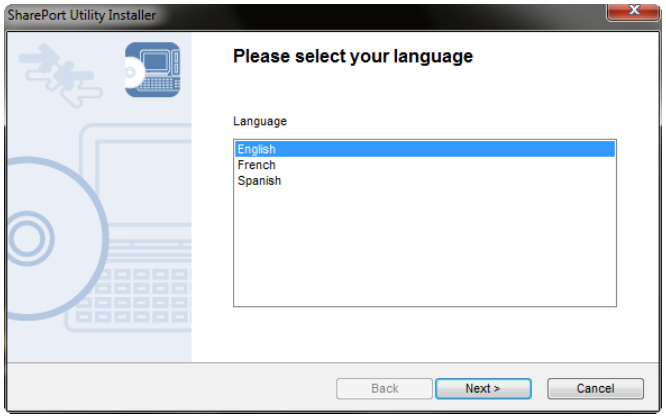
The operational settings such as Start designated application when connected or Automatically connect this device when it is available can be configured for each USB device. For details on the operation settings for each USB device, refer to **USB Device Properties** on page 23.

Please refer to **SharePort™ Plus Utility Option Settings** for startup condition and display settings on page 28.

Installation

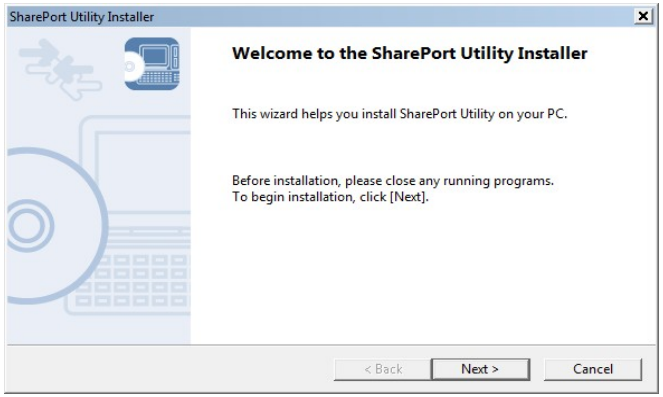
Step 1

Insert the D-Link CD into your CD drive. When the autorun screen appears, click on **SharePort™ Plus Utility** on the left side to launch the installation procedure. Select your language and click **Next** to continue.



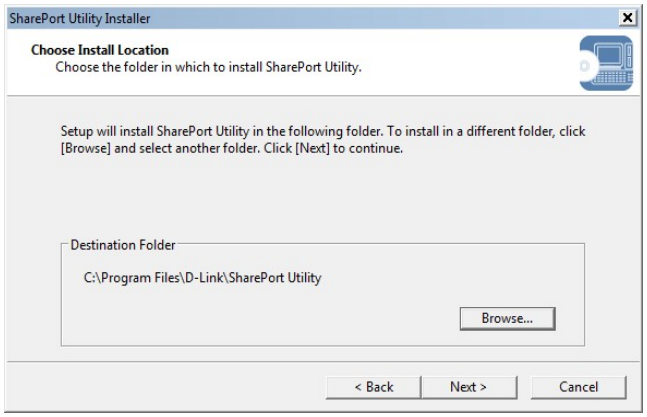
Step 2

The SharePort™ Plus Utility Installer screen will appear. Click **Next** to continue.



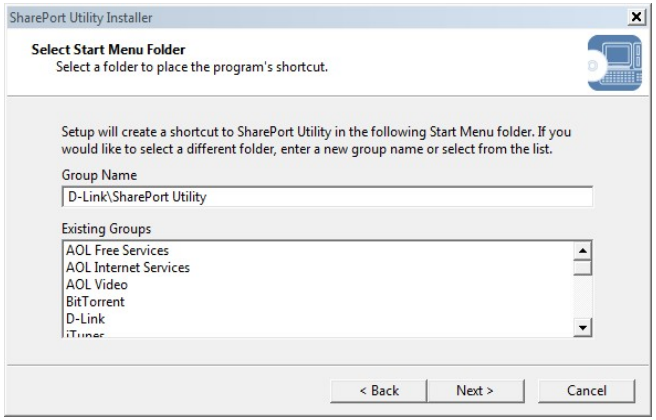
Step 3

Click **Next** to install the utility at the default location on your computer. If you would like to install in a different folder, click **Browse.** Click **Next** to continue



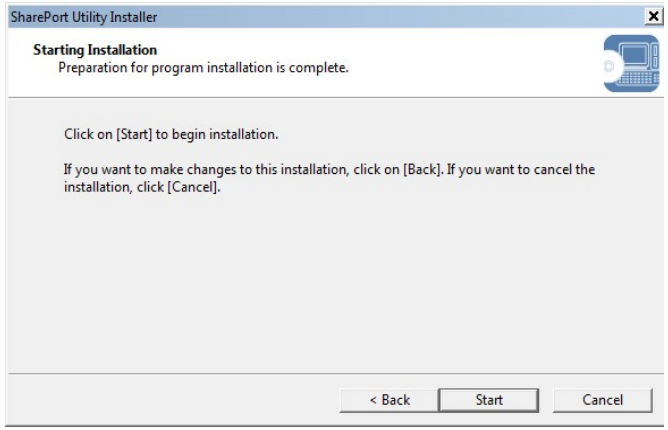
Step 4

Click **Next** to place the utility's shortcut at the default location on your computer. If you would like to place in a different group, select the group under *Existing Groups* and click **Next.**



Step 5

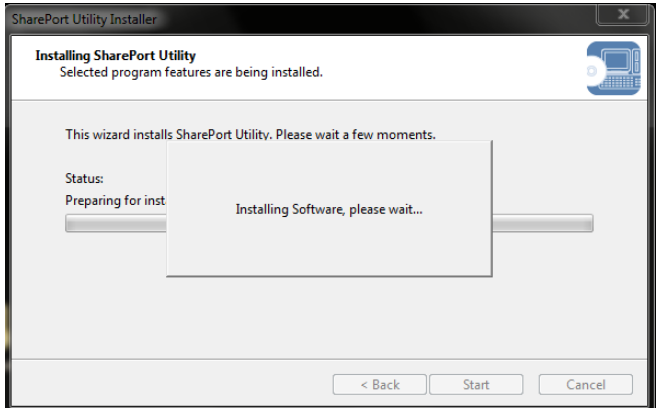
Click **Start** to install the utility on your computer. Click **Next** to continue



Step 6

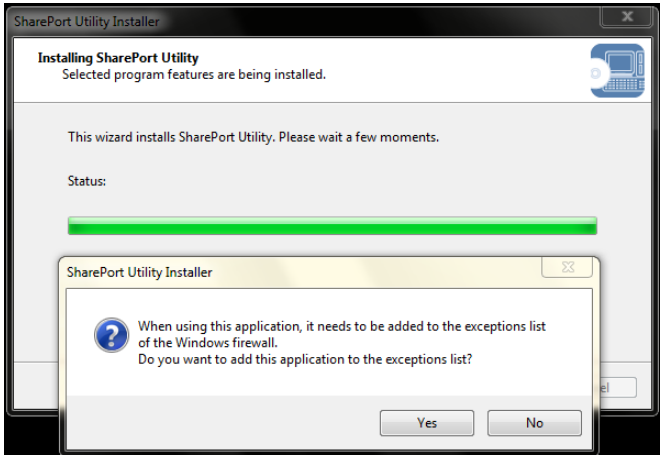
If you receive a *Windows Security* message, click **Install.**

Installing software, please wait.



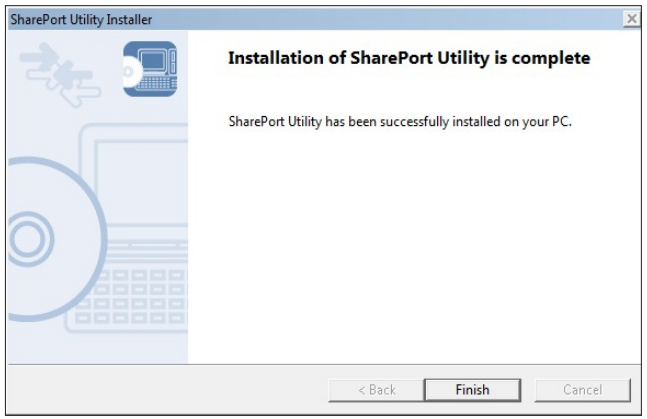
Step 7

If Windows Firewall is enabled, you may receive the following message. Click **Yes** to add the utility to the exceptions list.



Step 8

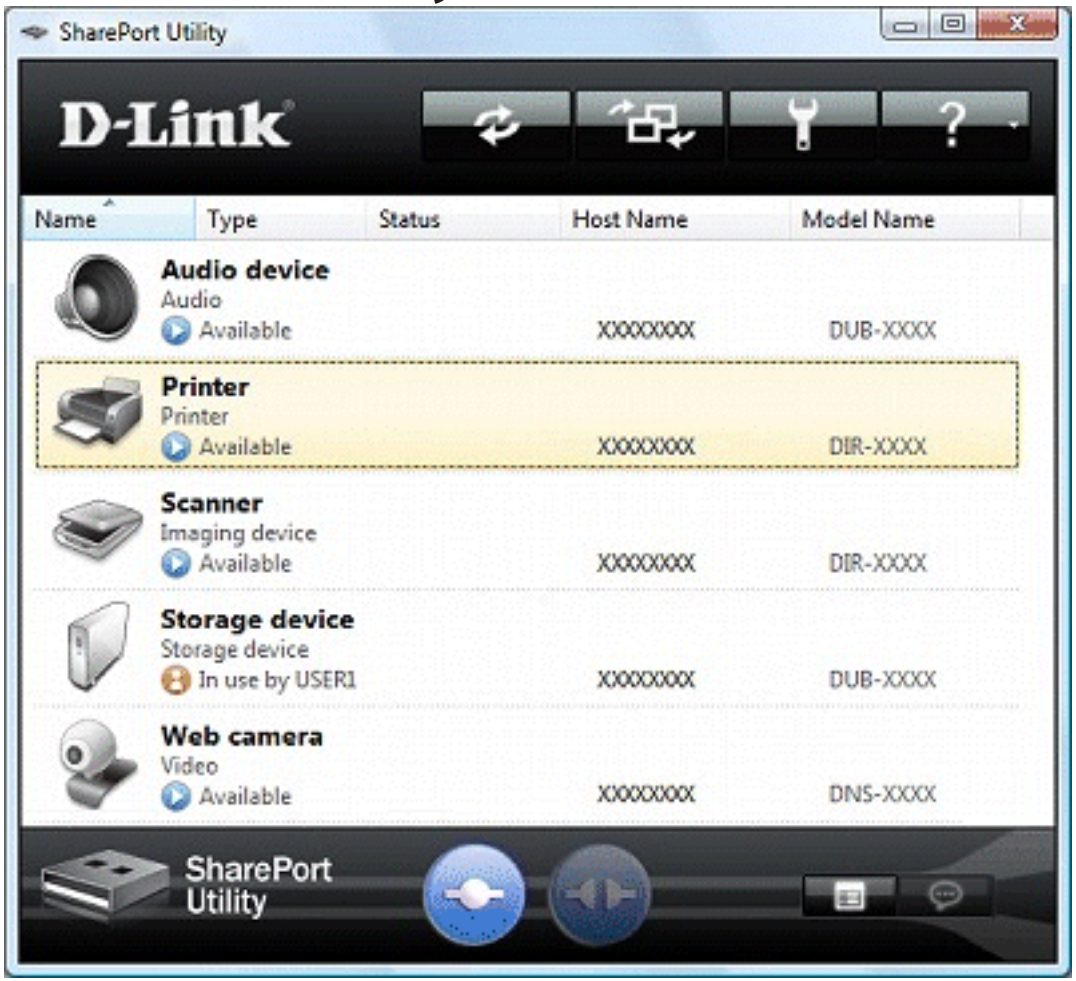
Click **Finish** to complete the installation of the SharePort™ Plus Utility.



SharePort™ Plus Utility

Click the SharePort™ Plus icon in the system tray or click **Start** > **(All) Programs** > **D-Link** > **SharePort™ Plus Utility** > **SharePort™ Plus Utility** to launch the program. The SharePort™ Plus Utility's main window appears. The USB devices running on the network are displayed in the device list.

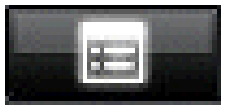
Utility Overview



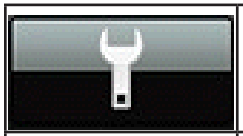
Device Server View

Utility Buttons

The following buttons are used to control the USB devices.

	Connect Button	Connects your PC to the USB device that you have selected in the USB device list. You can also connect to the USB device by double-clicking the USB device in the list.
	Disconnect Button	Disconnects your PC from the USB device that you have selected in the USB device list. You can also disconnect from the USB device by double-clicking the USB device in the list.
	Properties Button	Shows the properties of the USB device that you have selected in the USB device list.
	Request Use Button	Requests to the user who is currently using the USB device that you have selected in the USB device list to disconnect from it by sending a remote message.

The following buttons are used to display the SharePort™ Plus Utility optional settings or general information windows.

	Option Button	Displays the SharePort™ Plus Utility optional settings window.
	Help Button	Displays the following windows or websites: • SharePort™ Plus Utility Online Help • Customer Support Website • Version information
	Refresh Button	Refreshes the status of all devices in the USB device list.
	Switch View	Switches between USB view and device server view.

USB Device Icons

SharePort™ Plus Utility uses a different icon for each USB device as listed below:

	Multifunction devices with printing capability
	Single function printers
	Imaging devices (scanners)
	Storage devices (hard disks, USB memory, etc)
	Interface class devices (mice, keyboards, etc)
	Other devices

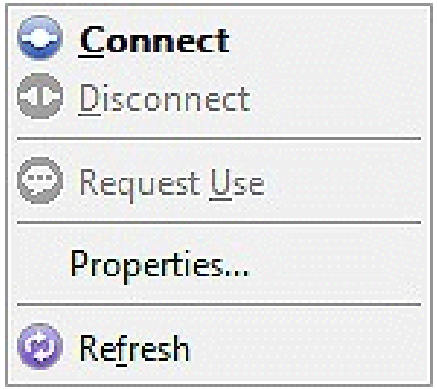
Status Icons

SharePort™ Plus Utility uses the following icons to show the status of USB devices connected to a router:

	USB device is available.
	USB device is connected to your PC.
	USB device is being used by someone else.
	Updating the USB device status.
	The USB device or USB router is turned off, or the USB device is not connected to the router.
	The USB router is not detected.

Right-Click Menu

When a USB device is right-clicked on the USB device list, the following menu is displayed:

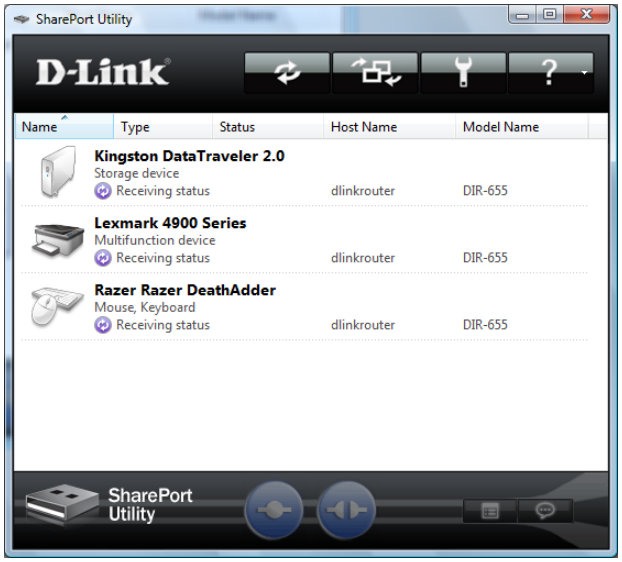


Connect	Connects to the selected USB device.
Disconnect	Disconnects from the selected USB device.
Request Use	Requests to the user who is currently using the USB device that you have selected in the USB device list to disconnect from it.
Properties	Displays the properties window of the selected USB device.
Refresh	Refreshes the USB device status in the USB device list.

Using the SharePort™ Plus Utility

How to connect to a USB device

1. Select the USB device in SharePort™ Plus Utility's main window and click the **Connect** button.



2. When successfully connected to the USB device, Windows® Plug and Play will run and the USB device will become ready to use. Once ready, the status icon will change to "".

   Each device can be connected to one PC at the same time. When the USB device is in use by another PC, the status icon "" is displayed indicating the USB device can not be connected.

3. When finished using the USB device, click the **Disconnect** button.

   ***Note**: Do not disconnect the USB cable or click **Disconnect** while the USB device is being accessed.*

Other ways to connect to a USB device

- Select and double-click the USB device in SharePort™ Plus Utility's main window.
- Select the USB device and click the **Connect** button in the main window. If you select two or more USB devices, you can connect to them at once.
- Right-click on the USB device in main window and click **Connect** in the menu displayed. If you select two or more USB devices, you can connect to them at once.
- Select the USB device using the up/down arrow keys and press **Alt+C** on your keyboard.

How to disconnect a USB device

- Select and double-click the USB device in SharePort™ Plus Utility's main window.
- Select the USB device and click the **Disconnect** button in the main window.
- Right-click on the USB device in main window and click **Disconnect** in the menu displayed.
- Select the USB device using the up/down arrow keys and press **Alt**+**D** on your keyboard.

If a USB device is shared among several users, make sure that each user disconnects from the USB device after they have finished using it. Otherwise, other users will not be able to connect to the USB device.

Note: *If you use a printer or USB device with a printing capability, you can utilize the printer auto-connect feature to skip the Connect/Disconnect process. For details, refer to* ***How to Use a Printer****.*

It is impossible to connect to a USB device that is in use by another user. SharePort™ Plus Utility has a feature allowing you to ask a user to disconnect from the USB device that you wish to use by sending a remote message, so that the right of use is passed down to you. For details, refer to ***How to Request for Disconnect****.*

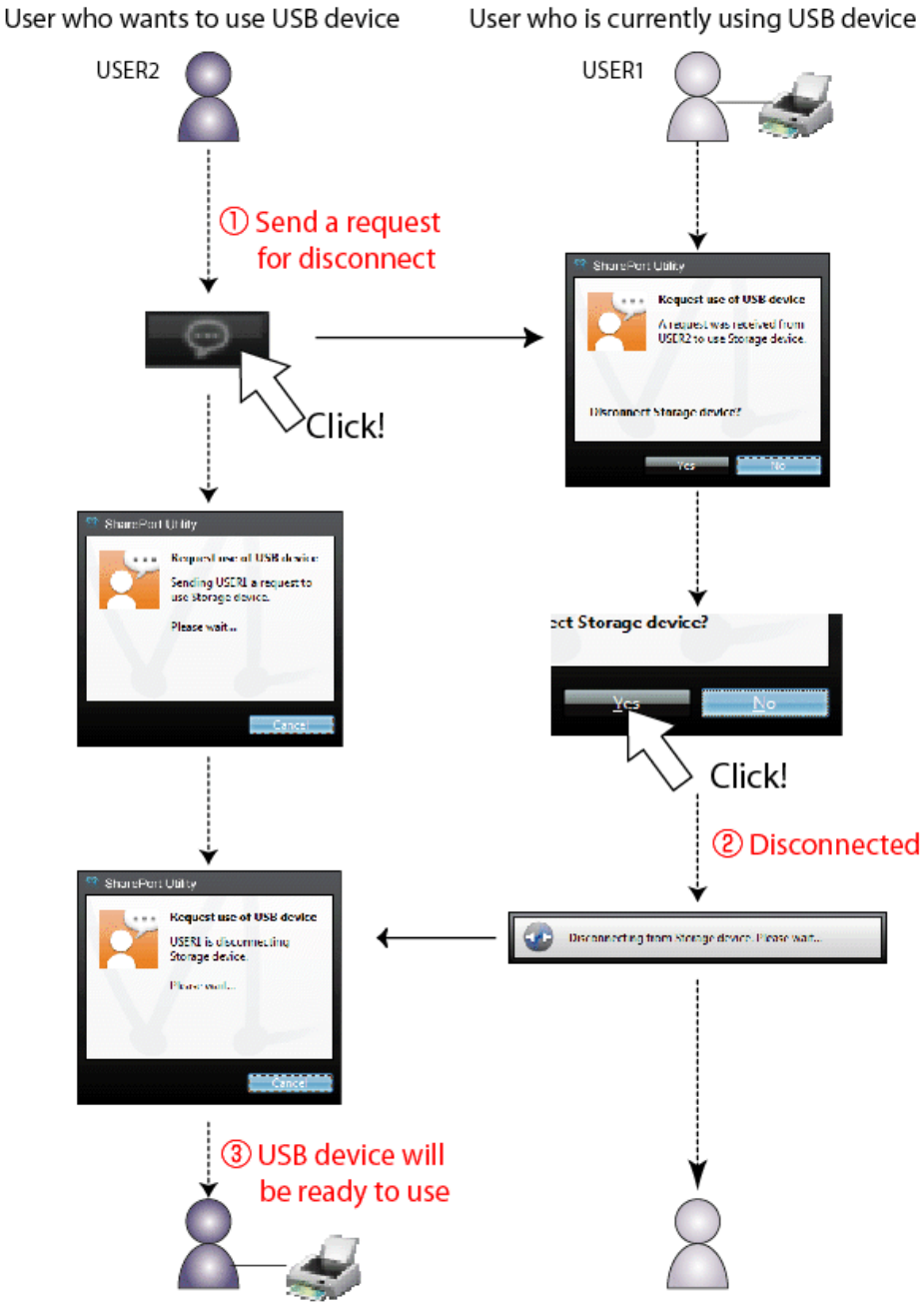
If you will be the only one using a particular USB device, it is recommended to set SharePort™ Plus Utility to automatically connect to that USB device when it is detected. For details, refer to ***USB Device Operational Settings****.*

The SharePort™ Plus Utility has a feature allowing you to automatically start a designated application when a USB device is connected. For details, refer to ***USB Device Operational Settings****.*

How to request for disconnect

The SharePort™ Plus Utility has a feature allowing you to request a user to disconnect from the USB device that you wish to connect to by sending a remote message so that the right of use is passed down to you. This function is called **Request Use**.

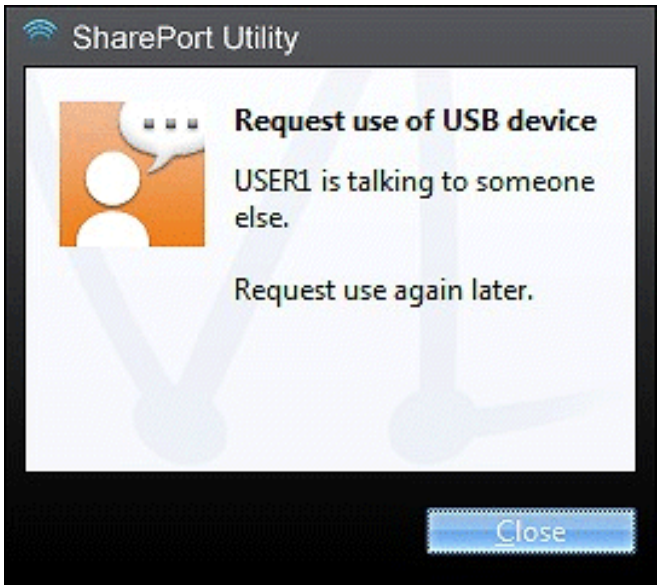
Select the USB device that you wish to use on the SharePort™ Plus Utility's main window and click the **Request Use** button. A disconnect request message will be displayed on the PC of the user who is currently using the USB device that you have selected. If the user accepts the disconnect request, your PC will be connected to the USB device.



The disconnect request could be denied. If the disconnect request is denied, the message on the right will be displayed on the PC from which the disconnect request was sent.

If no response is returned, the message on the right will be displayed.

Only one disconnect request can be sent at a time. If several users send disconnect requests, priority is given to the first user. For the other users, the message on the right will be displayed. In such a case, please try again a while later.



USB Device Properties

This section explains how to use a USB device connected to a router with SharePort™ Plus Utility.

Change the USB device name

In the SharePort™ Plus Utility's main window, the default name originally registered to the USB device is shown in the USB device list. The USB device name can be changed from the **General** tab in the properties dialog.

How to open and use the properties dialog:

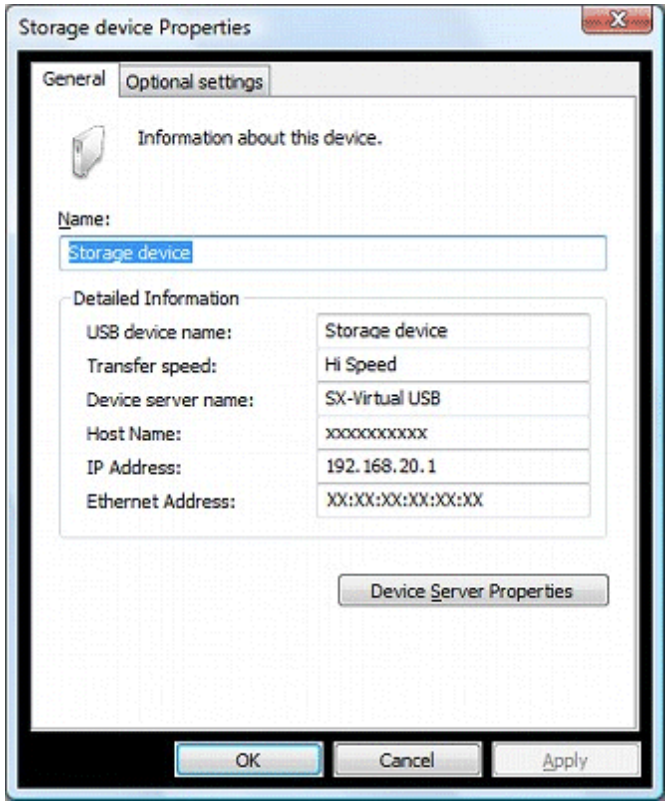
1. Select the USB device in SharePort™ Plus Utility's main window and click the **Properties** button.

2. In the **General** tab, you can change the USB device name to be displayed in SharePort™ Plus Utility's main window.

3. Click **OK** to change the name.

Note: *Even if the device's name is changed, the default name originally registered to the device is not changed. Also, this change takes effect only for the PC from which you have changed the device name and not for other PCs.*

Clicking **Device Server Properties** will bring up the router's UI page.



Automatically connect to a USB device when it is detected

SharePort™ Plus Utility can automatically connect to a USB device when it is detected. If you are the only person that will use a particular USB device, you can utilize the auto-connect function to automatically connect to the USB device without clicking the **Connect** button on SharePort™ Plus Utility's main window.

The auto-connect function can be enabled from the **Optional Settings** tab in the properties dialog.

How to open and use the properties dialog:

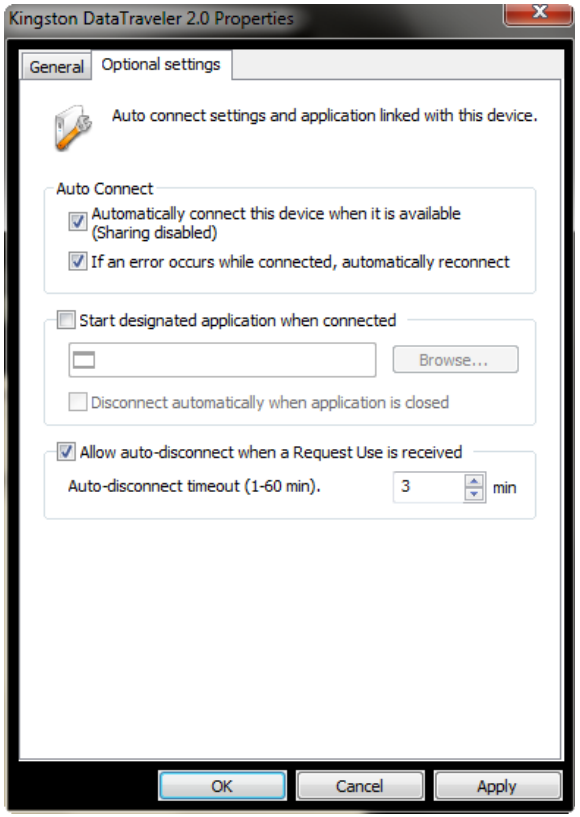
1. Select the USB device in SharePort™ Plus Utility's main window and click the **Properties** button.

2. The **General** tab is displayed. Click the **Optional Settings** tab.

3. Check the **Automatically connect this device when it is available** box.

   If you wish to connect to all USB devices automatically, check the **Automatically connect newly discovered USB devices** box. For details, refer to **SharePort™ Plus Utility Optional Settings**.

4. Click **OK** to save your settings.



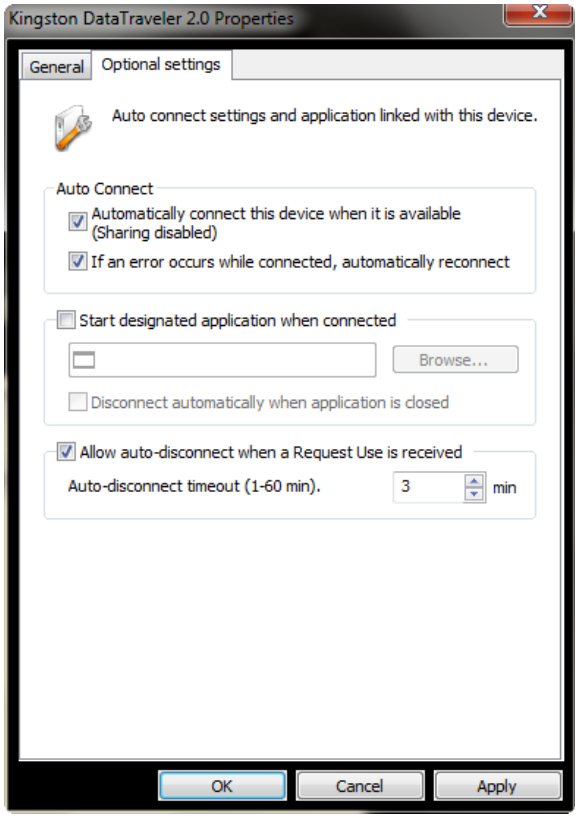
Automatically reconnect to a USB device when disconnected abnormally

SharePort™ Plus Utility can automatically reconnect to a USB device when the connection between the USB device and your PC is lost due to a communication error.

The auto-reconnect option for USB devices that have been abnormally disconnected can be enabled from the **Optional Settings** tab in the properties dialog. The auto-reconnect setting will take effect the next time you connect to the USB device.

How to open and use the properties dialog:

1. Select the USB device in SharePort™ Plus Utility's main window and click the **Properties** button.
2. The **General** tab is displayed. Click the **Optional Settings** tab.
3. Check the **If an error occurs while connected, automatically reconnect** box.
4. Click **OK** to save your settings.



Note: *The auto-reconnect feature may not work properly depending on the USB device or PC's status during the error. In such a case, reboot the PC, USB device and router.*

This option is only for recovery purposes in case of an error. Please do not unplug the USB device intentionally while it is connected to your PC via SharePort™ Plus Utility.

Automatically start a designated application when a USB device is connected

SharePort™ Plus Utility can automatically start a designated application when a USB device is connected to your PC. The auto-application startup feature can be enabled by registering the application that you wish to use with a particular USB device (e.g. image reading software for a scanner, music management software for a music player, backup software for storage media, etc) to the SharePort™ Plus Utility. After an application is registered to the SharePort™ Plus Utility, it will automatically start when the USB device is connected to your PC via SharePort™ Plus Utility. Thus, you will not have to manually start the application.

The auto-application startup feature can be enabled from the **Optional Settings** tab in the properties dialog.

How to open and use the properties dialog:

1. Select the USB device in the SharePort™ Plus Utility's main window and click the **Properties** button.

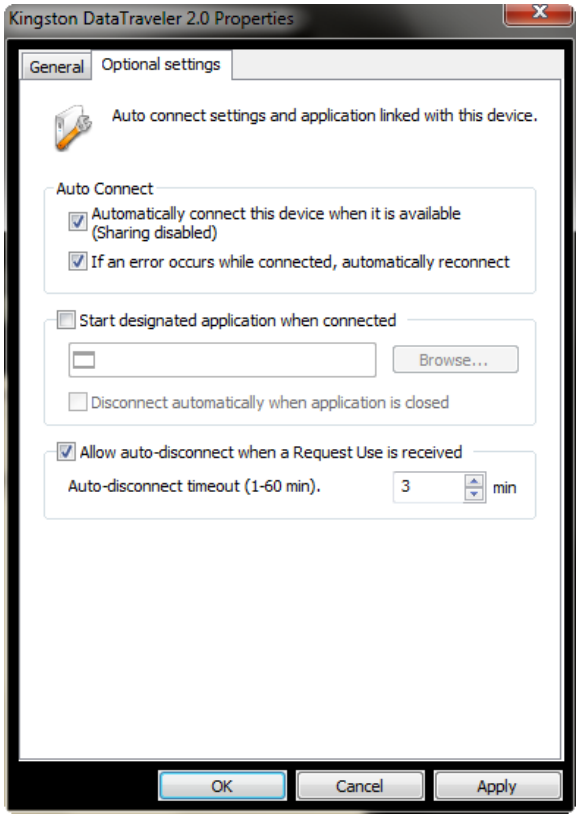
2. The **General** tab is displayed. Click the **Optional Settings** tab.

3. Check the **Start designated application when connected** box.

4. Click **Browse** to select the application you would like to launch.

5. Click **OK** to save your settings.

Note: *If you check the* ***Disconnect automatically when application is closed*** *check box, the USB device will be automatically disconnected when the application is closed.*

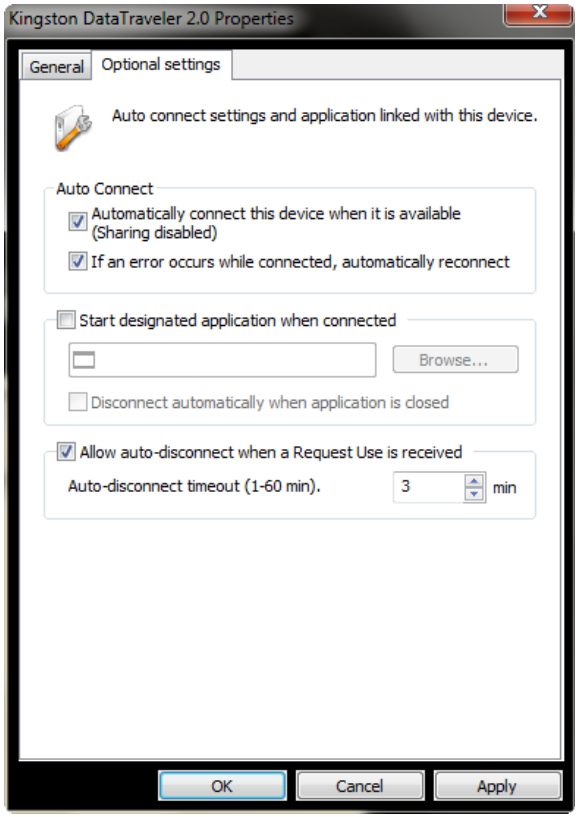


Automatically disconnect when a Request Use is received

The auto-application startup feature can be enabled from the **Optional Settings** tab in the properties dialog.

How to open and use the properties dialog:

1. Select the USB device in SharePort™ Plus Utility's main window and click the **Properties** button.
2. The **General** tab is displayed. Click the **Optional Settings** tab.
3. Check the **Allow auto-disconnect when a Request Use is received** option**.**
4. Click **OK** to save your settings.



SharePort™ Plus Utility Option Settings

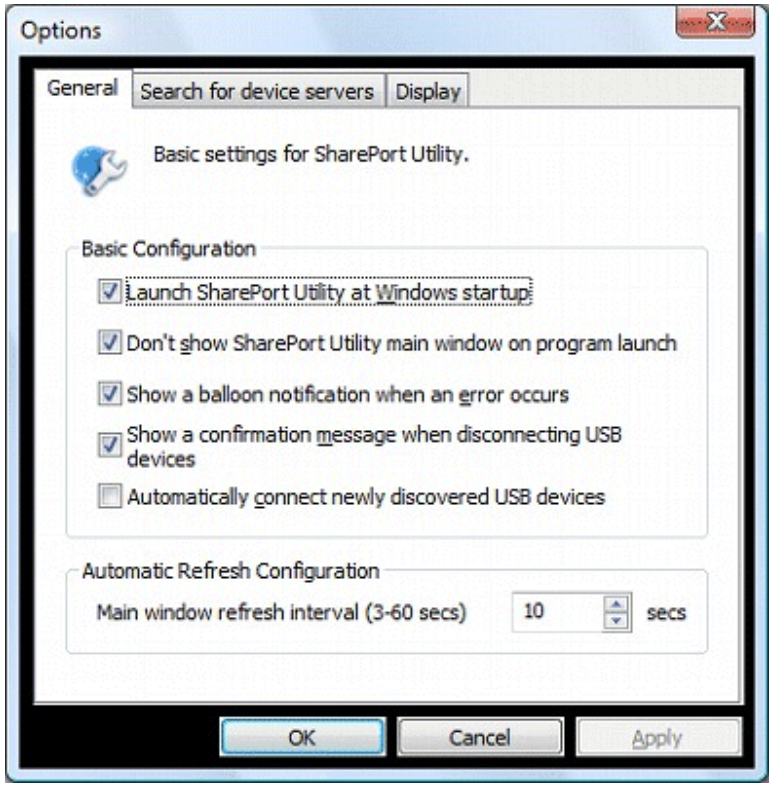
This section explains the SharePort™ Plus Utility optional settings. SharePort™ Plus Utility general settings such as startup and communication settings can be configured.

Click the **Option** button on SharePort™ Plus Utility's main window. The options dialog will be displayed.

The options dialog provides the following settings. Click **OK** when you have finished configuring the settings.

General

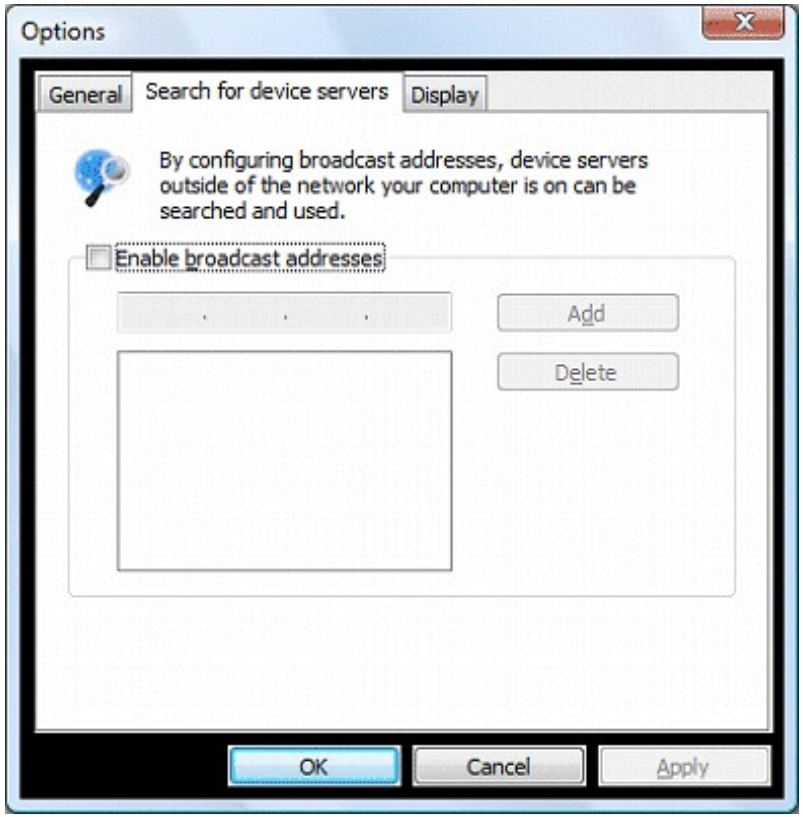
Basic operational settings can be configured.



Option	Function	Default Setting
Launch SharePort™ Plus Utility at Windows startup	Adds SharePort™ Plus Utility to the Startup folder. When added to the Startup folder, SharePort™ Plus Utility will automatically start at Windows logon.	On
Don't show SharePort™ Plus Utility main window on program launch	Starts SharePort™ Plus Utility as a minimized icon. The minimized icon will be displayed in task tray.	On
Show a balloon notification when an error occurs	Notifies you of a USB device error by displaying a balloon message in the task tray.	On
Show a confirmation message when disconnecting USB devices	Displays a confirmation message before disconnecting a USB device via SharePort™ Plus Utility.	On
Automatically connect newly discovered USB devices	Automatically connects to a USB device when it is detected on the network. This option is convenient since you can connect to each USB device automatically when it is plugged into the device server. However, remember that this option is for exclusive use of USB devices. As long as you are connected to a USB device, other people cannot use it.	The default value depends on the option you selected during installation of the SharePort™ Plus Utility.
Main window refresh interval	Sets the refresh interval for the connected USB device status.	10 Seconds

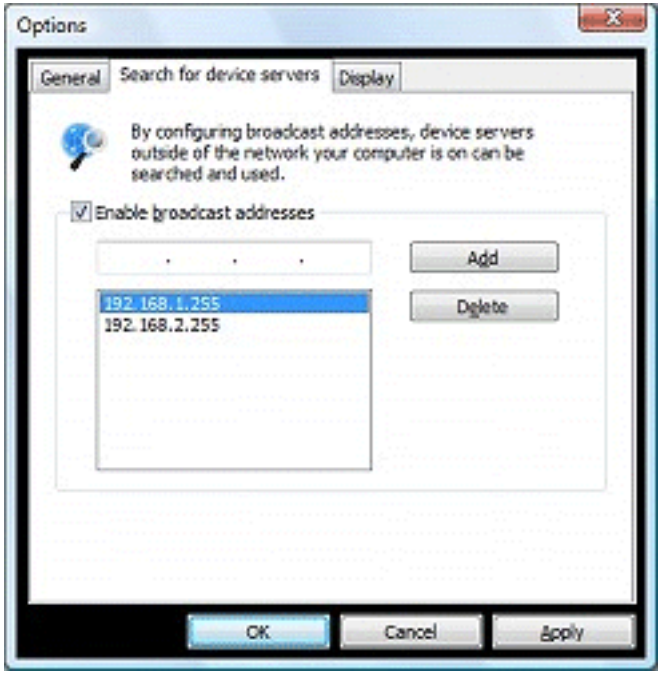
Search for device servers

The broadcast address can be configured.



Option	Function
Enable broadcast addresses	Registers the broadcast addresses used to search for device servers over the network router. If no broadcast addresses are specified, only device servers in your local segment will be searched. To register a broadcast address, check Enable broadcast addresses, enter the broadcast address into the address field and click the **Add** button. To remove an address from the list, select it and click the **Delete** button.

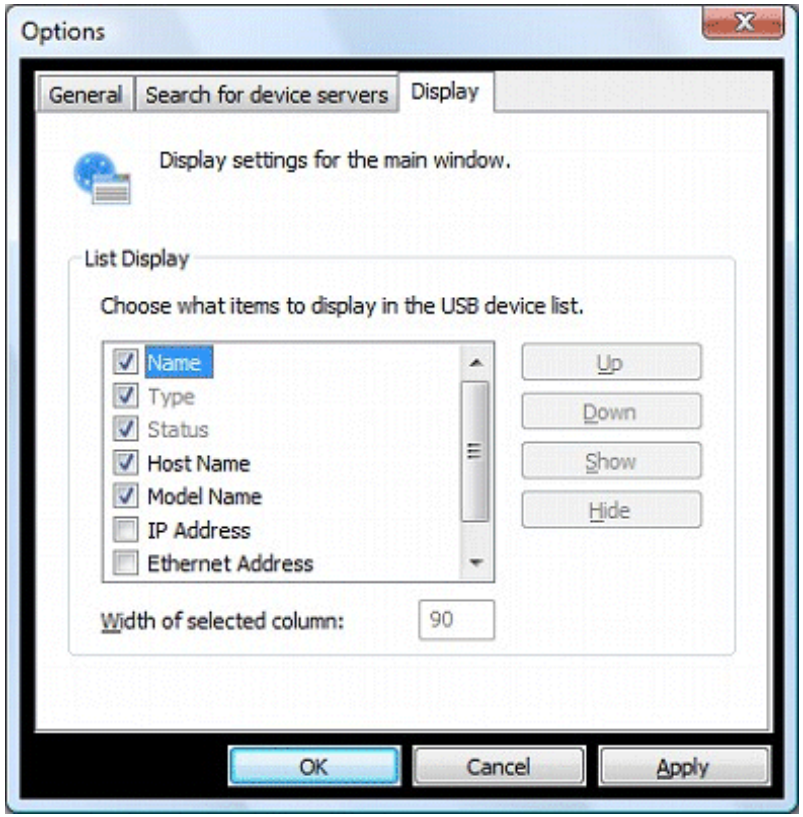
For example, to register "192.168.1.xxx" (Subnet Mask: 255.255.255.0), enter "192.168.1.255" into the address field. In the sample screen below, "192.168.1.255" and "192.168.2.255" are registered to include "192.168.1.xxx" and "192.168.2.xxx" (Subnet Mask:255.255.255.0) addresses for the device server search.



For which broadcast addresses to use for the device server search, please ask your network administrator.

Display

The SharePort™ Plus Utility display settings can be configured.



Option	Function	Default Setting
Name	Displays the name of USB devices connected to the device server. The USB device name can be changed. For details, refer to **USB Device Operational Settings**.	On
Type	Displays the type of USB devices connected to the device server.	On
Status	Displays the status of USB devices connected to the device server.	On
Host Name	Displays the host name of the device server.	On
Model Name	Displays the model name of the device server.	On
IP Address	Displays the IP Address of the device server.	Off
Ethernet Address	Displays the Ethernet Address of the device server. The Ethernet Address is the 12-digit number found on the side or backside of the device server.	Off
Auto Connect	Displays the current status of the USB device's auto-connect settings. Either "Enabled" or "Disabled" is displayed.	Off

Note: *The Name, Type, and Status check boxes cannot be cleared.*

How to Use a Printer

This section explains how to use a USB printer (or a USB device with printing capability) connected to a router using SharePort™ Plus Utility.

SharePort™ Plus Utility has a feature that detects print jobs and then automatically connects to, prints to and disconnects from the printer (or USB device with printing capability) if it is connected to a router.

You will not have to click the **Connect** button in the SharePort™ Plus Utility's main window before you print a job.

The printer auto-connect function may not be available for some USB devices with printing capability. In such cases, please connect/disconnect to/from the USB device manually by clicking the **Connect/Disconnect** buttons in SharePort™ Plus Utility.

Note: *To use the printer auto-connect function, SharePort™ Plus Utility must be running. Please be sure to start the SharePort™ Plus Utility before you print a job.*

For those who print frequently, it is recommended to set SharePort™ Plus Utility to automatically start at PC startup. Click the ***Options*** *button and check the* ***Launch SharePort™ Plus Utility at Windows startup*** *box.*

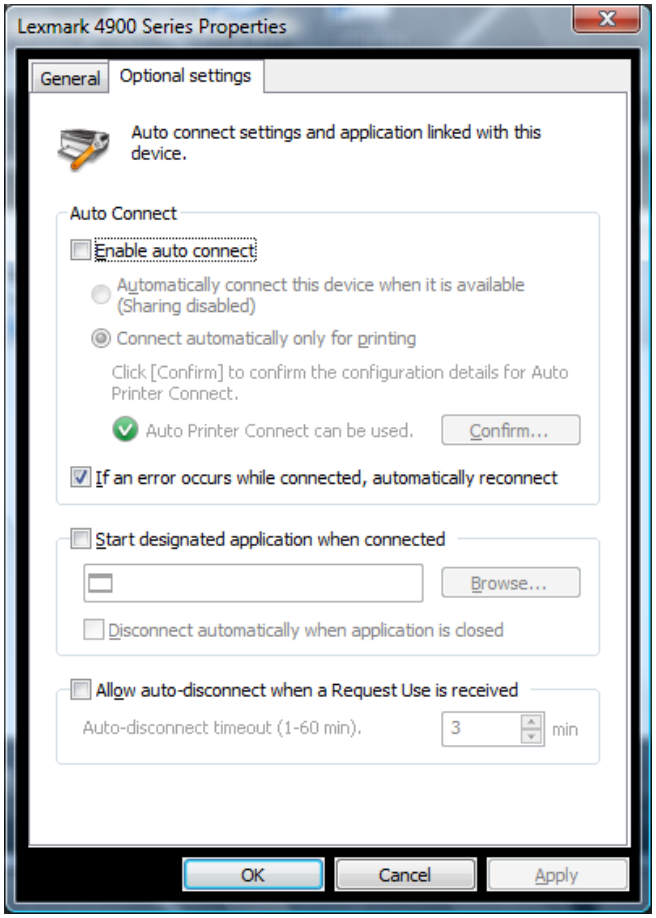
How to enable the printer auto-connect function:

1. Select a printer in SharePort™ Plus Utility's main window and click the **Properties** button. When the properties dialog is displayed, click the **Optional Settings** tab.

2. Check **Enable auto connect** and then click **Connect automatically only for printing**. This will automatically connect to the USB printer and disconnects from it after the print job is finished. This will allow you to print without worrying about Connect/Disconnect operations.

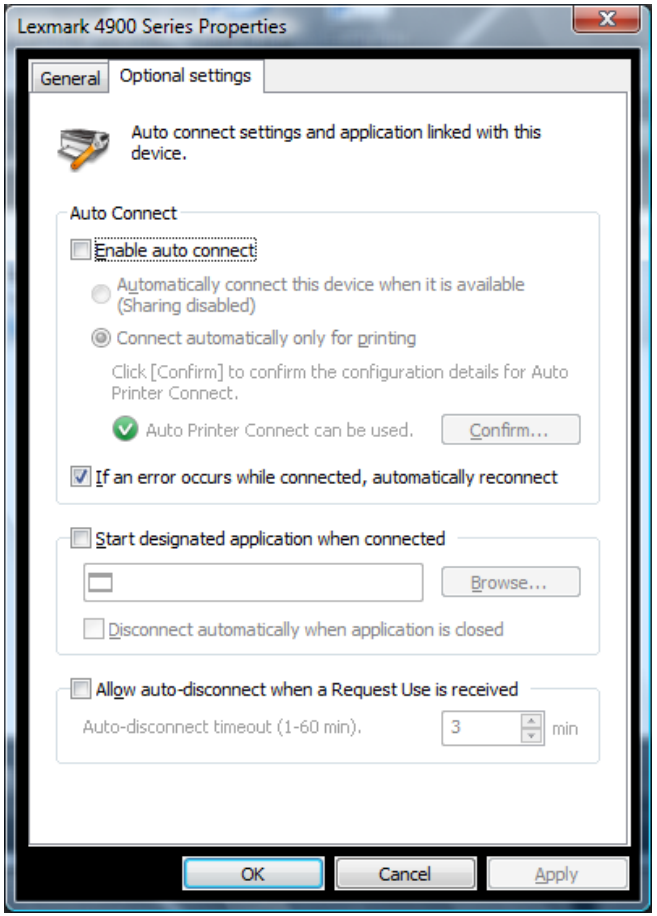
   Note: *The* ***Automatically connect this device when it is available*** *feature will only automatically connect to the USB device when it is detected.*

3. Click **OK**.



If the USB device driver is not installed on your PC or the USB device has never been connected to your PC via the SharePort™ Plus Utility, the *Printer Properties* window will be displayed.

To enable the Connect automatically only for printing setting, the USB device driver needs to be installed on your computer. Check **Enable auto connect** and then click **Connect automatically only for printing** and then click the **Configure** button to install the USB device driver.



After the driver is installed, the window will be displayed as in the previous page.

If the last part of a job is not printed completely while the printer auto-connect function is active, click the **Confirm** button to open the printer monitoring dialog. Extend the time period in the **Time before disconnecting after print job is sent** field.

The printer auto-connect function has been enabled. All the job outputs to the printer that you have selected in step 1 will be printed automatically.

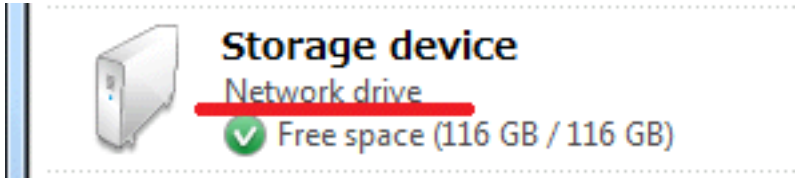
Note: *Some printers may show an error message on their printer status monitor after a job is printed. In such cases, close the printer status monitor manually as it has no effect on printing.*

How to use a Network Storage Device

This section explains how to use a USB storage device (or a USB device with printing capability) connected to a SharePort™ Plus enabled device using the SharePort™ Plus utility.

By connecting a network storage device in SharePort™ Plus Utility, the network drive will automatically be mapped to your PC. Files saved on the storage device can be shared among multiple users at the same time.

If this feature is supported, the storage device will show "Network drive" for its device type in SharePort™ Plus Utility's main window.



Connecting to a network storage device:

1. Select the network storage device and click the Connect button in SharePort™ Plus Utility's main window.

2. A drive letter will be mapped to the network storage device. The drive's contents will be displayed in Explorer.

Once connected to a network drive, you can copy, move, delete and edit files like you would with any ordinary drive.

Disconnecting from a network storage device:

If you are no longer using a network storage device, you can disconnect the network drive.

Open My Computer, right-click the network drive that you wish to disconnect and select Disconnect from the menu displayed.

Physically uplugging a network storage device:

When unplugging a network storage device, it first needs to be stopped via the "Safely remove" menu on SharePort™ Plus Utility.

Note: If this process is skipped, data saved on the network storage device may be broken

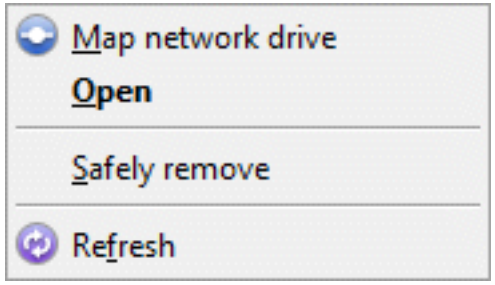
1. Right-click the network storage device in SharePort™ Plus Utility's main window.

2. From the menu displayed, click Safely remove.

3. Physically unplug the storage device.

Right-click menu for a network storage device:

When a network storage device is right-clicked on the USB device list, the following menu is displayed.

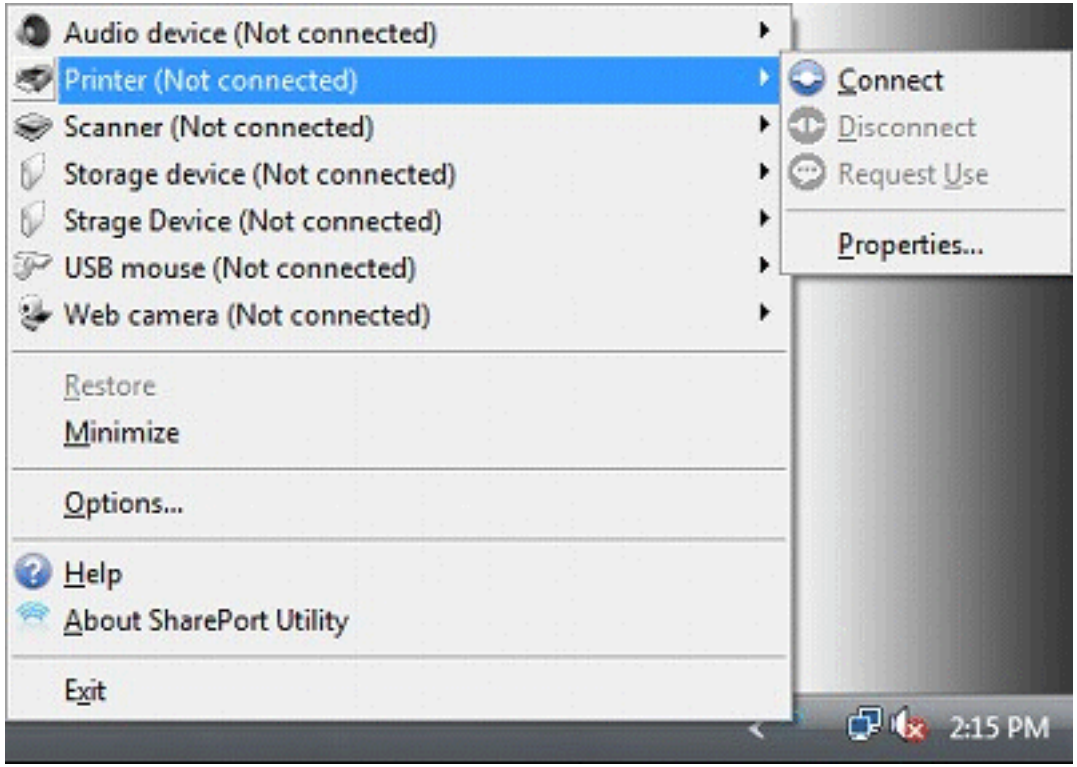
	Map network drive	Maps the selected device as a network drive, assigning it a drive letter
	Open	Displays the drive contents in Explorer. The network drive is not automatically mapped via this option.
	Safely remove	Choose this menu item before physically removing a network storage device.
	Refresh	Refreshes the USB device status in the USB device list.

SharePort™ Plus Utility and the Task Tray

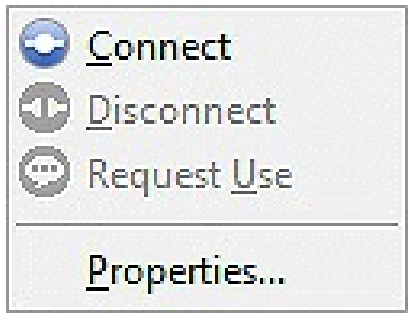
This section explains how to control SharePort™ Plus Utility from the task tray and the balloon messages displayed in the task tray.

Controlling SharePort™ Plus Utility from the task tray

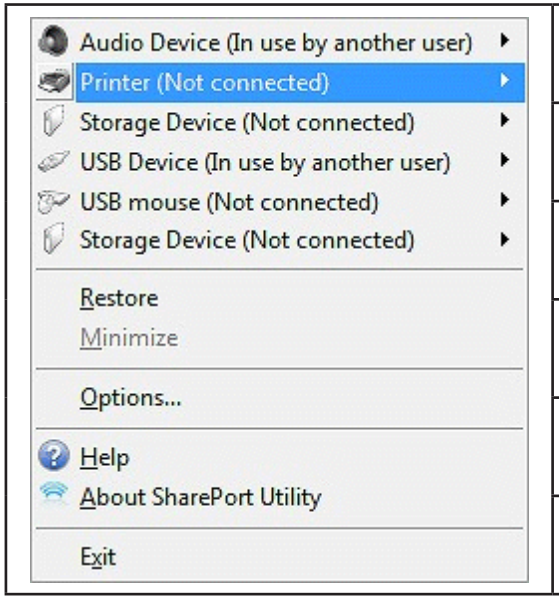
Right-click in the task tray to display the SharePort™ Plus Utility menu as shown below.



The following buttons are used to control the USB devices:



Connect	Connects to the selected USB device.
Disconnect	Disconnects from the selected USB device.
Request Use	Requests to the user who is currently using the USB device that you have selected in the USB device list to disconnect from it.
Properties	Displays the properties window of the selected USB device.

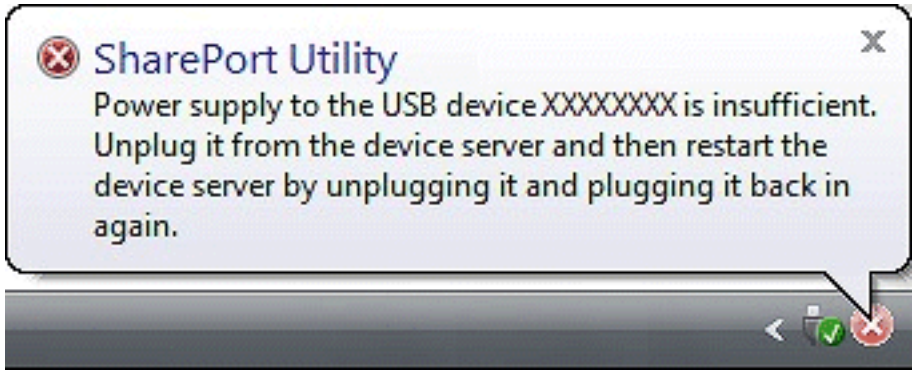


Restore	Restores SharePort™ Plus Utility to its default size.
Minimize	Minimizes SharePort™ Plus Utility.
Options	Opens the options dialog. Each optional setting is available.
Help	Opens this Online Help.
About SharePort™ Plus Utility	Displays the SharePort™ Plus Utility version.
Exit	Closes the SharePort™ Plus Utility.

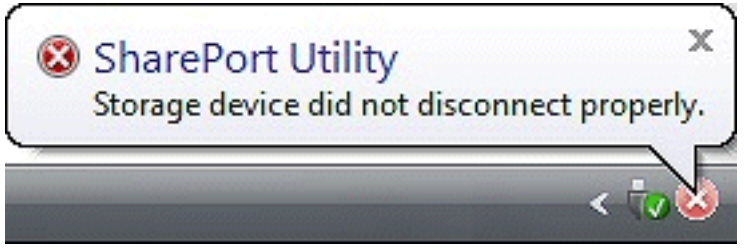
Error Messages

The meanings of the balloon messages that pop out from the task tray are as follows:

There is not enough power supply to the USB device.



The USB device was disconnected abnormally.



Uninstall the Utility

The SharePort™ Plus Utility can be uninstalled from Uninstall a program in the Control Panel.

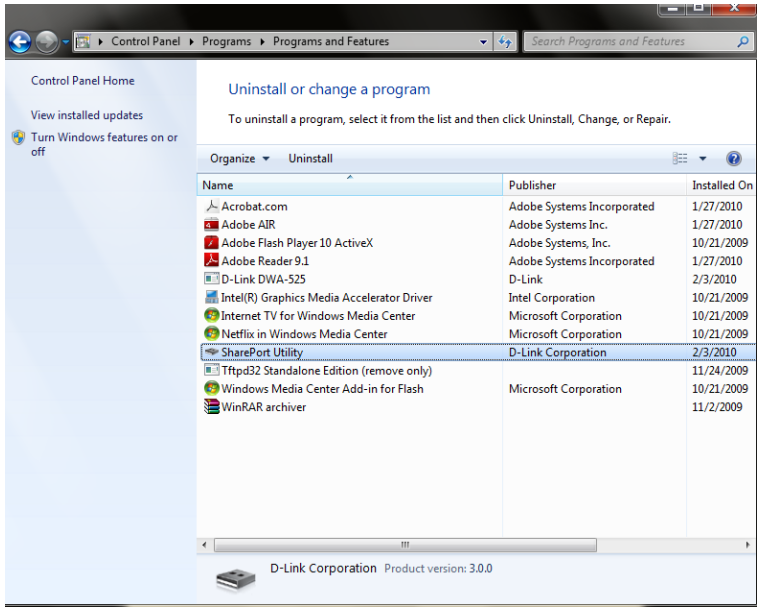
How to uninstall SharePort™ Plus Utility:

Note: To uninstall SharePort™ Plus Utility, administrator privilege is required.

In the following procedures, the screen shots captured from Windows 7/Vista® are used as examples. Please note that the actual screens or menus may vary depending on your OS.

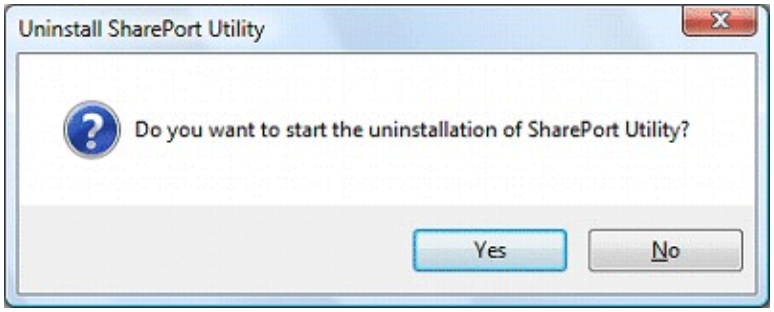
1. Click **Start** > **Control Panel** > **Uninstall a program**. In Windows® XP, click **Add or Remove Programs**.

2. Select **SharePort™ Plus Utility** from the list and click **Uninstall.**

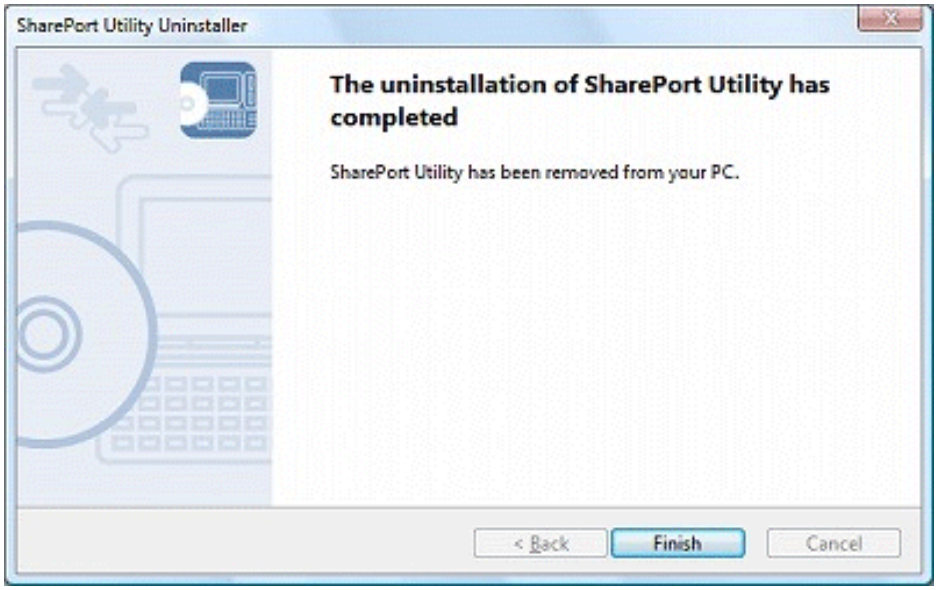


3. The User Account Control message is displayed. Click **Continue**.

4. A confirmation message is displayed. Click **Yes** to start the uninstallation.



5. When the below window is displayed, click **Finish**.



The SharePort™ Plus Utility has been uninstalled.

Troubleshooting

1. USB devices do not show up in SharePort™ Plus Utility.

If USB devices do not show up in SharePort™ Plus Utility, the local connection as well as network settings between the router and your PC need be checked.

- **The router or the Ethernet hub or switch may have a problem with its connection, power supply or operation.**
  Please check that the LEDs on the router and on the Ethernet Hub (the one to which the router is connected) are lighting properly. If the LEDs are not working properly, replace the AC plug or cable and reboot the USB device.

- **The start-up process of the router may not be finished yet.**
  Usually, it takes about 30 seconds for a router to be ready after it is powered on. Please wait until the router becomes ready, and then click **Refresh** button in SharePort™ Plus Utility again.

- **Security software such as firewalls, etc. may be interrupting communication between your PC and the router.**
  SharePort™ Plus Utility needs to be added to the exception list of your security software. Please refer to the security software documentation for help on adding an application to your exception list. You may also need to open TCP and UDP port 19540 in your security software.

- **The USB devices connected to the router may not be powered on.**
  Please check that the LED on the USB device is lit or blinking to see if the USB device is powered on. If the USB device is not powered on, improve the cable connection such as the AC adapter, etc.
  Also, if the connected USB device is a self-powered (bus-powered) device such as an HDD drive, etc, it may require a power supply greater than 500mA, which is the standard power available through a USB interface. In

such a case, use the AC adapter that came with the USB device so that enough power is supplied to the device.

- **The USB cable may not be properly connected to router or USB device.**
  Please check that the cable is properly plugged in to both the router and the USB device. If you have a spare USB cable, replace the cable.

- **The router may not support the USB device.**
  The router does not support USB devices which operate using isochronous transfer. Please confirm that the connected USB device is not an isochronous device. For details on the USB device's specification, please contact its manufacturer.

2. An error occurs when I connect to a USB device using SharePort™ Plus Utility.

When a USB device is properly displayed in SharePort™ Plus Utility but an error occurs when it is connected, the USB device's specification as well as PC settings need to be checked.

- **The router may not support the USB device.**
  The router does not support USB devices which operate using isochronous transfer. Please confirm that the connected USB device is not an isochronous device. For details on the USB device's specification, please contact its manufacturer.

- **The driver of the USB device may not be installed properly.**
  Please connect the USB device directly to your PC and see what happens. If the USB device does not operate properly even if it is directly connected to your PC, the driver of the USB device is not installed on your PC properly. In such a case, please install the driver again. For details on how to install the driver, refer to the operation manual that came with the USB device.

3. The last part of a job is not printed when I use the printer auto-connect function of SharePort™ Plus Utility.

- **SharePort™ Plus Utility may be disconnecting the printer before the job is completely printed.**
  Extend the amount of time before SharePort™ Plus Utility disconnects from the printer after a job is sent. Select the printer in SharePort™ Plus Utility's main window and click the **Properties** button. In the properties dialog, click the **Optional Settings** tab and then click the **Confirm** button. In the window displayed, extend the time in the Time before disconnecting after print job is sent field. For details, refer to **How to Use a Printer**.

Copyright ©2014 by D-Link Corporation/D-Link Systems, Inc. All rights reserved.