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](64-bit) or [32-bit](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.
a. Right-click on the program shortcut or program .exe file, and click on 'Run as administrator'.
b. 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."