Instructions for Setting Up Android Devices

General Info

MSS Software supplies Android Scanner Devices with USB activated for File Transfer on at all times. So, once the Android is attached to a PC using a USB cord, nothing has to be done to the Android unit at all. All that is necessary in most cases is that the unit is powered on and if using a dock that the dock is plugged into a power outlet.

If for some reason Windows does not see the unit, then the problem could be with the Windows 10 Computer or it could be with virus checking software not allowing the device to connect via USB. If it is due to a security or virus software issue then IT will have to white list the devices.

Also, from time to time, a reboot of the Android unit may correct an Android device not showing when previously it did. Simply reboot the unit and see if it shows up properly. If none of these solutions seem to be the problem, then it's time to check the Driver.

Check Driver

Android devices should show up in Device Manager under Portable Devices with the name of the device.
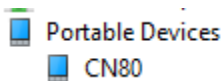
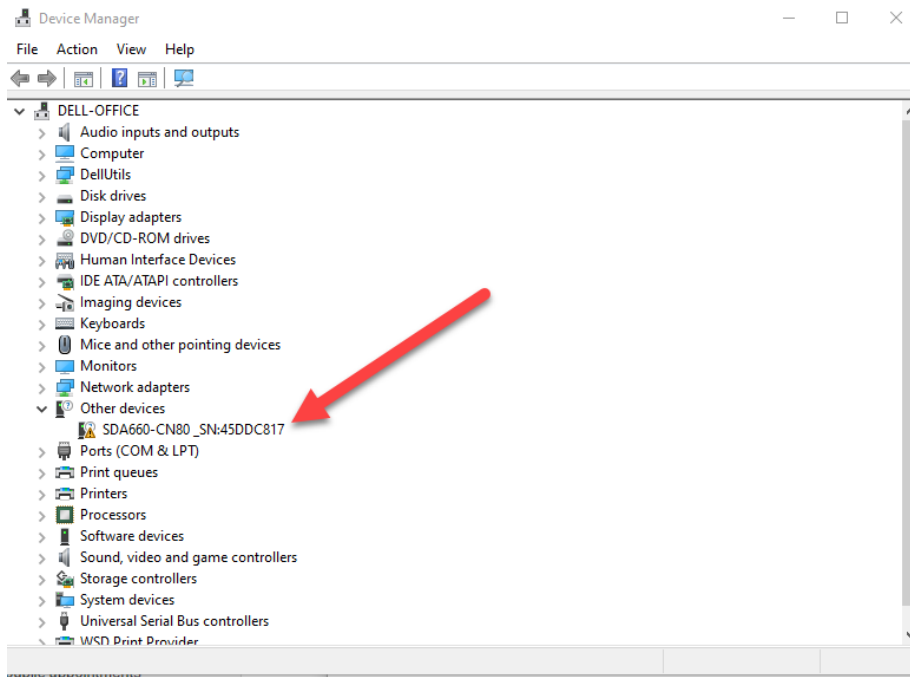The Android device will also show up as a drive in File Explorer.

Before checking the driver, please reboot the Android unit and then see if it appears as above. If the unit does not appear like this then the problem may be with the Device Driver. For example, if you see an error message in Device Manager showing "Other Devices" but with a caution sign, then this usually indicates a driver issue.
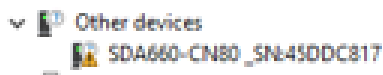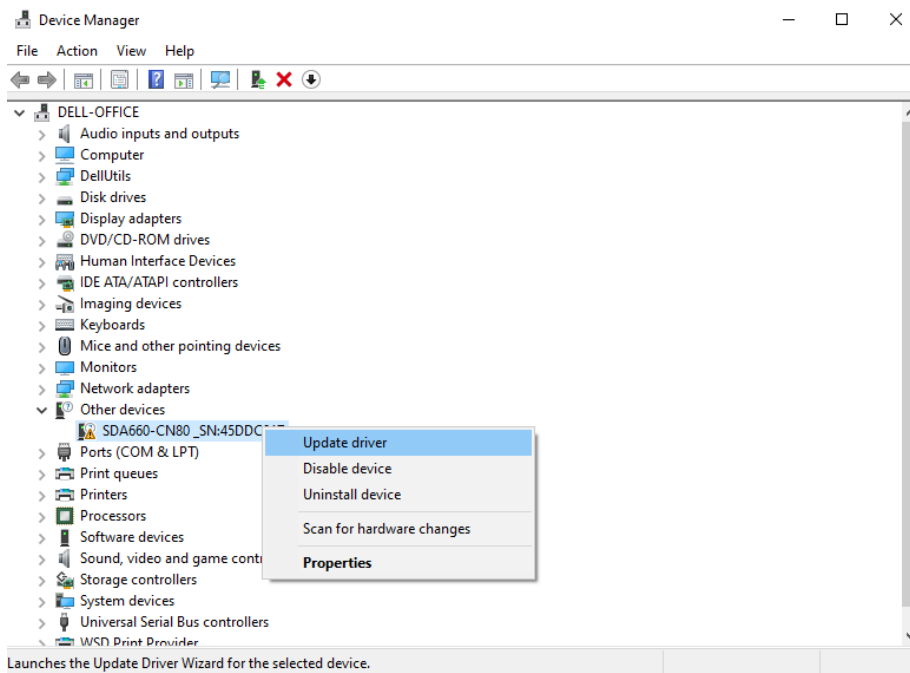

The best way to fix this issue is to follow these instructions step by step. You will have to do this for each mobile device that you connect to.
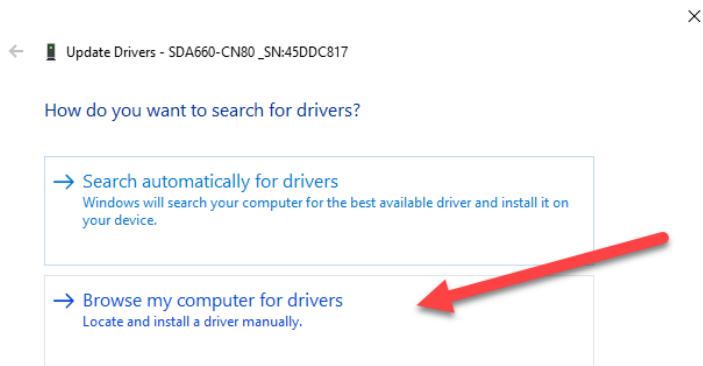
1. With Device Manager opened If you see the Device that is trying to connect that appears like this then you will have to make some updates to the driver.
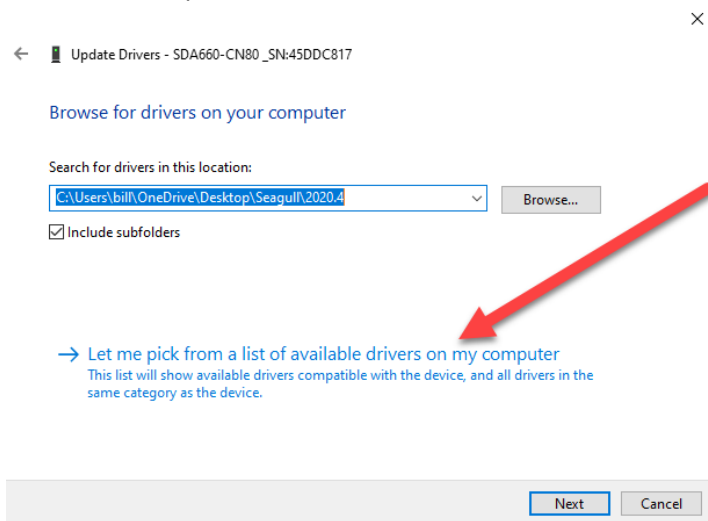
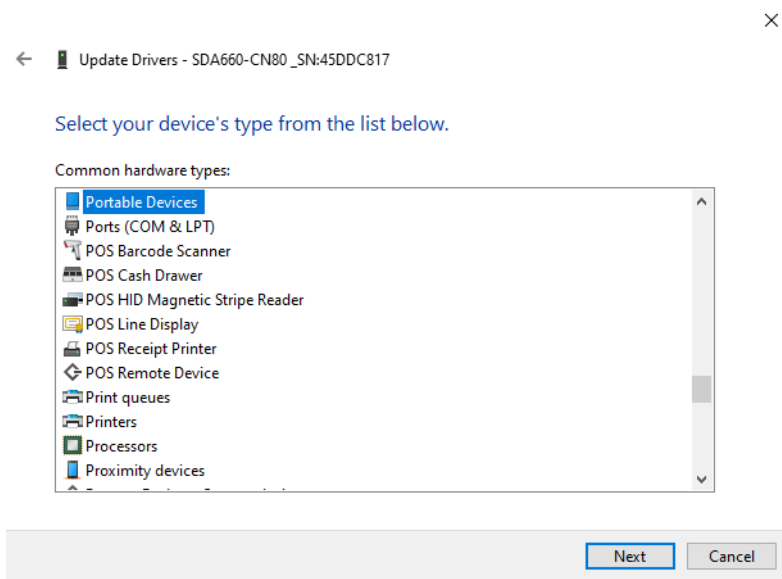2. Right Click on the device here and select update driver.


3. Select Browse My Computer

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← 🔲 Update Drivers - SDA660-CN80 _SN:45DDC817

How do you want to search for drivers?

→ Search automatically for drivers
Windows will search your computer for the best available driver and install it on your device.

→ Browse my computer for drivers
Locate and install a driver manually.

Cancel

4. Select "Let me pick…"

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← 🔲 Update Drivers - SDA660-CN80 _SN:45DDC817

Browse for drivers on your computer

Search for drivers in this location:

C:\Users\bill\OneDrive\Desktop\Seagull\2020.4   ▾   Browse...

☑ Include subfolders

→ Let me pick from a list of available drivers on my computer
This list will show available drivers compatible with the device, and all drivers in the same category as the device.

Next   Cancel

5. Select and Double-Click on Portable Devices

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← 🔲 Update Drivers - SDA660-CN80 _SN:45DDC817

Select your device's type from the list below.

Common hardware types:

| 🔲 Portable Devices |
| 🖥 Ports (COM & LPT) |
| 📠 POS Barcode Scanner |
| 📠 POS Cash Drawer |
| 📠 POS HID Magnetic Stripe Reader |
| 📠 POS Line Display |
| 📠 POS Receipt Printer |
| ◇ POS Remote Device |
| 📇 Print queues |
| 📇 Printers |
| 📇 Processors |
| 🔲 Proximity devices |

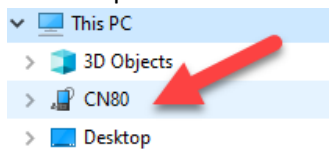Next   Cancel

6. With Standard MTP Device selected, you should see Model on the right side. Select MTP USB Device and then click Next.
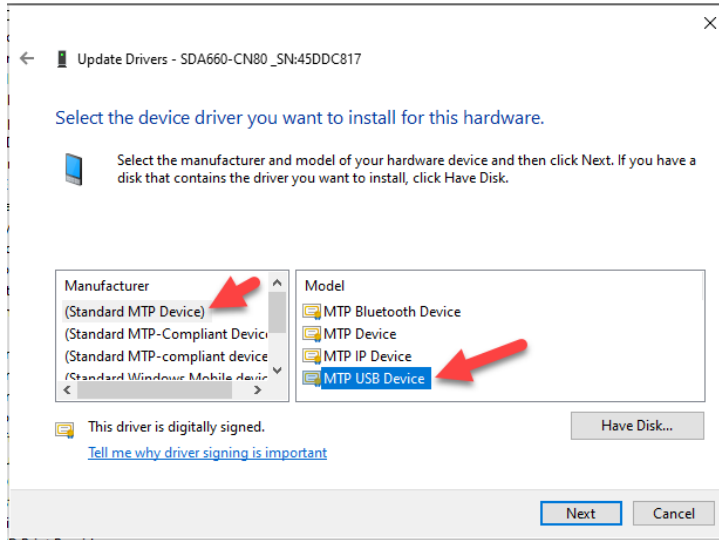
7. If any messages come up just continue the process of installing and you should eventually see something like this:
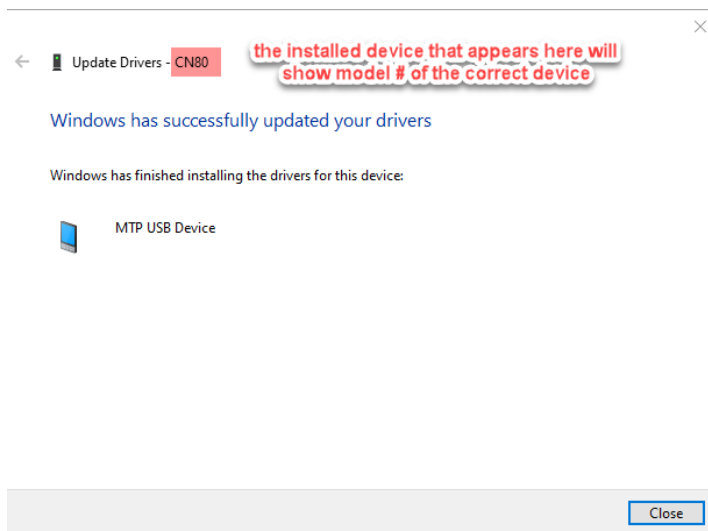
8. This completes the install of the device and the drives should appear in My PC similar to this:

9. You will also see the device appear with File Explorer under devices as such: