

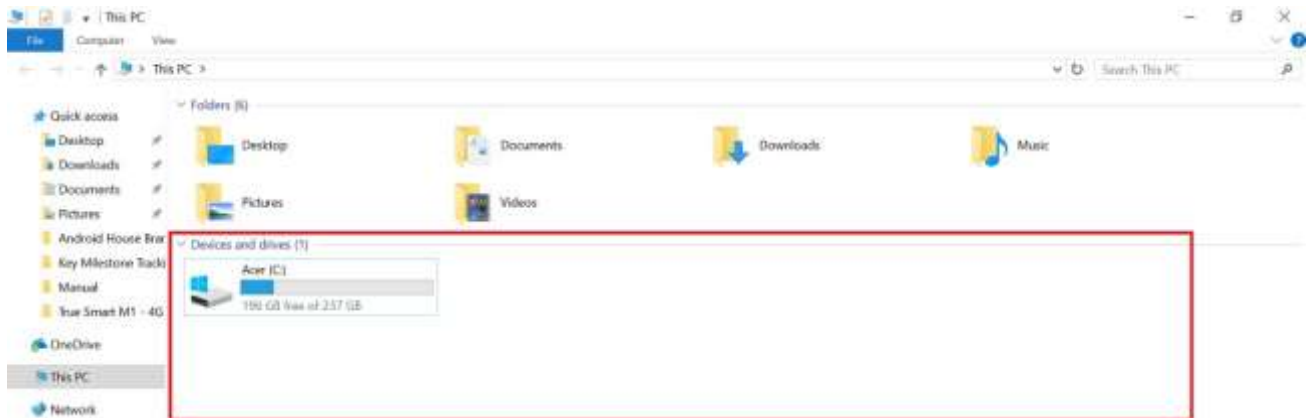
How to fix USB MTP not detected on Android House Brand

- This setting is applicable to all models of True Android House Brand e.g. True SMART 4G (including other Android Devices)
- Support Windows 7 / 8 / 8.1 and 10 (this manual is Windows 10)
- To solve problem Android House Brand not found when connect USB with Windows computer, it results unable to transfer data e.g. file, photos, document etc.
- Fix a service installation section in this it is invalid in windows 10 (MTP not detected)

1. Connect Android House Brand to Windows OS computer via USB cable, on Android House Brand there'll be options to choose the connection type, select Media Device [MTP]



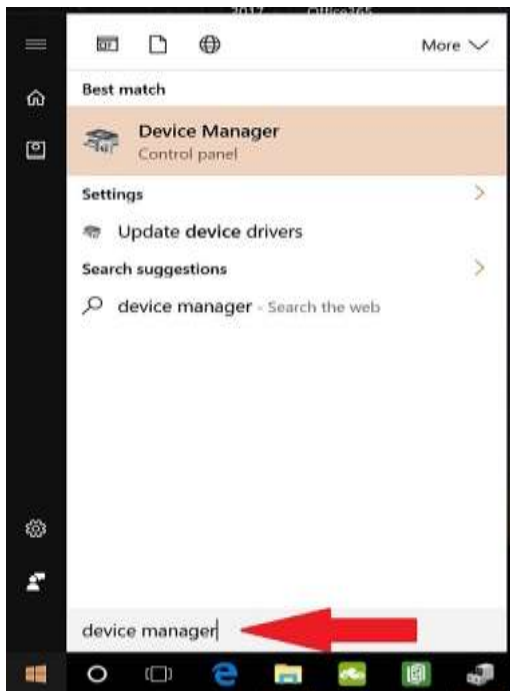
2. On computer screen at This PC or My Computer (Windows 7), it will not show Android House Brand icon (generally when connect USB and choose MTP, system will install Driver which will take a moment, after that it will show Android House Brand data)



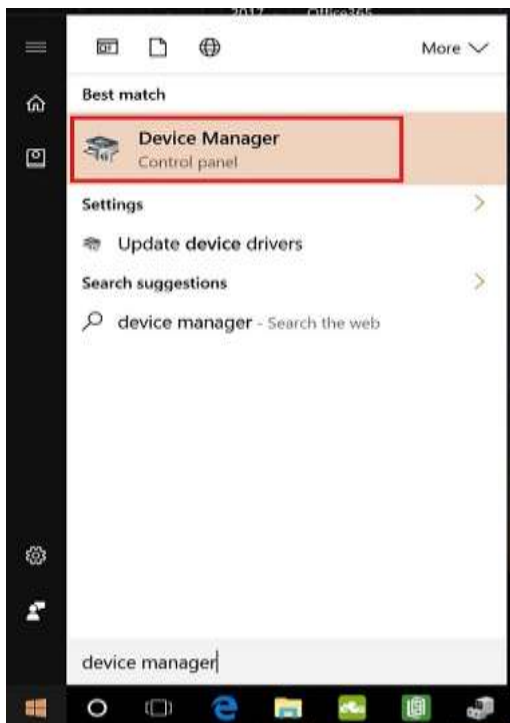
3. Select Windows sign at bottom left corner



4. Type device manager in search bar (space at the bottom)



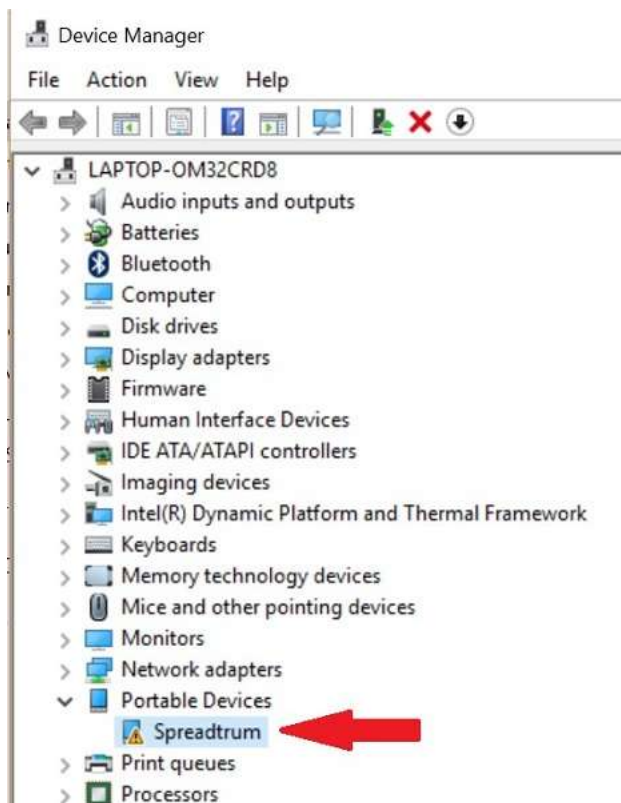
5. Device Manager will appear (select this)



6. At Device Manager > Portable Devices , you'll find Android House Brand with an exclamation sign that means being not able to successfully install Driver

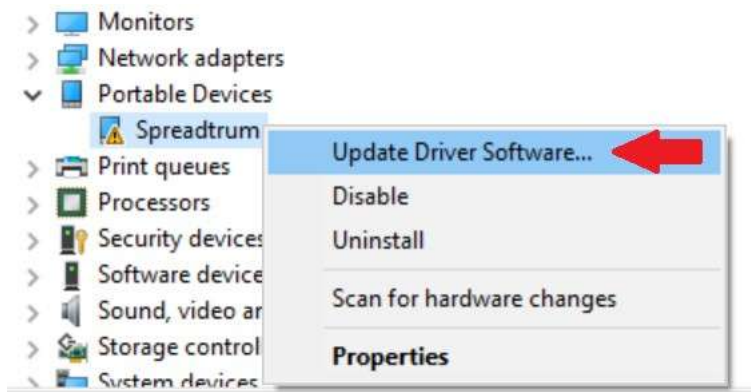
Remark

- Display name may vary e.g. Unknown Device etc.
- Android House Brand or other Android models may vary to each brand connected to computer

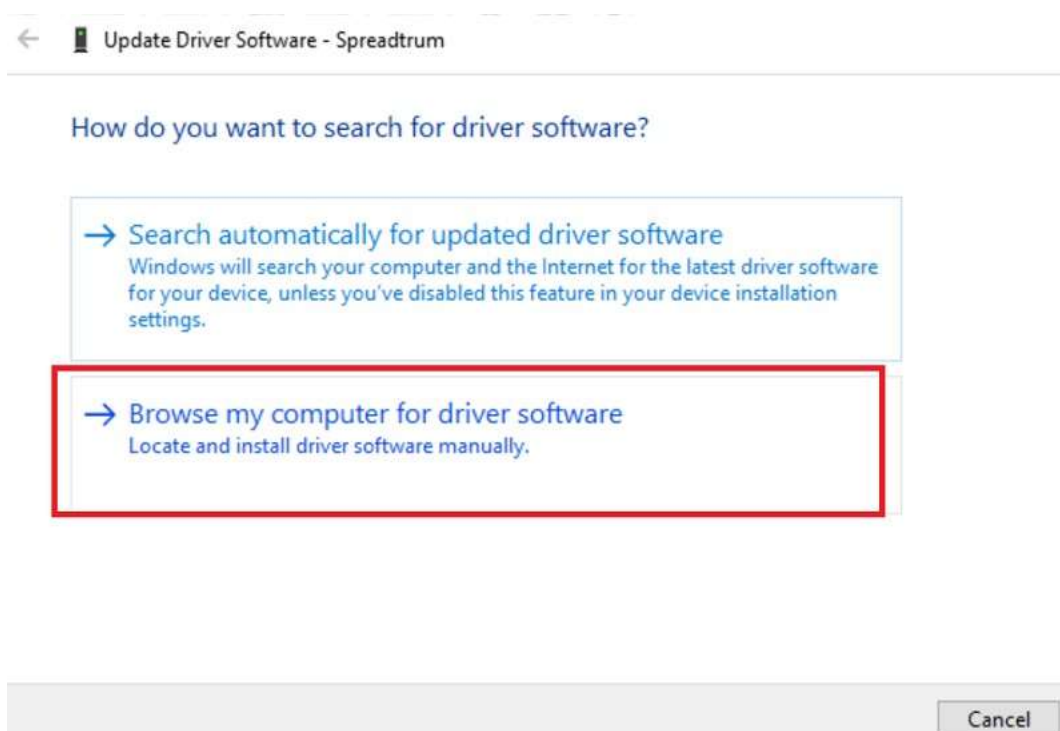


7. How to solve the problem

Right click at Android House Brand which having an exclamation sign, and then select Update Driver Software...

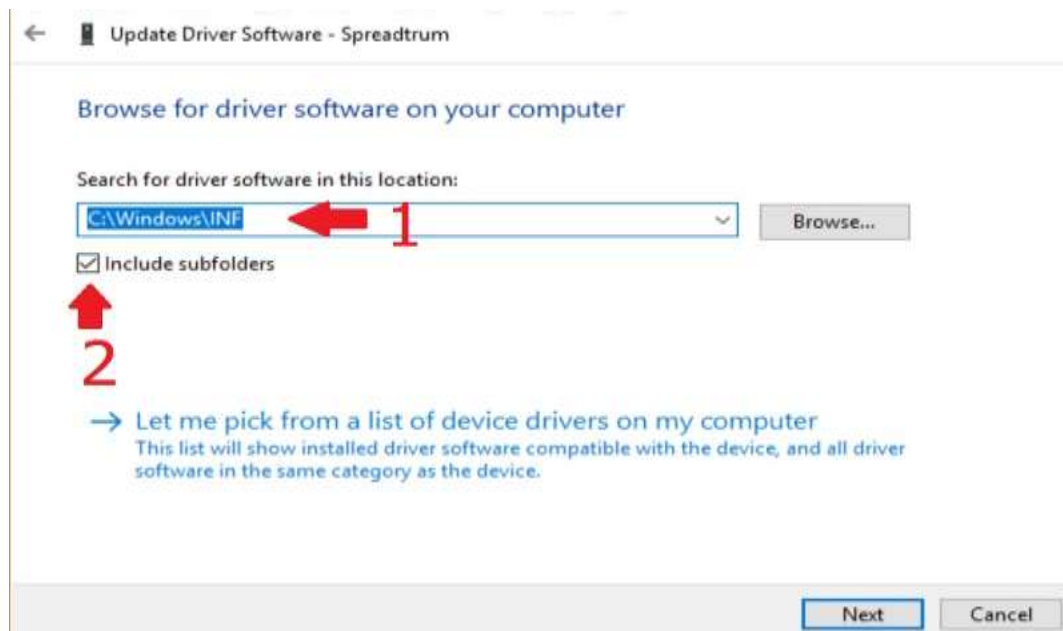


8. And choose Browse my computer for driver software

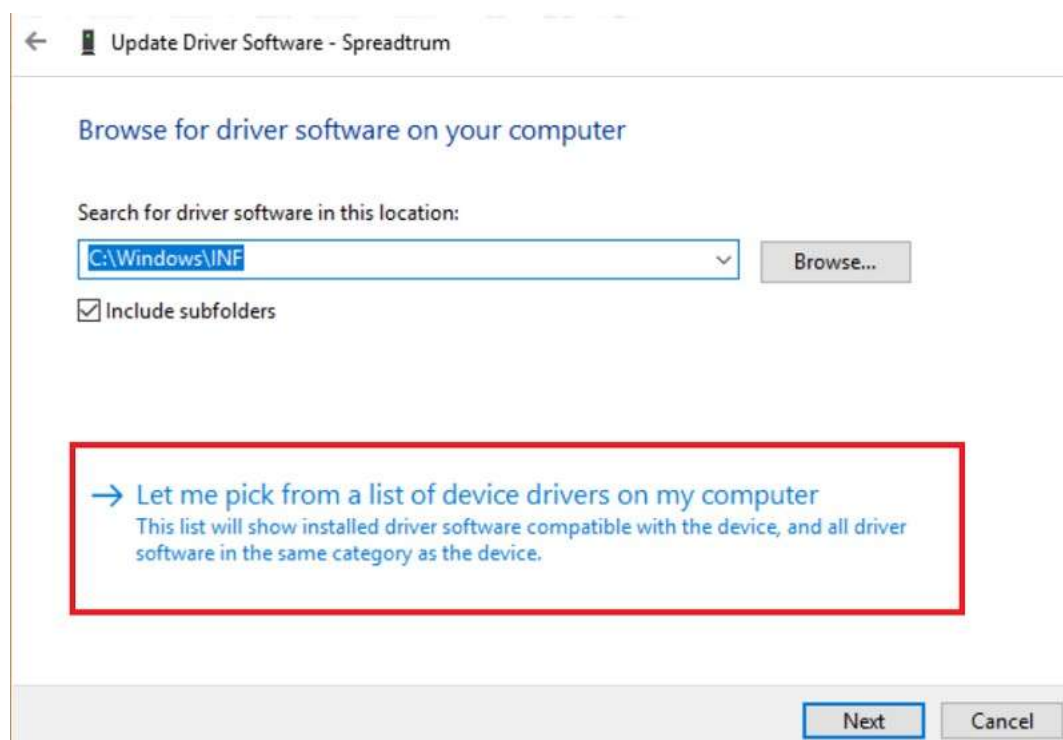


9. Identify location to search for Driver

- Search for driver software in this location: type **C:\Windows\INF**
- Tick a check mark at Include subfolders

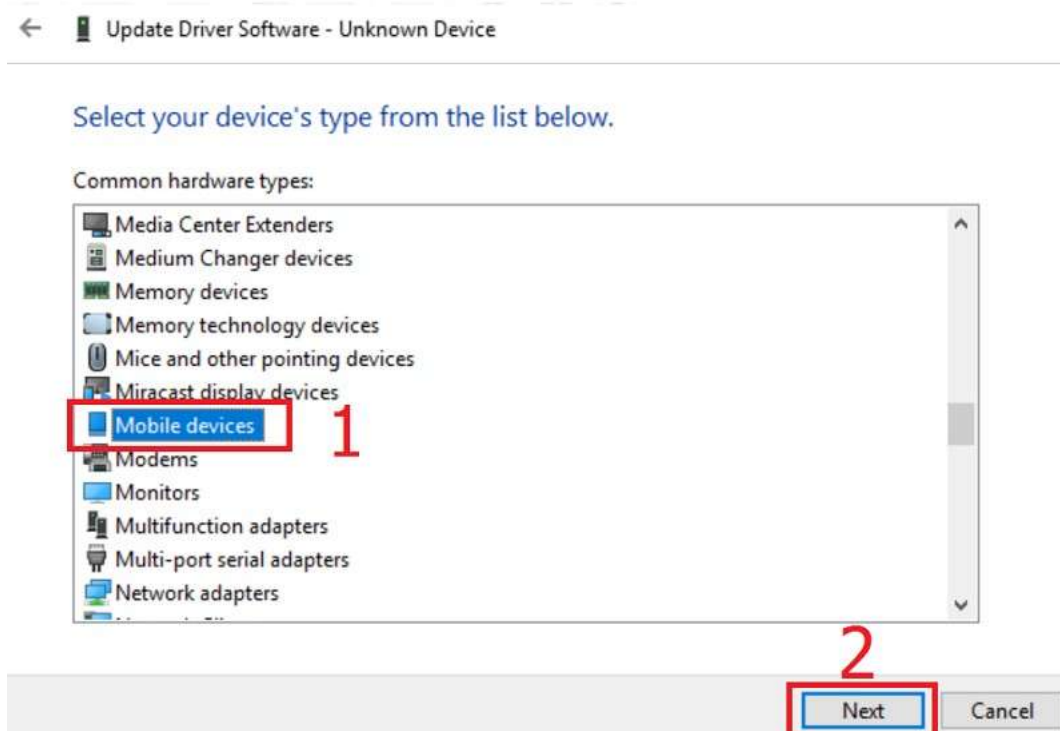


10. Then select Let me pick from a list of device on my computer



11. The list for device's type

- Select Mobile devices (if no, select Android Device)
- Press Next



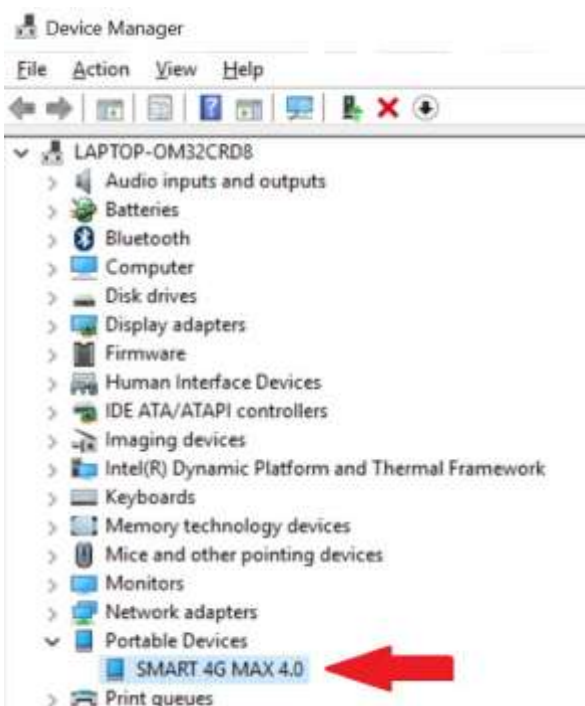
12. System will search and install Driver software (Installing driver software) wait a moment



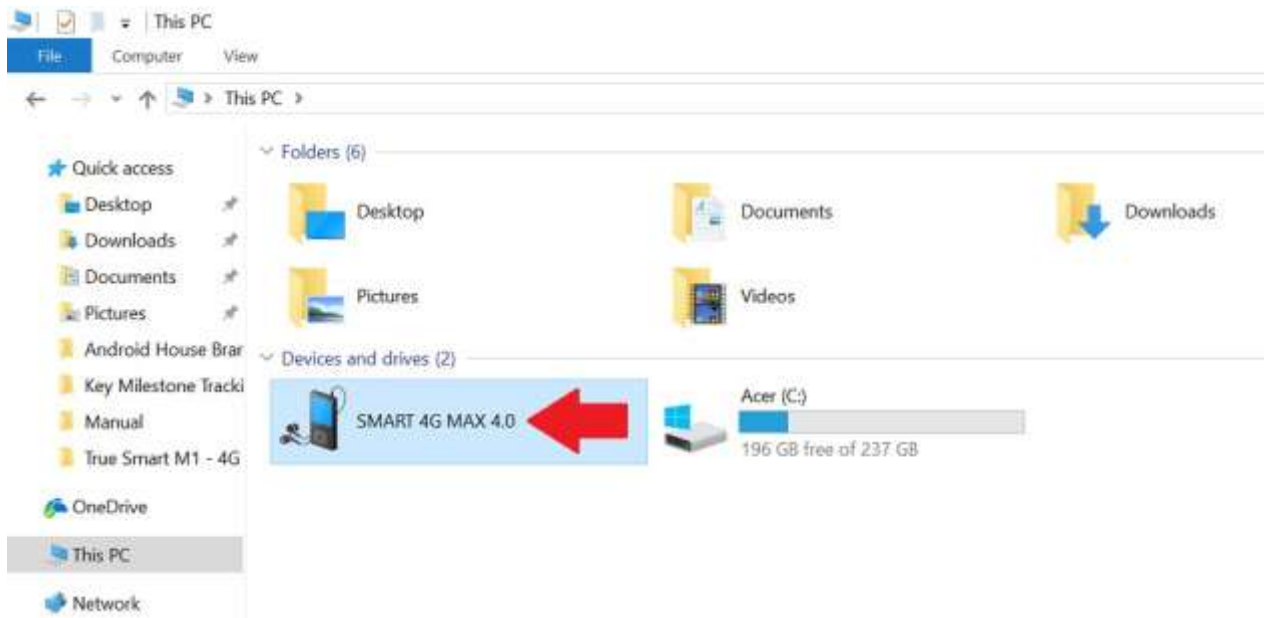
- When Windows has successfully updated your driver software, it'll show MTP USB Device then press Close at bottom right



- Back to Device Manager, notice at Android House Brand which used to have an exclamation sign, it will be changed to Android model that connected to computer (example: SMART 4G MAX 4.0 = True SMART 4G MAX 4.0)



15. Back to This PC or My Computer again, it'll show Android House Brand (example : SMART 4G MAX 4.0) Double click at this name



16. It'll show data stored in connected Android House Brand

- Internal storage = internal device
- External storage = Micro SD Card

