



# WASP PROTECT

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## Mobile devices not seen in Windows 10

2017-03-02 - Internal User - in General

We have seen an increase in customers unable to communicate with their mobile devices in Windows 10. The machine appears to recognize the device being connected, but Windows Mobile Device Center does not.

Wasp has posted a possible solution to this issue in Knowledgebase article "Windows Mobile Device Center and Windows 10":

<http://support.waspbarcode.com/index.php?Knowledgebase/Article/View/1357/0/windows-mobile-device-center-and-windows-10>

If further updates are needed, that article will be updated.

Please contact support if you require assistance with this update.