

# How to fix iTools error not receiving iPhone

iTools is a synchronization tool, data backup for iPhone and iPad with more advanced features and utilities than the iTunes software. However, the iTools software sometimes does not recognize your iPhone and your work will be affected. If you have not found a fix, follow the instructions below.

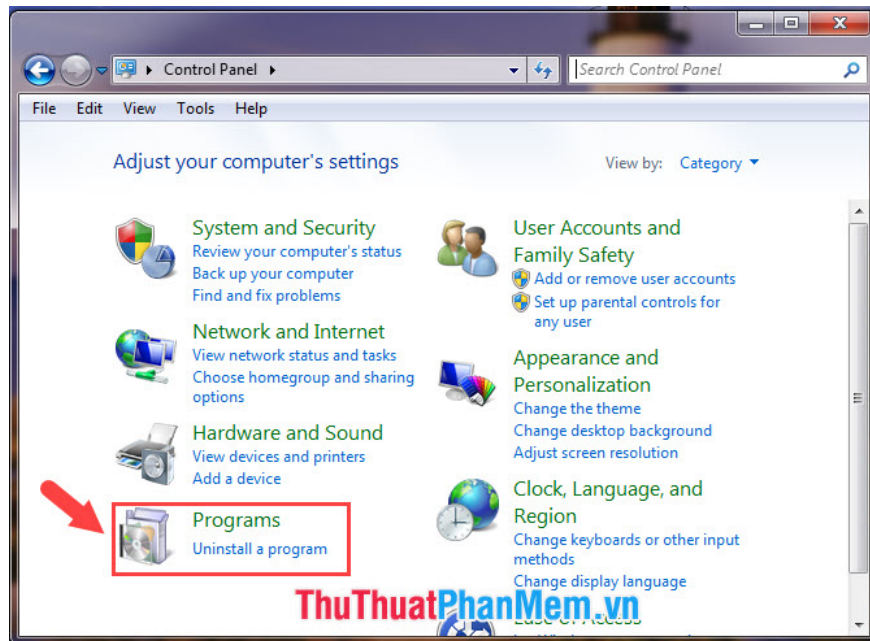
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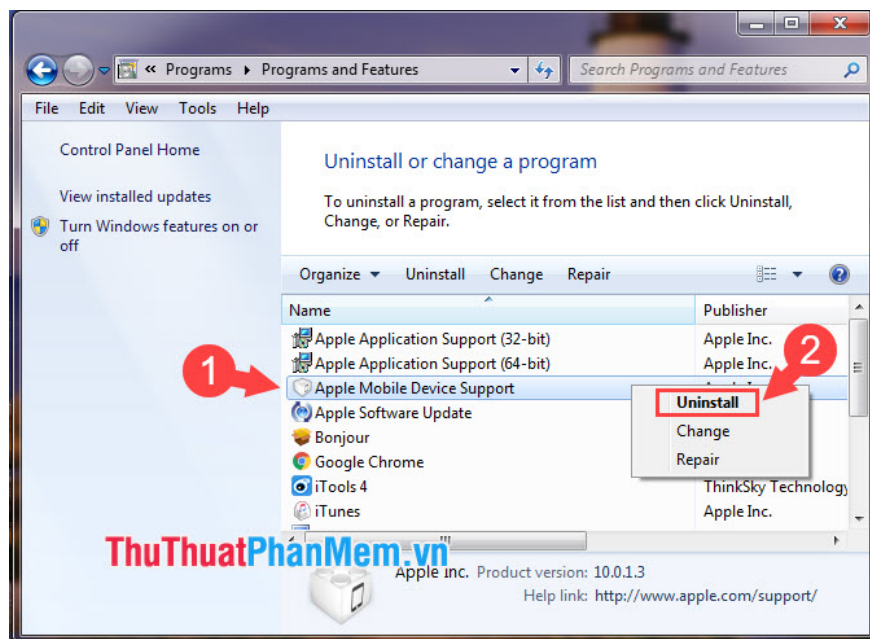
## Method 1: Fix iTools not recognizing iPhone by uninstalling Apple Mobile Device Support

Because iTools requires a driver set from iTunes, it is possible that the driver on iTunes fails and makes iTools unable to recognize the iPhone.

**Step 1:** Let's remove the iTunes driver by opening **Control Panel => Uninstall a program** .



**Step 2:** Go to the **Apple Mobile Device Support** program and proceed to **Remove** it.

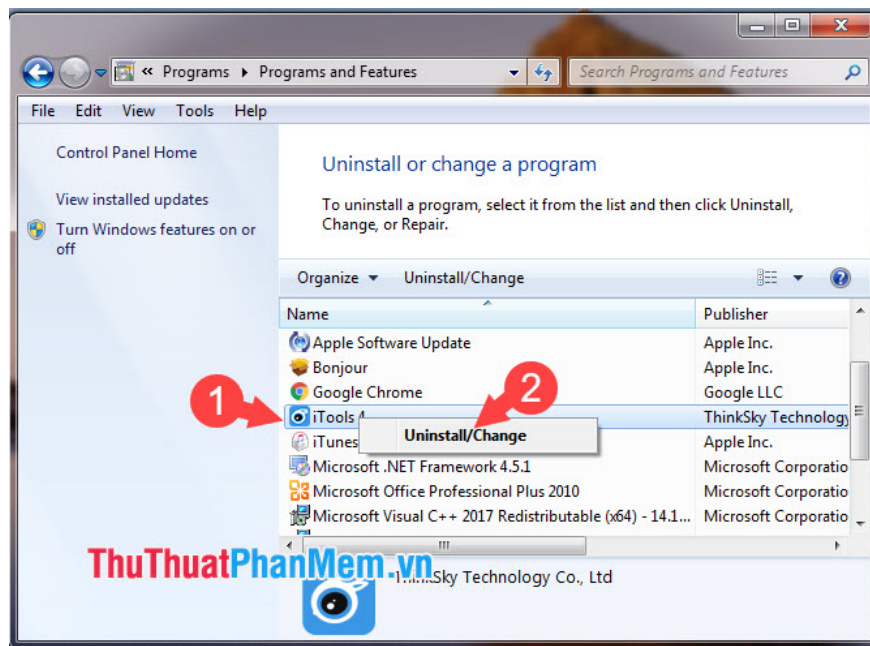


**Step 3:** Go to iTunes homepage <https://www.apple.com/lae/itunes/download/> and download the latest version of iTunes and install it on your computer.

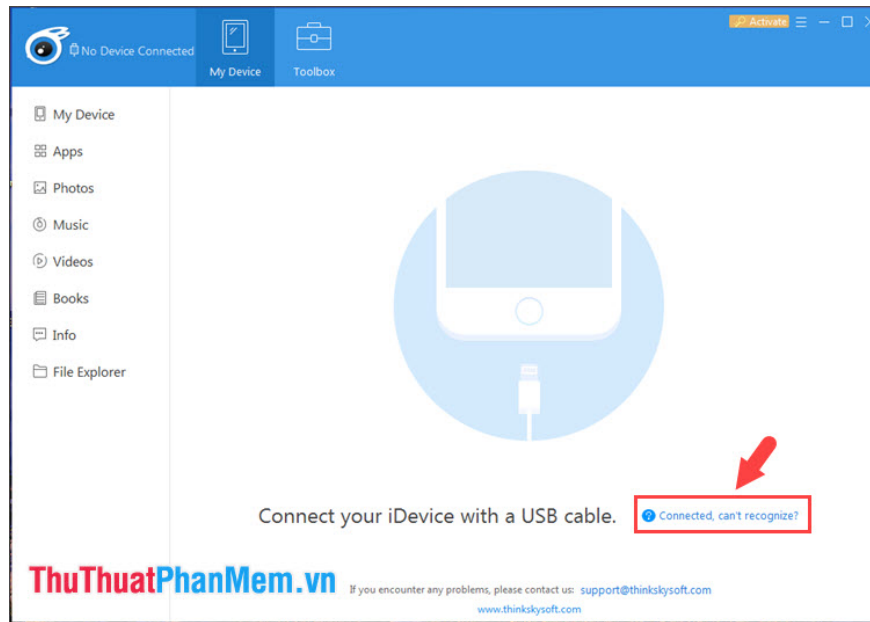


## Method 2: Fix iTools error not receiving iPhone with iTools One - Click Repair

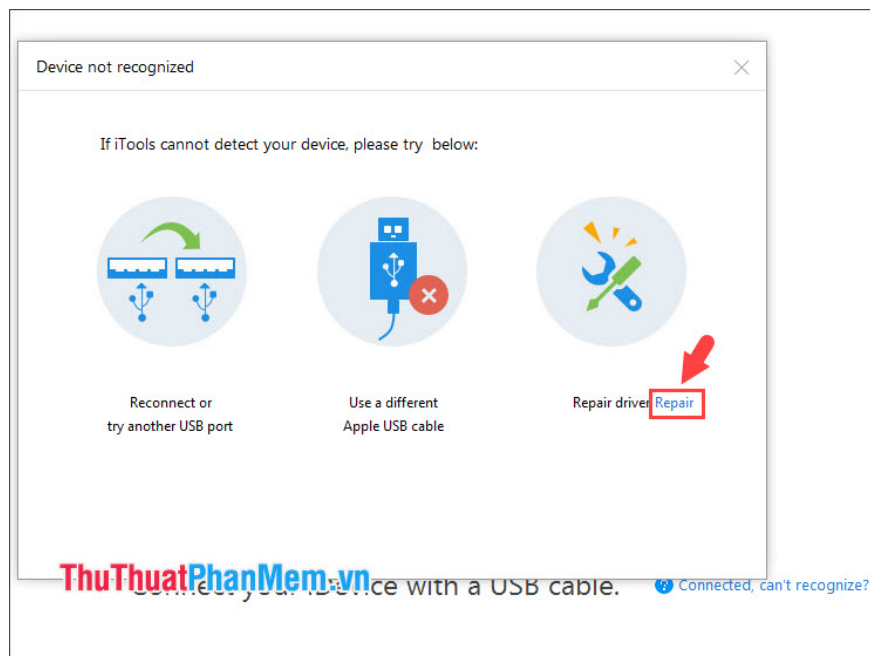
**Step 1:** We will proceed to remove the old version of **iTools** and visit the website <https://www.thinkskysoft.com/itools/> to download and install the latest version of **iTools**.



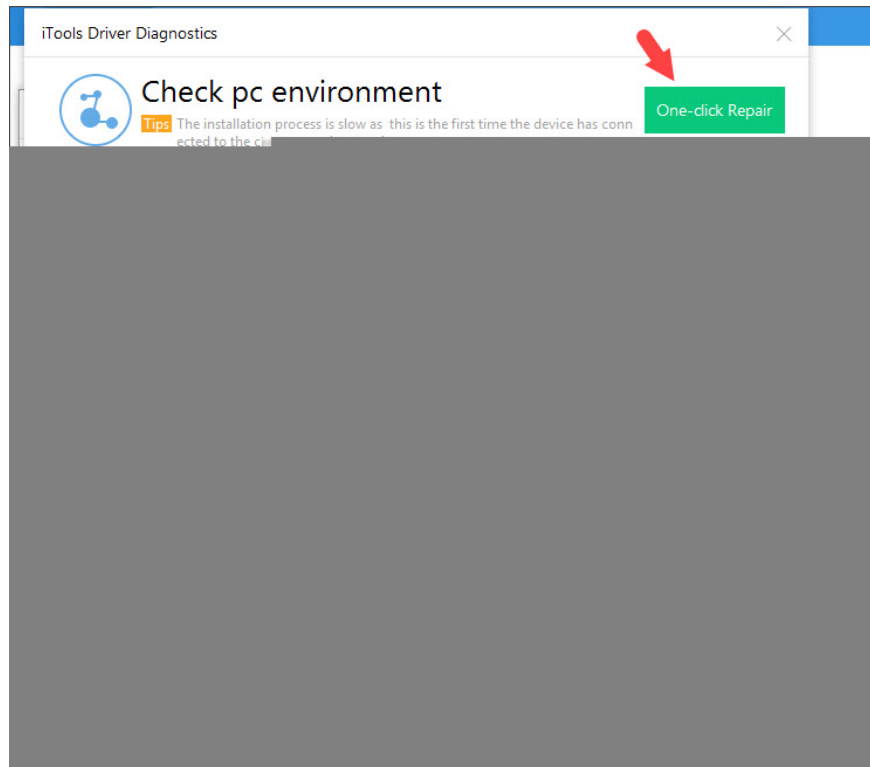
**Step 2:** Open iTools and click on **Connected, can't recognize?** below.



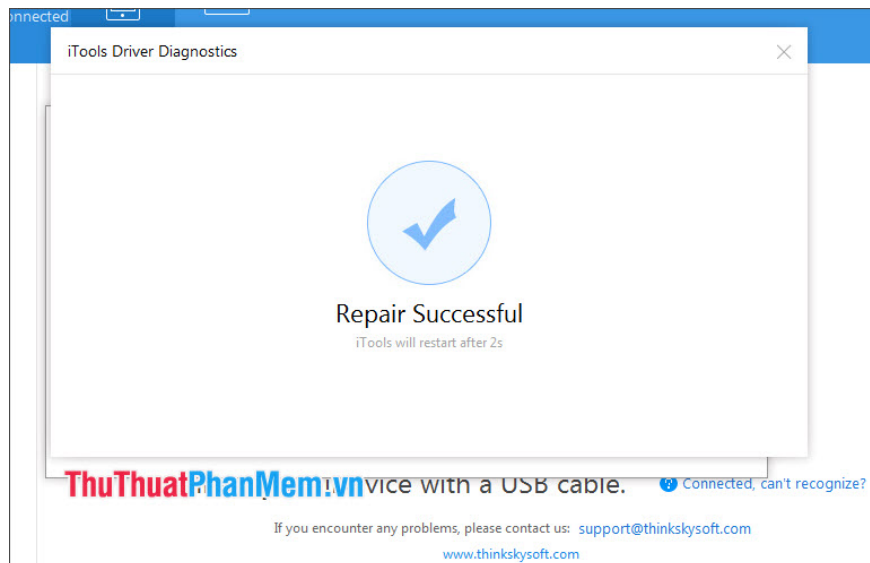
**Step 3:** Click on **Repair** driver.



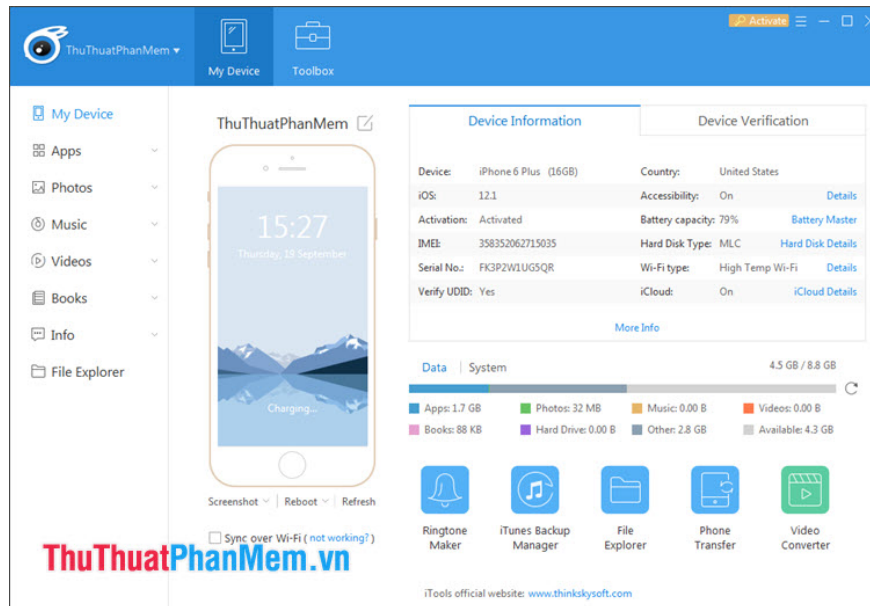
**Step 4:** Click the item **One-click Repair** . Then the system will automatically scan and fix errors for you.



And the **Repair Successful** message appears.



**Step 5:** After fixing the error, turn off the **iTools** software , disconnect the iPhone cable and open the **iTools** software , reconnect the iPhone cable to the computer. If iTools recognizes iPhone as shown below, it is successful.



With two ways to fix iTools not recognizing iPhone, hope you can fix the problem quickly and easily. If you have difficulties in the implementation process or have questions about the steps in the article, please ask [TipsMake.com](http://TipsMake.com) in the comment section at the end of the article!

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