Resolving connection issues for Android[™] using Windows 10 Anniversary Update

The *Windows 10 Anniversary Update* has begun rolling out since August 2016. Some users have been experiencing difficulties with the program not recognising their smartphone devices when connecting to their personal computers. This step-by-step tutorial can assist you in resolving this issue by following the guidelines below:

- 1. Connect your telephone to your PC and select "Files Transfer" (MTP)
- 2. Open Device Manager by selecting Windows+X then Device Manager
- 3. Click on "Portable Devices" and locate your smartphone from the list of devices

Please refer to the screen print below to assist you:



4. Having located your device, right click and select Properties, and in this window select *Driver*. Then click on the *Update Driver* option, as illustrated in the screen print below:



5. Upon clicking on *Update Driver*, you will be prompted to locate the Driver. Select the second option: *Browse my computer for driver software*. Please refer to the screen print below as a guide:



6. When you've selected the second option, choose "*Let me pick from a list of device drivers on my computer*" as shown below:

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÷	Update Driver Software - P7201	
	Browse for driver software on your computer	
	Search for driver software in this location:	
	✓ Browse	
	✓ Include subfolders	
	→ Let me pick from a list of device drivers on my computer This list will show installed driver software compatible with the device, and all driver software in the same category as the device.	
	Next Cance	

At this point, in some cases your PC may do an automatic selection, so that this step will not be necessary. Should this be the case, you can proceed directly to step 8.
Alternatively, you may be prompted to select your device's type. In this case, choose "Show All Devices" and click Next, as shown below:

		×
←	Update Driver Software - P7201	
	Select your device's type from the list below.	
	Common hardware types:	
	Show All Devices	
	🖗 61883 devices	
	🖵 ADB Interface	
	🔙 Android Tablet	
	🗸 Audio inputs and outputs	
	🖣 Audio Processing Objects (APOs)	
	Audio/video control devices	
	la Batteries	
	Biometric devices	
	8 Bluetooth	
	Computer	
	👳 Digital Media Devices	
	· · · · · · · · · · · · · · · · · · ·	
	Next Can	cel

8. In the window that follows, you can then choose *MTP USB Device* and click *Next* to commence the installation, as demonstrated below.

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÷	📕 Upda	te Driver Software - P7201		
	Select	the device driver you want to install for this hardware	e.	
	?	Select the manufacturer and model of your hardware device and the disk that contains the driver you want to install, click Have Disk.	en click Next. If you have a	
	Show 🗹	compatible hardware		
	Model			
		Device		
		USB Device		
	📑 Thi	s driver is digitally signed.	Have Disk	
		me why driver signing is important		_
			Next Cancel	

9. After you have updated this driver, you will see the screen below. From this point, you'll be able to find your telephone in "*My Computer*".

		\times
÷	Update Driver Software - U FEEL PRIME	
	Windows has successfully updated your driver software	
	Windows has finished installing the driver software for this device:	
	MTP USB Device	
	Close	

NB: It may be necessary to repeat this process each time your computer is restarted.