# Device Testing Troubleshooting

Troubleshooting iOS Device Testing for Flutter

REMEMBER: You can only test apps on iOS devices if you have a Mac.

When you plug in your iOS device, you should it appear in the top right device selection. If you have followed all the steps detailed in the setup video and you're still unable to get your device to show up in Android Studio, you can follow the steps below to troubleshoot.
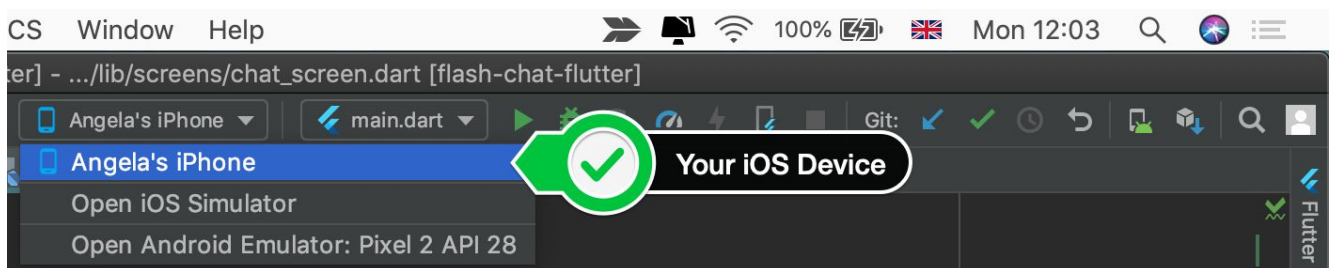
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Step 1- Check Your Xcode and iOS Version is Compatible

Apple has strict rules regarding which versions of Xcode can run apps onto which versions of iOS.

Check that your Xcode version (on your Mac) is ahead of your iOS version (on your device).

e.g. Xcode **10.2** can run onto devices with iOS **12.2** or lower.
But Xcode **11.0** can only run on devices with iOS **11.0** or lower.

Step 2 — Check that you have cocoapods installed successfully

Open up the Terminal application on your Mac and enter this command:

pod --version

This should show the version of cocoapods you have installed, like so:

```
[Angelas-MacBook-Pro:~ angelayu$ pod --version
1.6.1
```

If instead, you see:


```
command not found
```

That means you have not installed cocoapods successfully.

You should review steps 1–3 under the section "Deploying to iOS Devices" in the Flutter setup instructions:
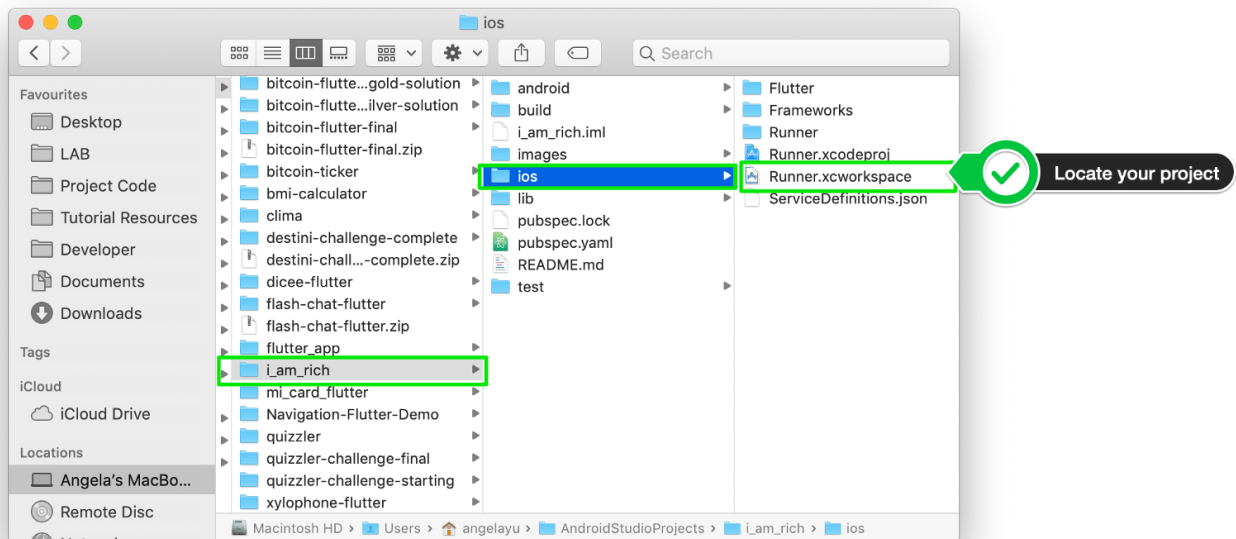
MacOS install

If you continue to have issues installing cocoapods, be sure to check out the troubleshooting page on cocoapods.org:
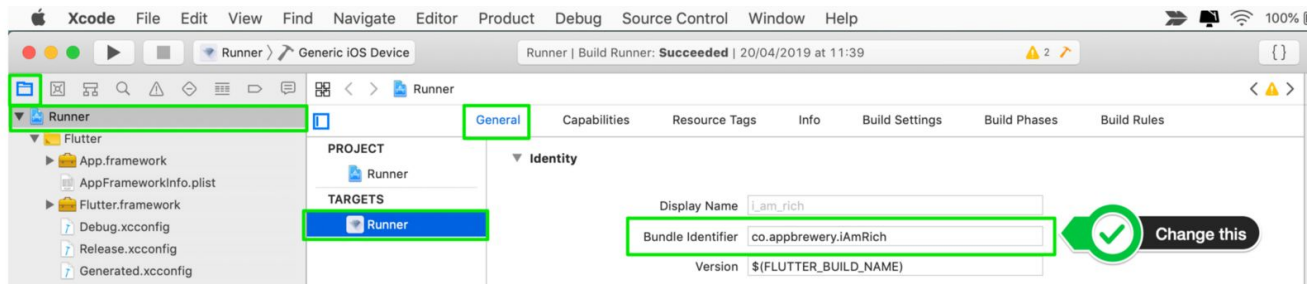
CocoaPods Guides

Step 3 — Make sure that you have no Errors in Xcode

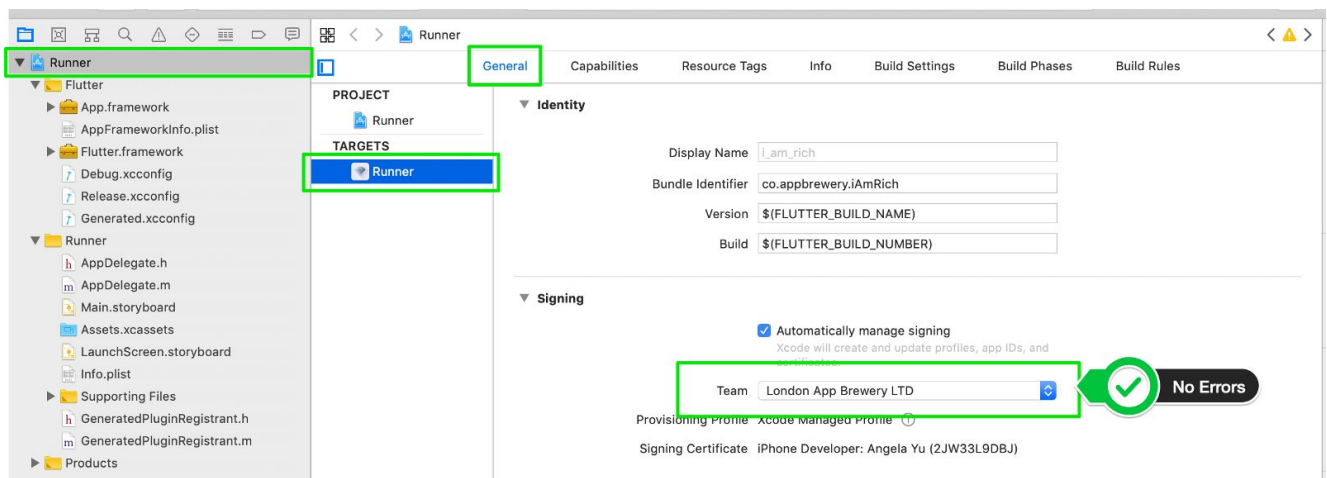1. Locate your project on your Mac:

2. Double click on Runner.xcworkspace to launch it in Xcode.

3. Once it opens in Xcode, make sure you have changed the bundle ID to something unique:
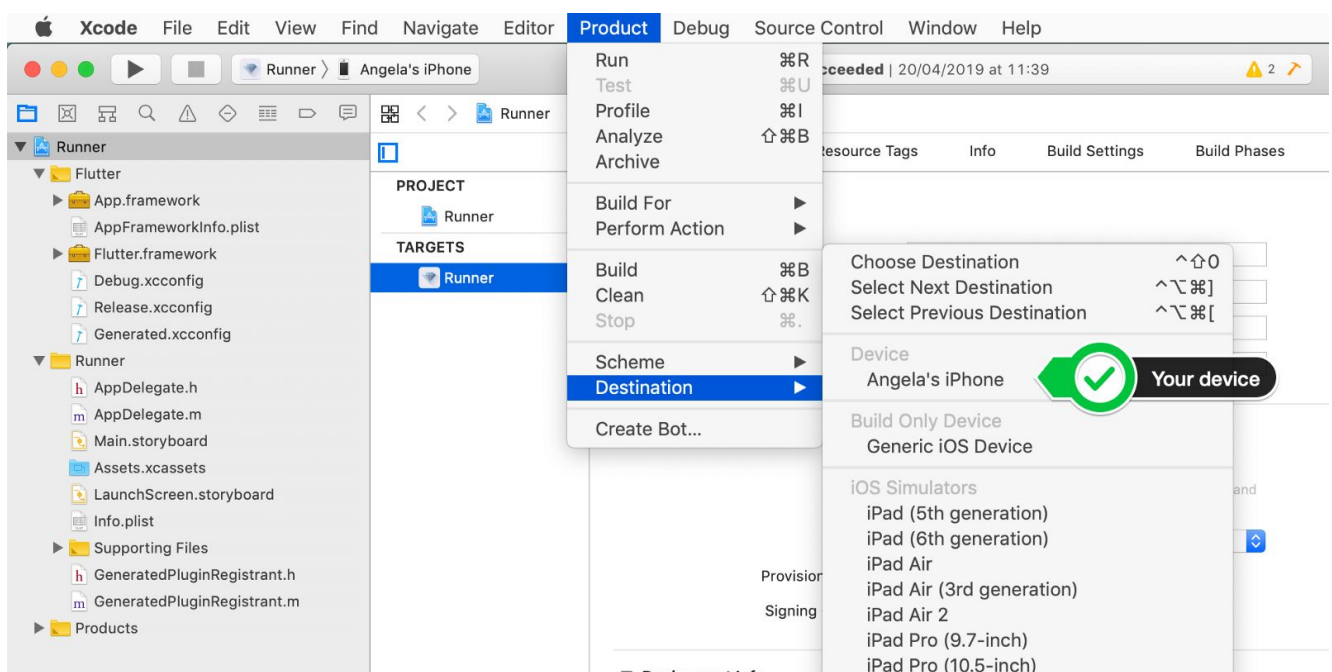
4. I recommend:
com.<YourFirstName><YourLastName>.IAmRich

Replace <YourFirstName> and <YourLastName>

5. Make sure you also have your Apple ID selected as the **team**.

6. You should now be able to select your device when you go to Product > Destination:
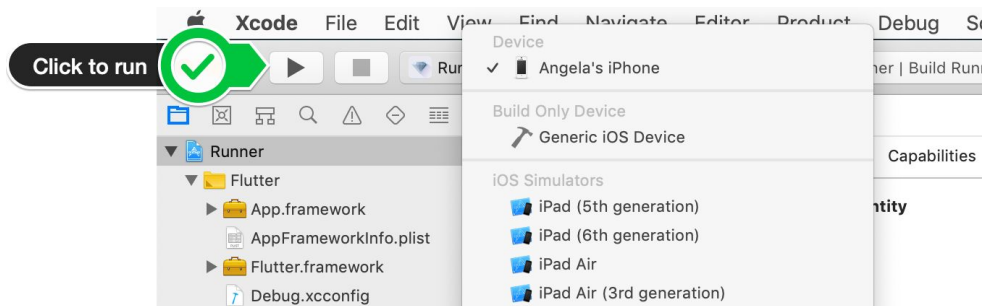
**Step 4 — Make sure that you have trusted your computer on your device**

1. On your device (iPhone/iPad) when you go to Settings > General you should see something called Device Management or Profiles & Device Management.
2. If not, try running your app from Xcode by selecting your device as the destination (as show in step 6 above ^).
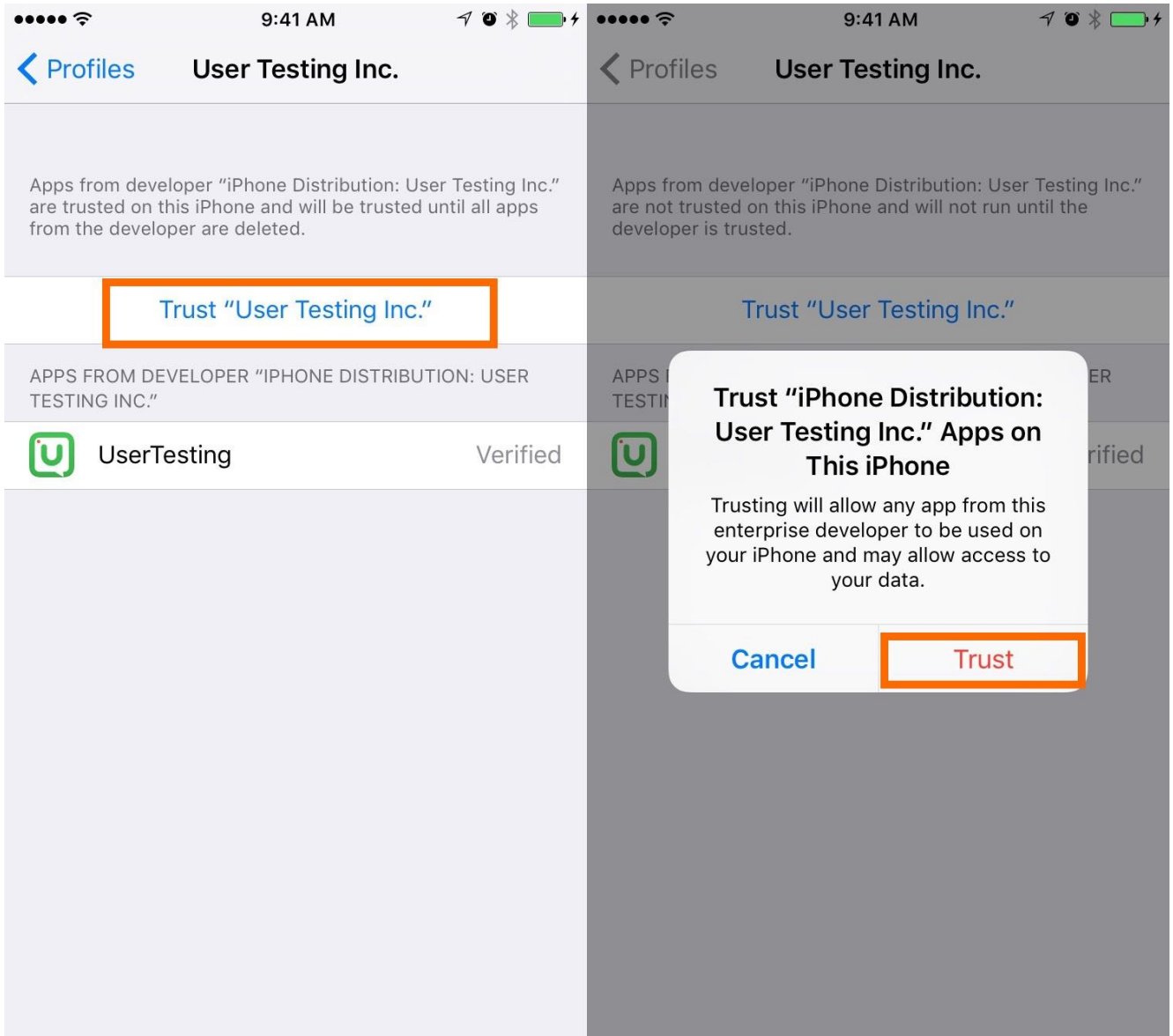

3. You might see a popup in Xcode that looks like this:
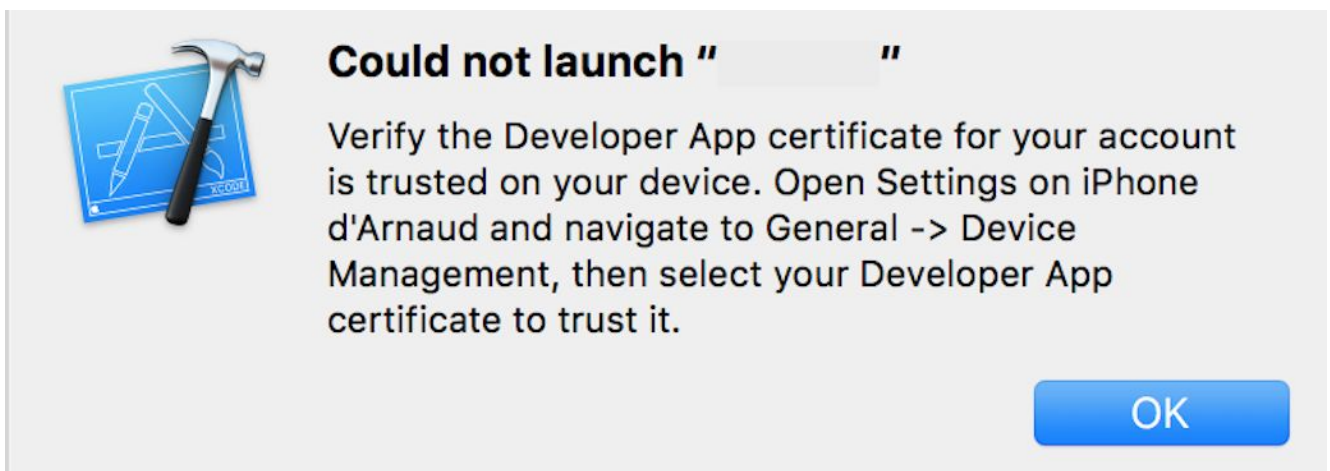
4. If you now check Settings > General you should now be able to find Device Management and you can go into it to trust your Developer certificate.

Troubleshooting Android Device Testing

When you plug in your Android device, you should it appear in the top right device selection. If you have followed all the steps detailed in the setup video and you're still unable to get your device to show up in Android Studio, you can follow the steps below to troubleshoot.
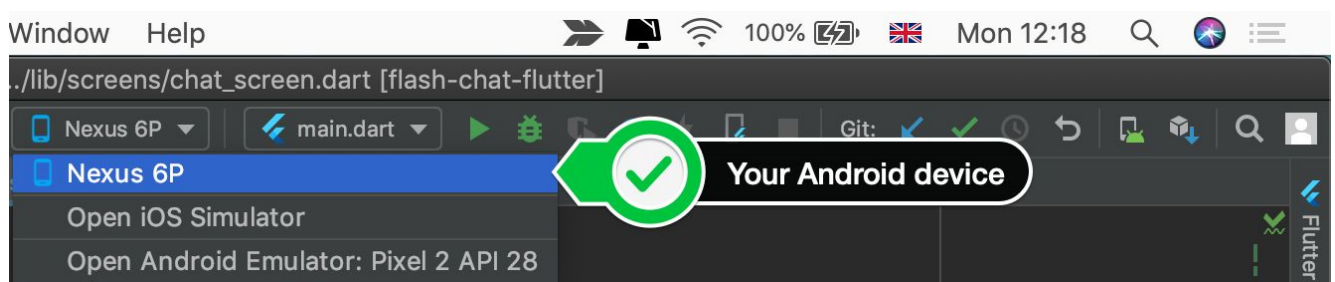
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Step 1 — Check you have successfully enabled developer mode

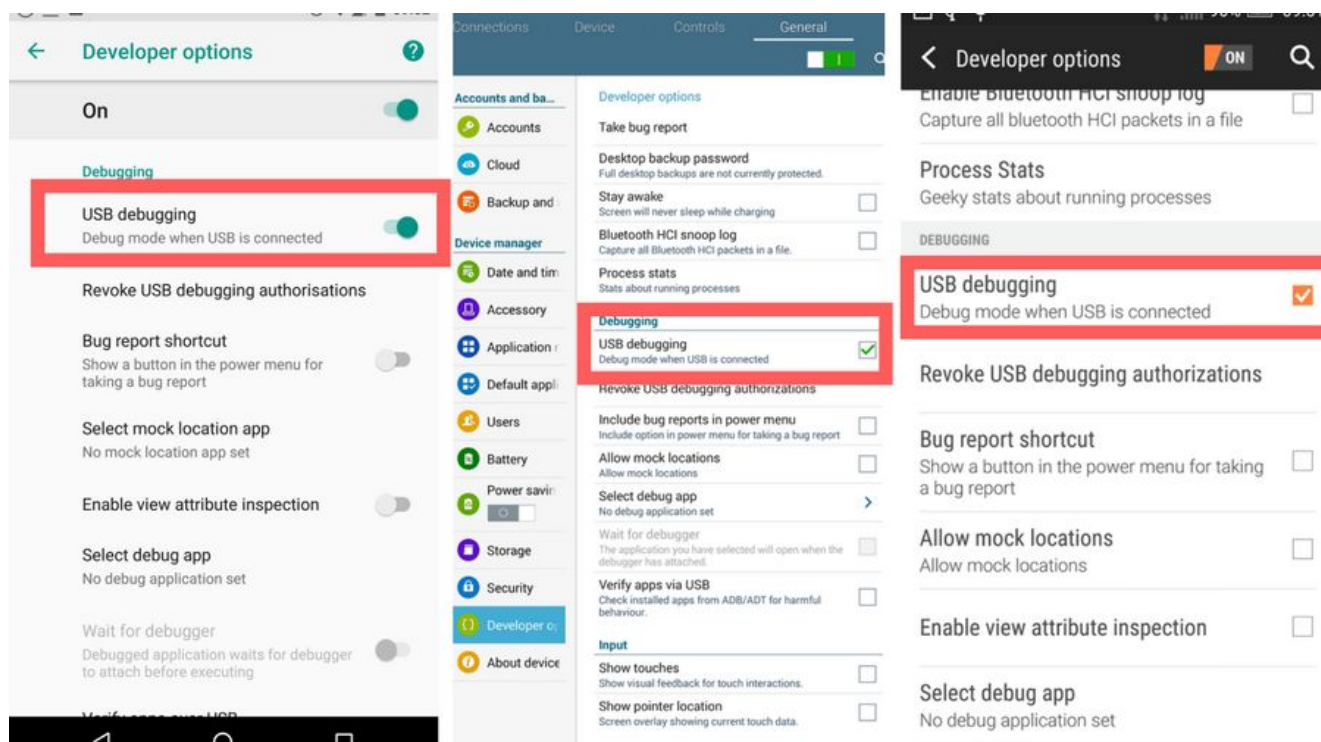Make sure you have followed the steps in the videos to enable developer mode and you're now able to see the Developer Options menu and are able to enable USB Debugging.

If you're having difficulty enabling developer mode, be sure to google for the specific instructions for your phone type with this expression:
How to enable developer options on YOUR_PHONE_TYPE

You should have USB debugging enabled via the Developer Options menu

Step 2 — Try a different USB cable

Not all USB cables are created equal! Some cables can transfer power without being able to transfer data, so even if you see your device charging, it doesn't mean the cable can transfer the data to allow your phone to be recognised by your computer. Ideally find the original cable that came with your device, these usually allow both charging and transfer.

This seems almost too simple, but from our in-person courses, we've found that over 60% of students who have an issue setting up their device with Android Studio actual have a bad USB cable. If you

don't have one, just pick up an Amazon basics cable, they don't cost too much and will last you for quite a while.

AmazonBasics USB Cable - 2.0 A Male to Micro B - 6 Feet (1.8 Meters)
by AmazonBasics
★★★★☆ ⌄ 3,306 customer reviews | 204 answered questions

Currently unavailable.
We don't know when or if this item will be back in stock.

- Ideal for charging Android phones and tablets or connecting PC peripherals such as hard drives, printers, and more
- USB 2.0 Cable - A Male to Micro B; Supports 480-Mbps transmission speed
- Gold-plated connectors resist corrosion for signal purity
- Compact Lightning Connector head works with nearly all cases
- Cable length: 6 feet (1.8 meters); Backed by a 1-year limited warranty

Compare with similar items

There is a newer model of this item:
AmazonBasics USB 2.0 A-Male to Micro B Cable, 6 feet, Black
$5.40
★★★★☆ (1,632)
In Stock.

Step 3 — Enable file transfers for your device

1. Connect the device with the appropriate USB cable to the PC.
2. In the home screen, slide with a finger from the top to the bottom of the screen.
3. Verify that the USB connection is saying 'Connected as media device' or 'Media device [MTP] connected.

If it does not and instead says "USB Options" or "USB Charging this device" tap on it to bring up a menu.

To communicate with your computer, Android devices give you a choice of two protocols, PTP and MTP. Try changing the USB connection options to **Camera (PTP)** and see if that solves your issue. If not, switch to the **Media Device (MTP)** option. Your computer will probably pick up the device at this point and you should be able to trust your computer via a pop up on your phone.

Take a look at the image on the next page.
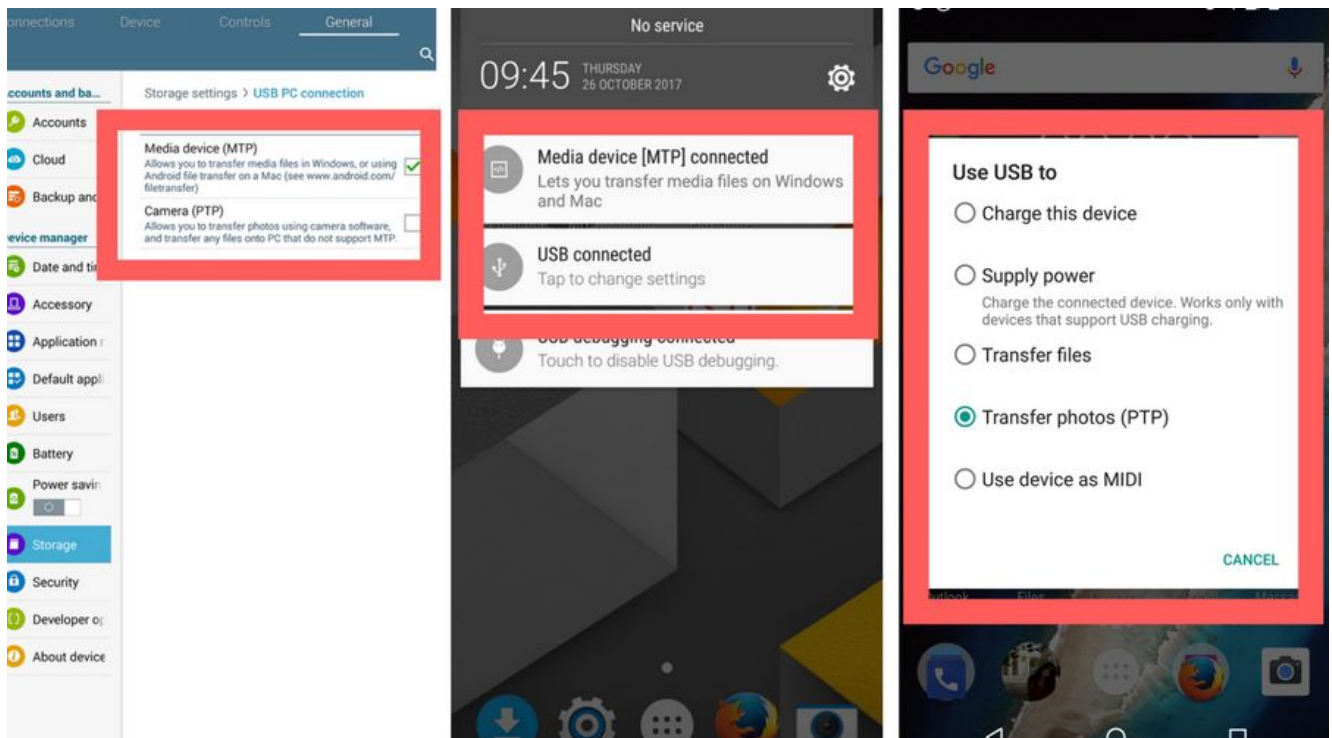
It above does not work, and when connecting the Android device to PC the driver installation fails, or is not being picked up at all:

1. Go to 'Apps' > 'Settings' > 'About phone'
2. Click on 'Build number' approx. 7 times to add 'Developer options' to the Settings menu
3. Go to 'Apps' > 'Settings' > 'Developer options'
4. Scroll down to 'Select USB Configuration'
5. Select the appropriate USB option

If the above steps do not work try the following:

1. Go to "Settings" > "Storage" >
2. Tap on the three vertical dots in the top-right corner of your screen
3. Select "USB computer connection"
4. Tick the box next to "Media device (MTP)
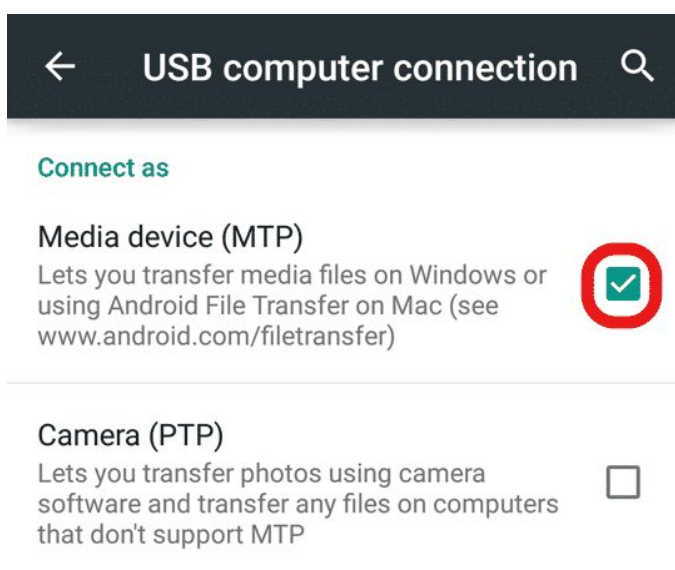
If the above steps do not work try the following:

1. Disable 'USB debugging'
2. Shutdown and then power on the device while still being plugged into the cradle/snap-on adapter and all of the cables are connected (power and USB).

If above does not work, the last option is to set the device back to factory defaults:

1. Go to 'Apps' > 'Settings' > 'Backup & reset'
2. Tap 'Factory data reset'
3. Tap 'Reset phone'
4. Confirm by tapping on 'Erase everything'

Media Transfer Protocol (MTP) is not working on Windows 10
Even if there is nothing wrong with the Android device nor with the cabling, there is still a possibility that the device driver on the PC is failing.
This has been observed a few times in Windows 10.
To re-install this driver, the following can be done:

1. On the PC, open File Explorer and navigate to **C:\Windows\INF**
2. Locate the file **'wpdmtp.inf'**, right-click on that file and select **Install**
3. The installation should take only a couple of seconds, and MTP should be working as usual.
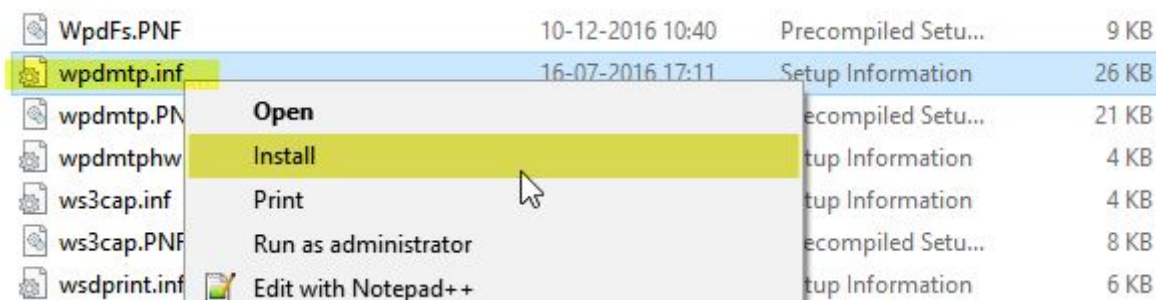
You are here: <u>Home</u> / <u>Guides</u> / What to do if Android file transfer is not working

Step 4— Check you have the right driver for your phone installed on your PC (Skip if you have a Mac)

If you have a Nexus device, follow the steps in this guide to download the latest drivers for your operating system:

Get the Google USB Driver | Android Developers

If you have a different device, check for the OEM USB driver on the manufacturer's website, this table lists some of the common manufacturers:

https://developer.android.com/studio/run/oem-usb#Drivers

Step 5 — Uninstall Samsung's Kies file transfer software (skip if not installed)

Samsung's file transfer software often causes interference with the native Android file transfer. To uninstall Kies you will need to download the installer first (clicking the link will start the download), and then select the "uninstall" option within the file package.