OVERVIEW

If you're having trouble with your Xbox One Kinect Sensor, verify that the sensor is turned on. You'll know it's on if the Xbox logo on the front of the sensor is lit.

If the Xbox logo on the front of the sensor is not lit, or it's lit but your Swinguru software says the sensor is disconnected, follow the troubleshooting steps on this page.

You've connected the Kinect sensor to your PC using the USB cable, and the sensor's power LED is on. However, the sensor isn't working. When you run your Swinguru software and it says the sensor isn't connected. When this happens, it means that, even though your sensor has power, it's not being recognized by your PC.

SOLUTIONS

Your Kinect sensor is unplugged

If your PC doesn't detect your Kinect sensor, no video will display in Swinguru software and pop up will appear stating no 'camera detected'.
If you encounter this, try these solutions:

1) Make sure the connector on the end of the Kinect adapter cable is plugged firmly into the USB3 port of the PC.

2) Make sure the Kinect cable is securely connected to the Kinect adapter, and that the adapter's power cord is plugged in.

3) Plug the USB cable from the Kinect adapter into the USB3 port.

Note: *Your Kinect will only be recognized when it's plugged into a USB3 port of the PC. The other USB ports on the PC will not work with Kinect.*

a) Kinect does not function on a USB2 port or controller
The Kinect for Windows v2 sensor will not work on a USB 2 port or controller. To use the sensor, you must have a USB3 port or controller.

b) Only USB3 controllers from Intel and Renesas are supported If you use a different brand of USB3 controller, the Kinect sensor may not function correctly. For example:

- The sensor may fail to enumerate

- Depth may not stream

- Color may not stream

- The sensor may stop functioning

- Packet loss may increase

c) Kinect may not function correctly if it is on the same USB3 controller as other devices.
If you use the Kinect on the same USB3 controller as other devices, you may experience the following problems:

- If other devices have already reserved bandwidth on the USB3 controller, there may not be enough bandwidth available for Kinect to function. In this case, you will receive an error from Windows when you plug in the sensor.

- Other devices, which require reserved bandwidth, may not operate correctly

- The performance of other devices (such as mice or keyboards) may be degraded if they run on the same USB3 controller.

- USB storage devices on the same controller may not function correctly, or may cause the Kinect to function incorrectly.

4) If the connector is firmly connected, unplug it, wait 10 seconds, and then plug it in again.

5) If you're still having trouble, restart your PC.

Reset your Kinect sensor's connection

Follow these steps to reset the Kinect sensor's connection:

1) Power off the PC.

2) Unplug the PC's power cable.

3) Unplug the Kinect sensor from the PC.

4) Plug the PC power cable back in.

5) Press the power button on your PC to power up.

6) Plug the Kinect sensor into the USB port of the PC and wait 5 seconds for the PC to recognize it.

Request a repair if none of these solutions fix the problem

If your Kinect sensor still won't turn on, it needs to be repaired. See Getting your Xbox console or Kinect sensor serviced for information about how to request a repair.