

# What to Do If 'Tansee iPhone Message Transfer' Does Not Recognize My iPhone?

## **1 Please download and install the latest version of Tansee software from [here](#).**

Additionally, to access iPhone messages, you will need to install the **Apple Mobile Device Support** component [64-bit](#) or [32-bit](#). Another option: "Apple Mobile Device Support" component is included in **iTunes**. Click [here](#) to download and install the latest version of iTunes and verify that it is able to read your iPhone, iPad or iPod Touch. (Mac OS does not require iTunes installation.)

I have already installed iTunes, but iTunes does not recognize my iPhone. [What to Do If iTunes does not recognize my iPhone?](#)

## **2 Please try using a different USB port or USB cable.**

Faulty cables or ports can prevent your iPhone from being recognized by Tansee. Also, avoid using USB hubs and connect your iPhone directly to the computer.

## **3 The user must be a local admin.**

Tansee will not show up under a non-administrator account.

- Right-click on the program shortcut or program .exe file, and click on 'Run as administrator'.
- If prompted by UAC, click on 'Yes' to allow the program to run with full permissions as an administrator.

NOTE: If you are doing this while logged in as a standard user instead of an administrator, you will need to provide the administrator's password before the program will run as an administrator."



### **Customer feedback:**

"When I launch the executable under any profile other than Administrator, a message appears stating 'iTunes is required, please install iTunes,' even though iTunes is installed and working properly. Running the program as Administrator resolves the issue."



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