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:
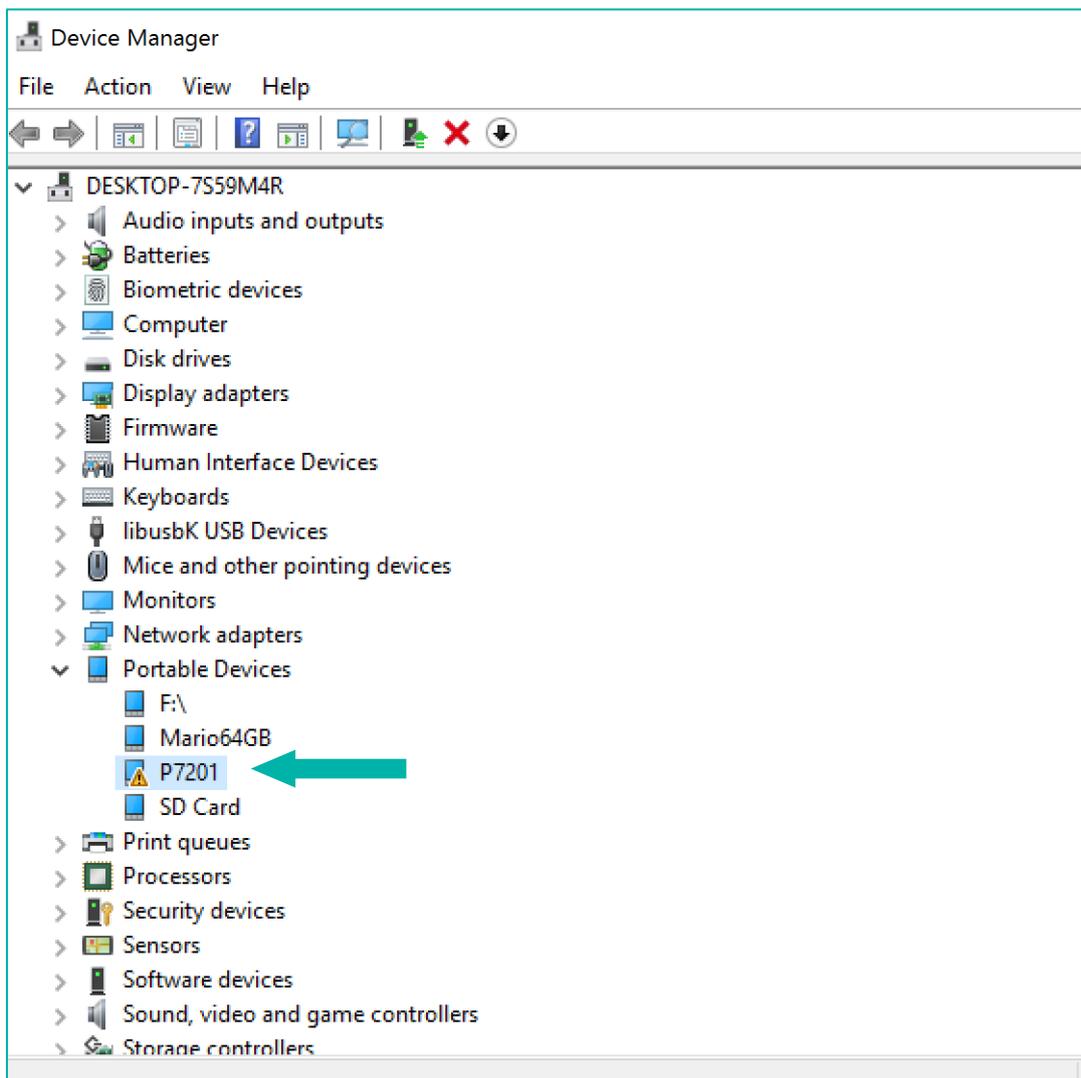
4. Having located your device, right click and select Properties, and in this window select *Driver*. Then click on the *Update Driver* option, as illustrated in the screen print below:
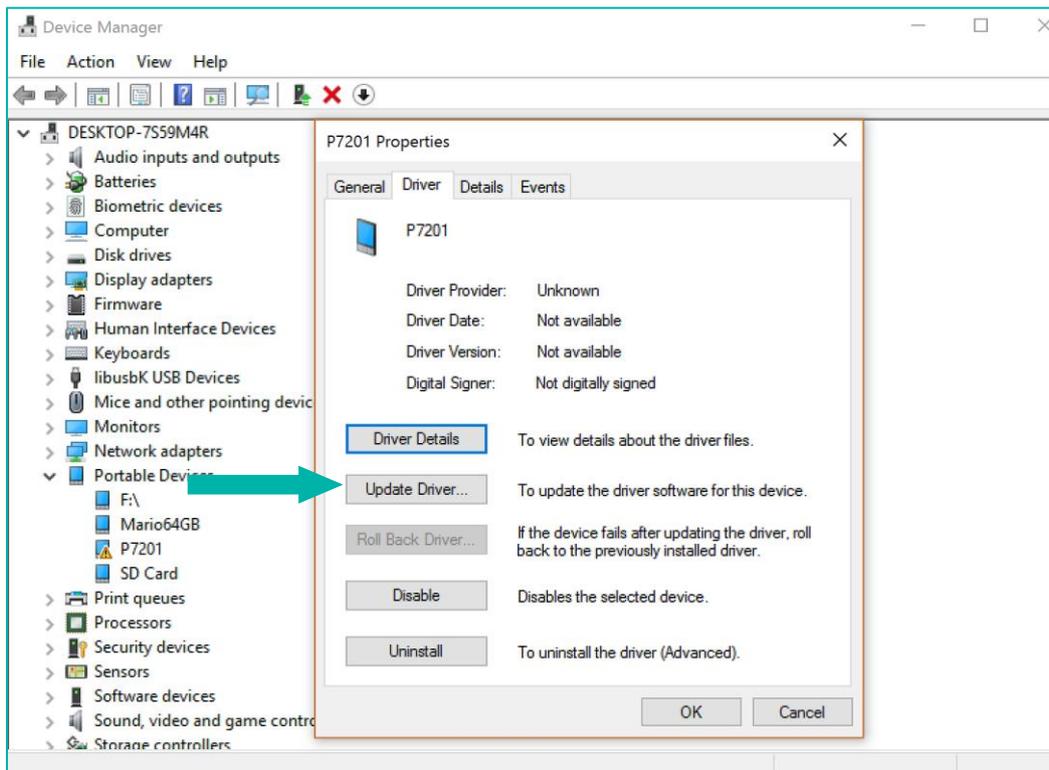
5. Upon clicking on *Update Driver*, you will be prompted to locate the Driver. Select the second option: *Browse my computer for driver software*. Please refer to the screen print below as a guide:
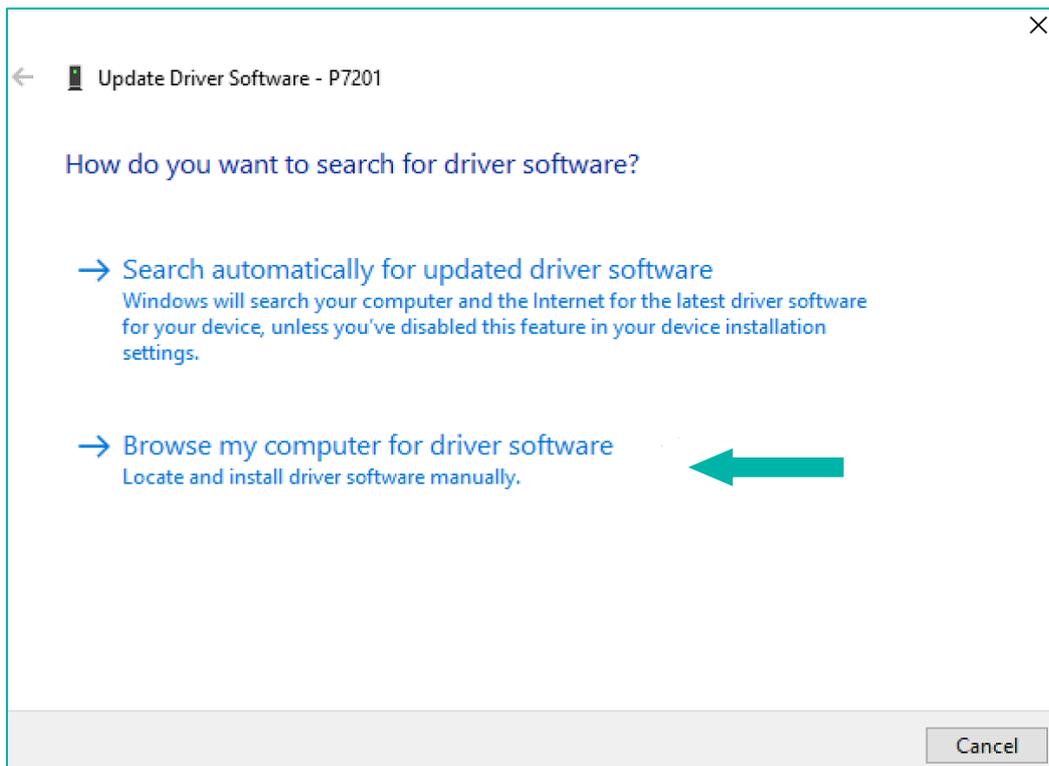
6. When you've selected the second option, choose "***Let me pick from a list of device drivers on my computer***" as shown below:
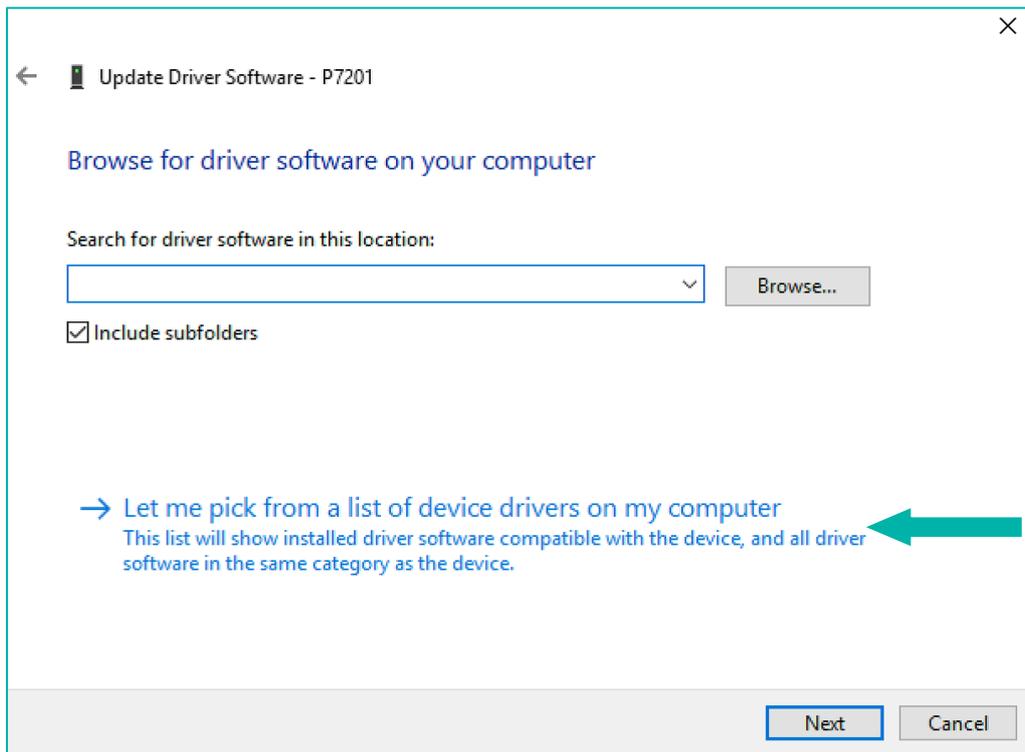
7. At this point, in some cases your PC may do an automatic selection, so that this step will not be necessary. Should this be the case, you can proceed directly to step 8.
    Alternatively, you may be prompted to select your device's type. In this case, choose "***Show All Devices***" and click **Next**, as shown below:
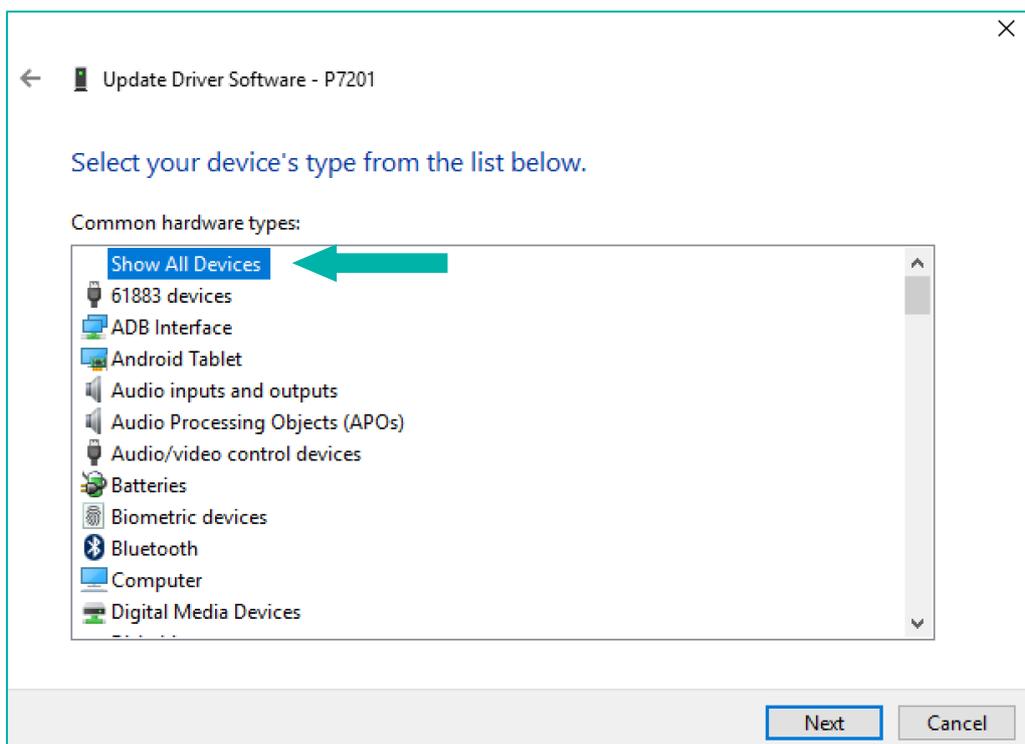
8. In the window that follows, you can then choose **MTP USB Device** and click **Next** to commence the installation, as demonstrated below.
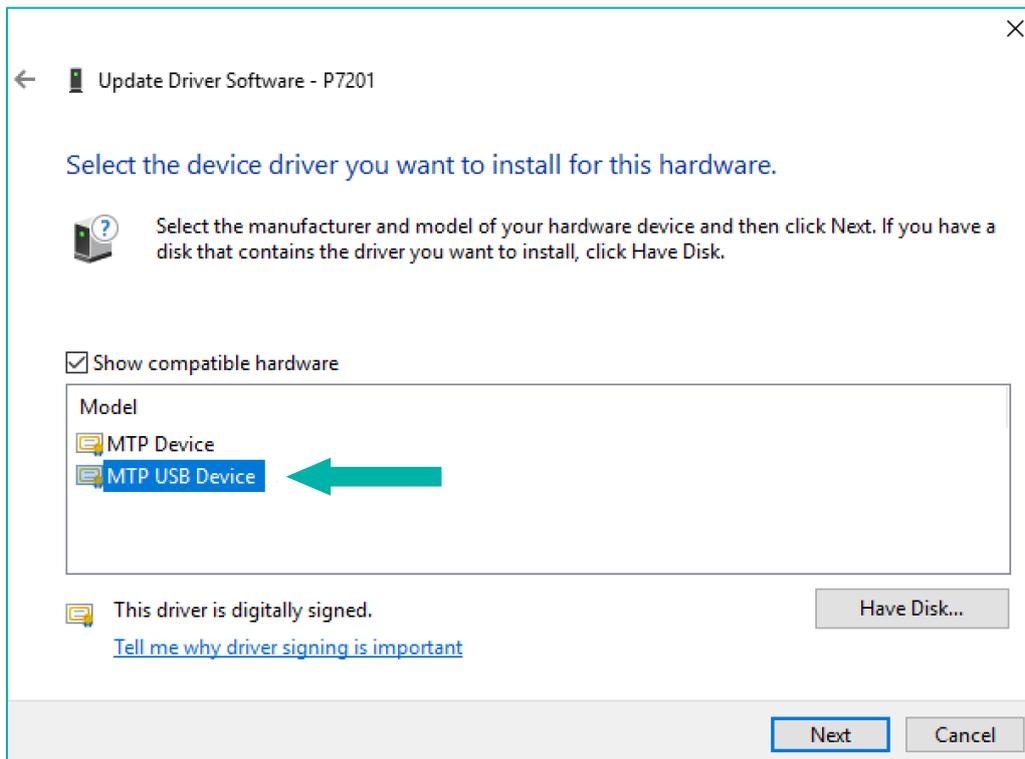
9. After you have updated this driver, you will see the screen below. From this point, you'll be able to find your telephone in "***My Computer***".
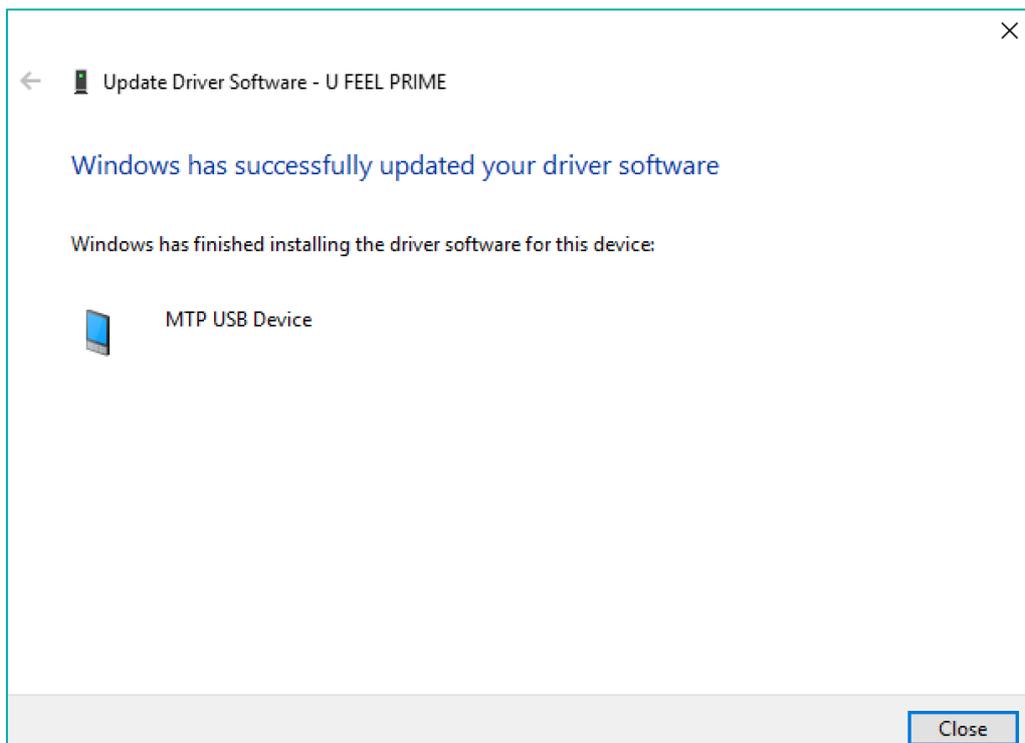
NB: It may be necessary to repeat this process each time your computer is restarted.