

[Common] USB-C connector is not responsive

ISSUE

- The device cannot recognize the connection through USB-C connector

APPLIES TO

All Point Mobile devices

Troubleshooting Steps

	Cause	Solution
1	Improper connection	Reconnect the USB-C cable or device Disconnect the cable (device) from the USB-C connector, and reconnect.
2	Cable or device issue	Replace the cable or device Replace the cable or device to another one and check if it can be recognized. If the replaced device is recognized properly, the previous cable or device may have a problem.
3	Temporary system issue	Reboot the device Press and hold the power button, and tap Power > Restart to reboot the device.
4	Repair or analysis required	Contact local reseller If you cannot solve the problem with above steps, contact your local reseller to proceed repair or analyze the issue.

Refer to similar troubleshooting guides.

Similar Troubleshooting

- [\[Common\] Device cannot recognize microSD card](#)