

Wasp

BARCODE TECHNOLOGIES

[Portal](#) > [Knowledgebase](#) > [Hardware](#) > [WPA1000-II Mobile Device Not recognized by Windows Mobile Device Center, connected with data cable](#)

WPA1000-II Mobile Device Not recognized by Windows Mobile Device Center, connected with data cable

Scott Leonard - 2017-04-10 - in [Hardware](#)

On some PCs, the mobile device connected via data cable will be seen correctly in the PC's Device Manager, but Windows Mobile Device Center will not recognize it, despite all troubleshooting.

Should this happen, if you have a client computer installed that has Bluetooth available, we can configure Bluetooth-enabled mobile devices to connect by Bluetooth rather than USB, and Windows Mobile Device Center should recognize it.

First, on the PC that the device will connect to, open the properties for your Bluetooth and ensure that "Allow Bluetooth devices to find this computer" is checked.

On the WPA1000-II device, go to Start menu > Settings > Bluetooth. On the Mode screen, make sure "Turn on Bluetooth" is checked. On the Devices screen: Tap "Add New Device". When the list populates, tap your PC name, then Next. Enter a passcode, Next.

On the PC screen, you should get a message saying "A device is trying to connect." Click the message, or right-click the Bluetooth icon in the toolbar, then click "Allow a device to connect". Enter the same passcode you entered earlier. Device drivers should install on the PC.

On the device, tap the PC name, then Connect button. On the PC Windows Mobile Device Center should show the device as Connected.

Once Windows Mobile Device Center sees the device, proceed to load your Wasp program onto the device as normal.