

How to fix iTunes error not getting connected to iPhone

Connecting to iTunes on a Windows computer often gets a lot of trouble because iTunes is optimized primarily for MacOS. In some cases we will not be able to connect the phone to iTunes, what to do? In this article, the Software Tips will guide you how to fix not connecting to iTunes.

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1. Use genuine Cable

As you know, to connect to iTunes we need the Lightning Cable. But in the Vietnam market, the fake Cable Lightning is currently very confused and difficult to distinguish. With "regular" Lightning Cable, they will not have enough number of wires to transmit signals, so you need to look for good Cable Lightning cables. If you do not have the genuine Cable Lightning cable from Apple when you buy the machine, you can use the fibers from 3rd party MFi standards such as: Remax, Pisen, Aukey, Anker, Hoco, . . . With MFi standard cables, you will be able to connect to iTunes easily without any errors.

MFi Certified

Made with authentic components that meet the MFi certification for longevity & compatibility.



Reversible



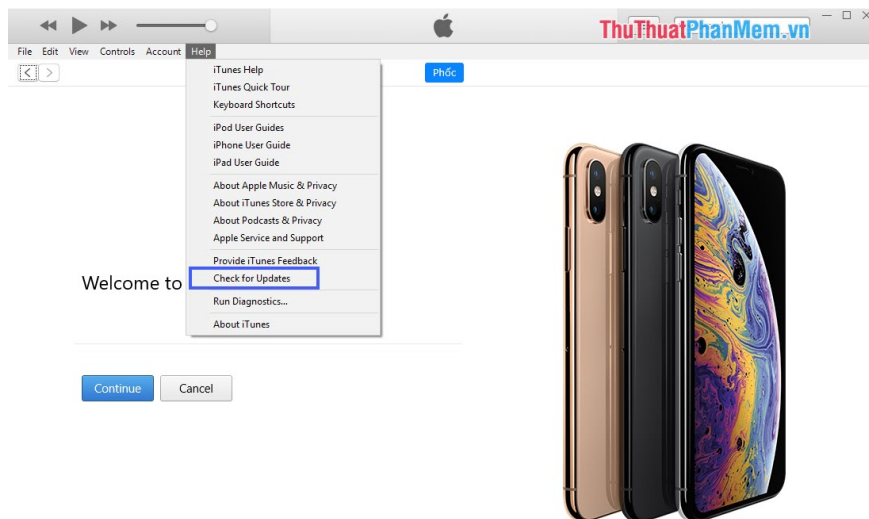
iOS

Made for
iPhone | iPad | iPod

2. Check for iTunes updates

Although iTunes has been on the market for a long time, they constantly receive small updates from Apple to fix the error. Updating iTunes to the latest version will give you a better experience and sometimes it will also fix the error of not being able to connect iPhone to iTunes. The update to iTunes you can do directly on the software without any intervention from any 3rd software.

You open the **iTunes** software -> **Help** -> **Check for Updates** .



3. Restart "hard" iPhone

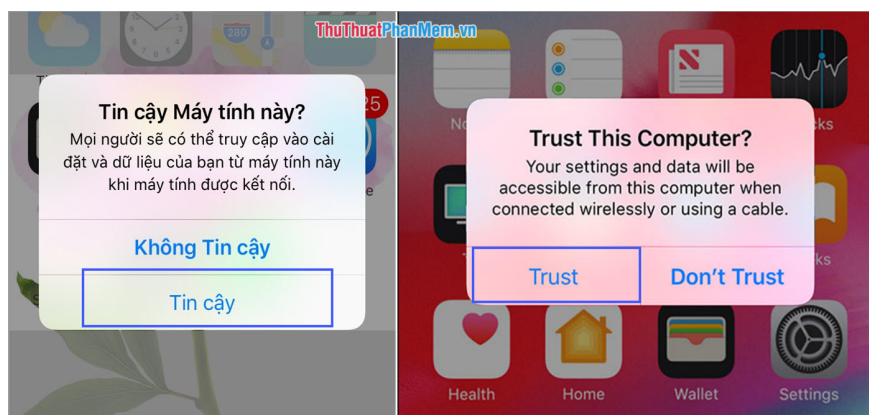
Most people using iPhones do not have a Restart habit after a long time of using. Restart will help the iPhone to erase the amount of cache data and restart the operating system to make it work much smoother and more efficiently. Normally Restart you will hold the power button to turn off and restart, but the hard Restart, you need to have a few more additional steps as follows:

Actions: Hold down the power button and select Slide to Power off. Then you restart your iPhone by holding down **Power (source)** and press keys **Volume / Decrease sound volume** at the same time.



4. Grant access on the iPhone

Apple has always been famous for its security capabilities, and its products have always taken security as seriously as possible. Not any iPhone can connect to a simple computer. iPhone will ask you to enter a password to be able to charge, transfer data, even ask the owner: Is this computer reliable or not? before they connect to each other. With the first iPhone device connected to a strange computer, on the iPhone screen will ask Trust this computer? You can choose to **Trust (Trust)** to be able to connect.



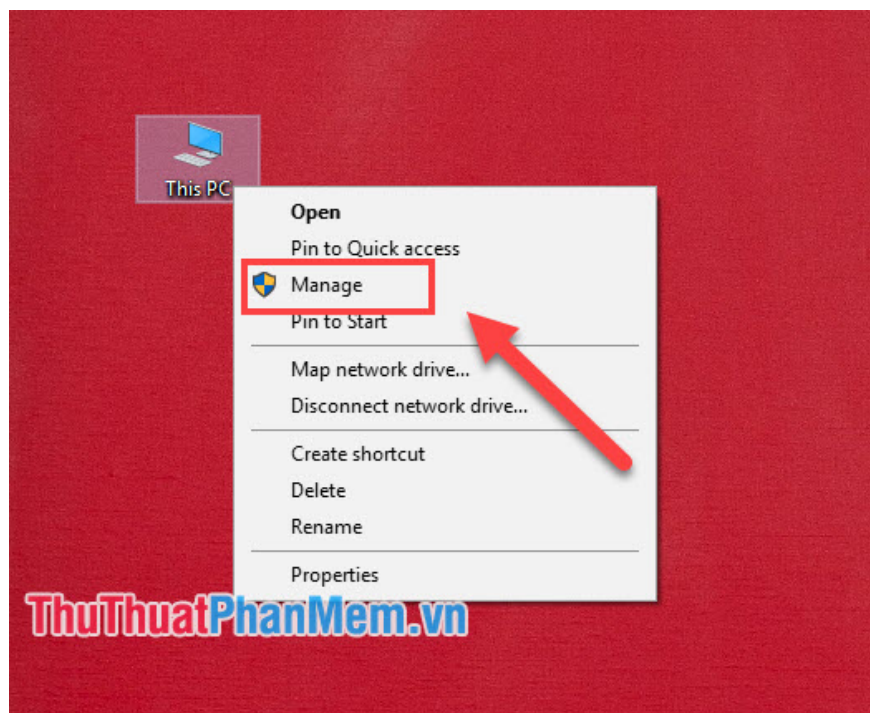
Please note that you select the correct **Trust (Trust)** , if you choose the wrong to do **not Trust (Don't Trust)** , it means that you did not trust this computer permanently. But we still have a way to restore them to default by selecting **Settings -> General Settings -> Reset -> Reset location & privacy** .



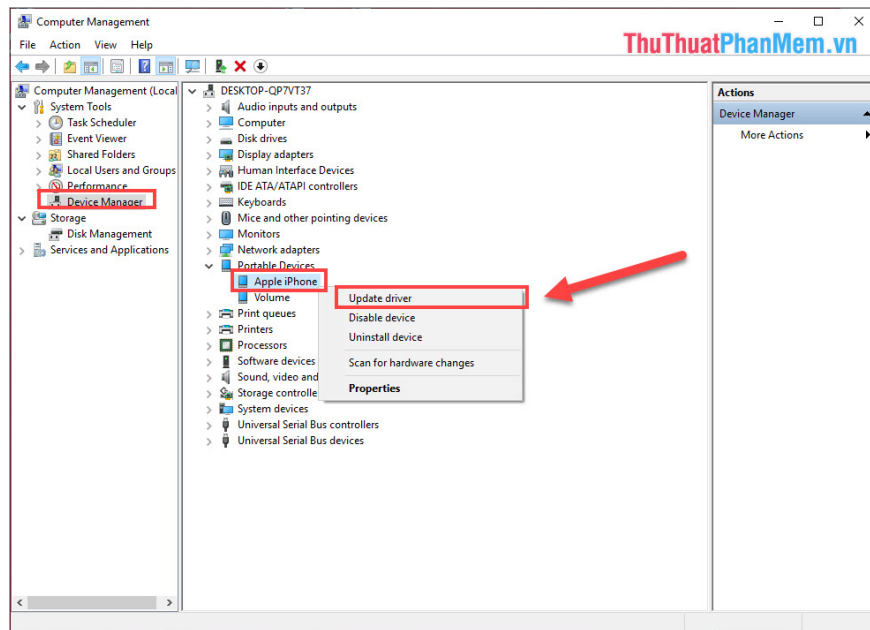
5. Reinstall Apple Driver

In order to connect devices to the computer, specialized drivers are required. If the above methods do not help you connect your iPhone to iTunes, then force you to interfere with the Driver on the computer. Reinstalling Driver for iTunes does not take too much time and is very simple. You need to follow these steps:

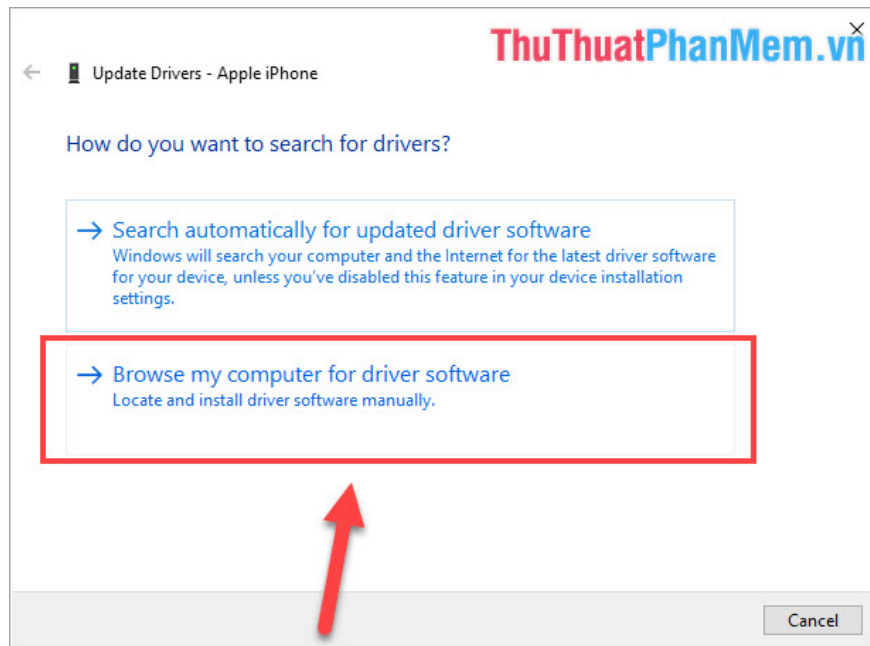
Step 1: Right-click on **This PC** and select **Manage** to open the settings.



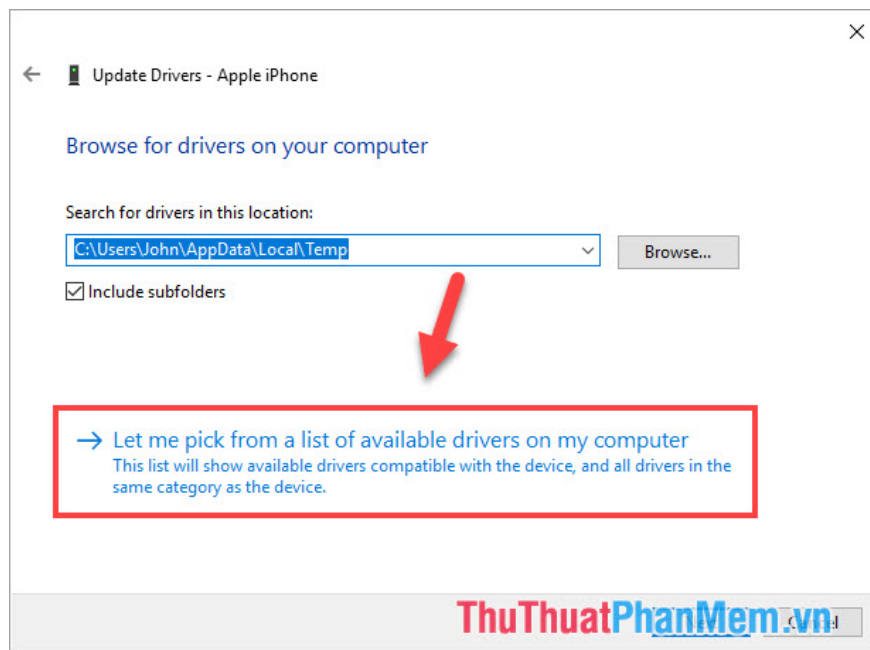
Step 2: Here you find the **Device Manager** section and select **Portable Devices** -> **Apple iPhone** -> **Update Driver** .



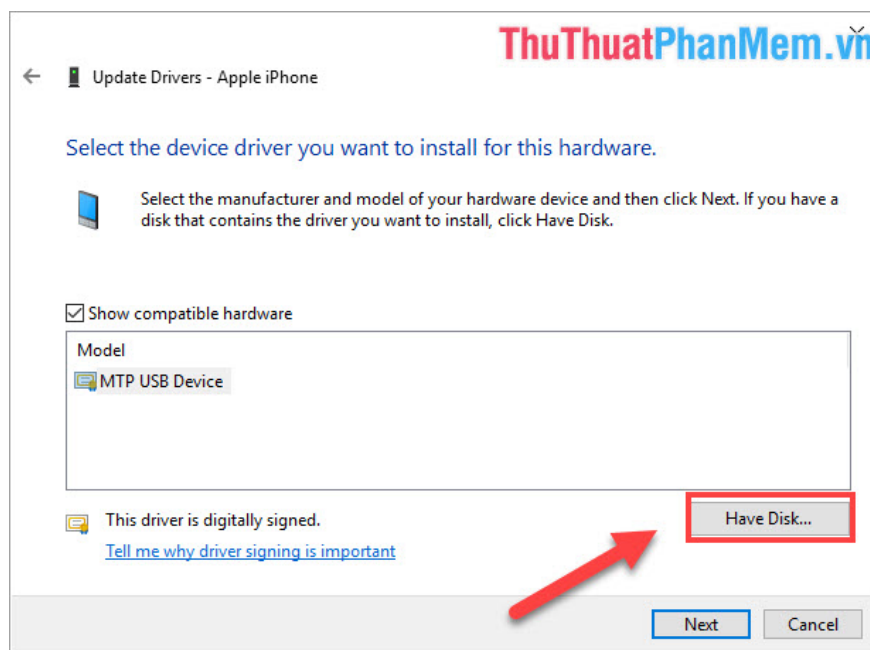
Step 3: Select **Browse my computer for driver software** .



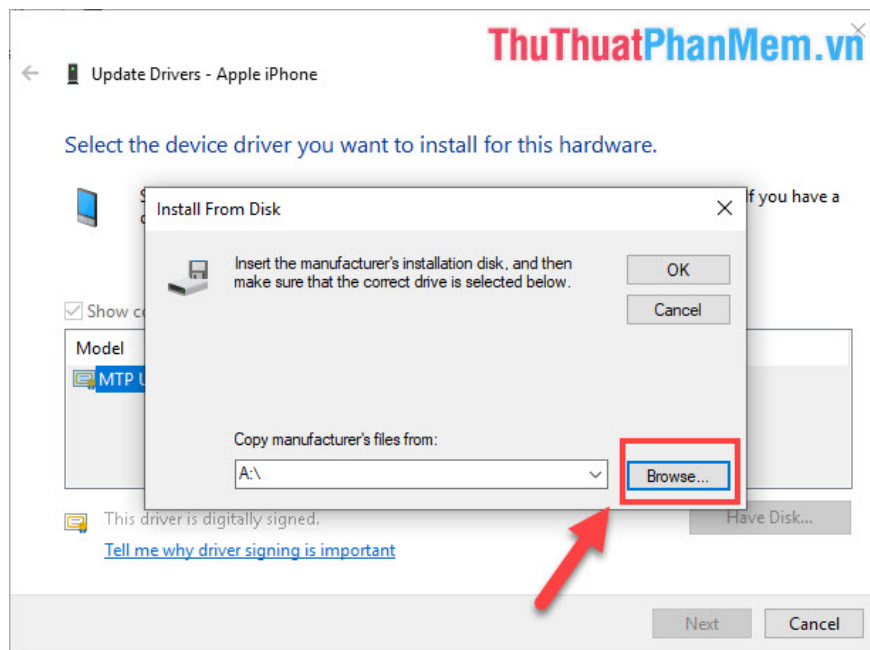
Step 4: Continue to select **Let me pick from a list of available driver on my computer** .



Step 5: Next, select **Have Disk** to select **Driver** .

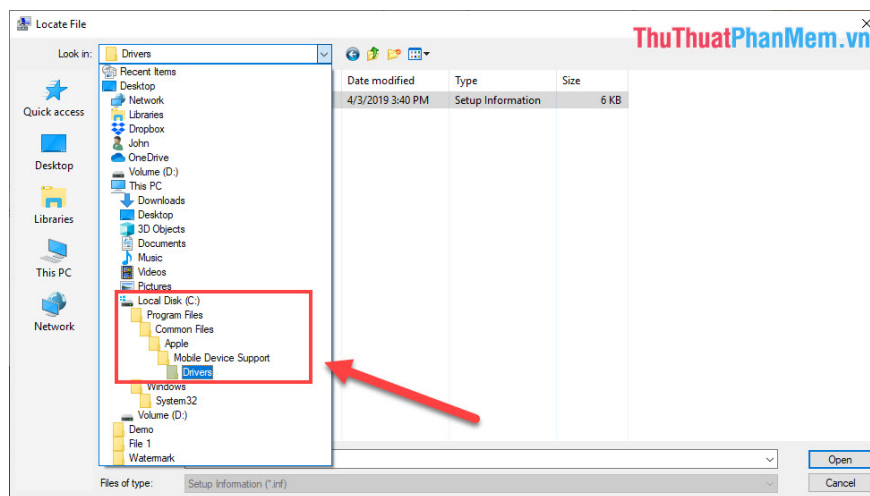


Step 6: Select **Browse** . to search for the folder containing the file.

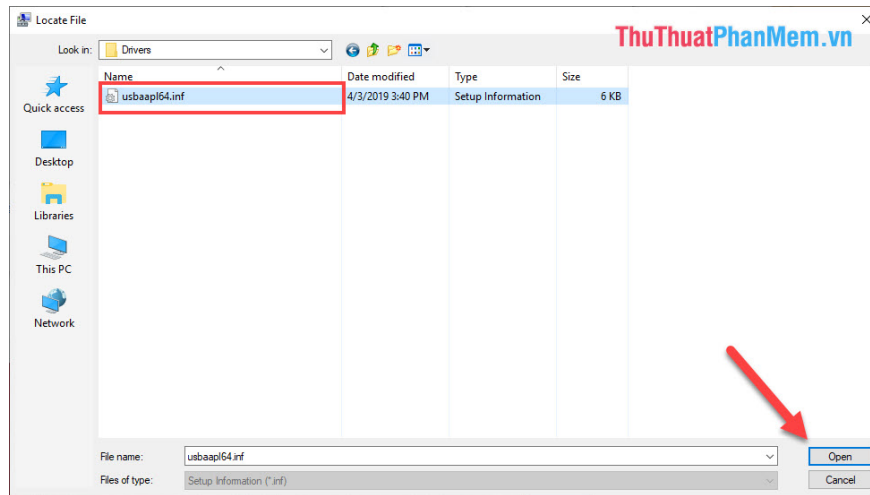


Step 7: At this point, you need to know if your computer uses **32-bit Windows** or **64-bit Windows** . Because each version of Windows, the file will be in a different location.

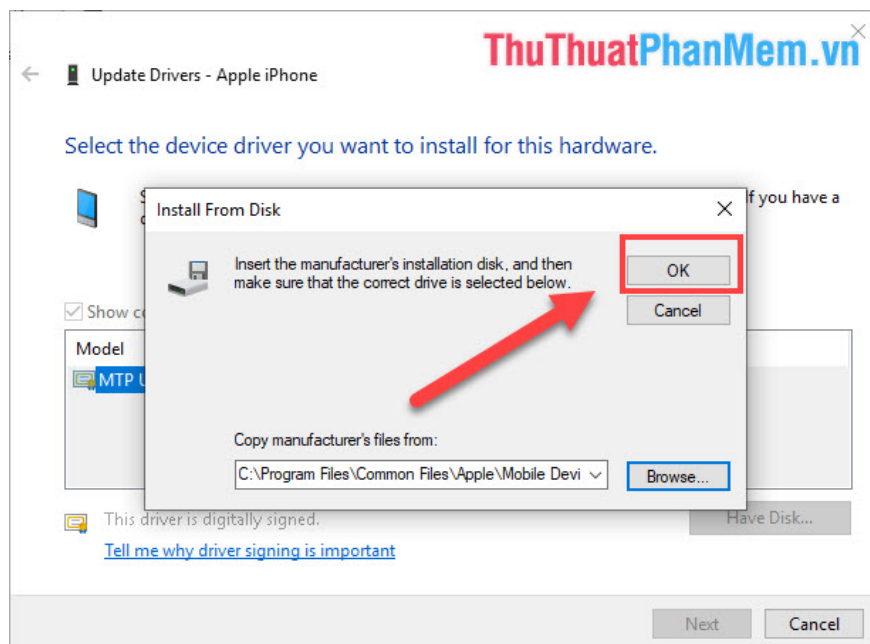
1. Windows 64-bit: *C: Program FilesCommon FileAppleMobile Device SupportDriversusbaapl64.inf*



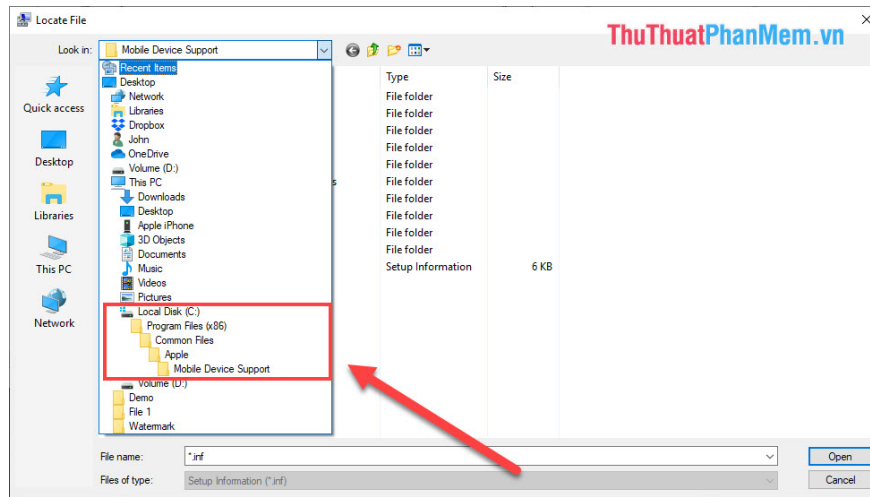
Then you select the **file usbaapl64.inf** and click **Open** to open.



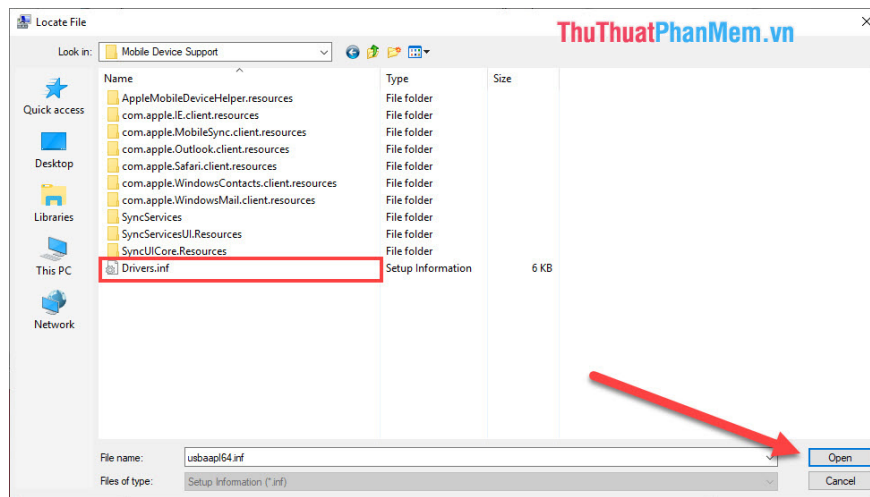
Finally click **OK** to proceed with the installation.



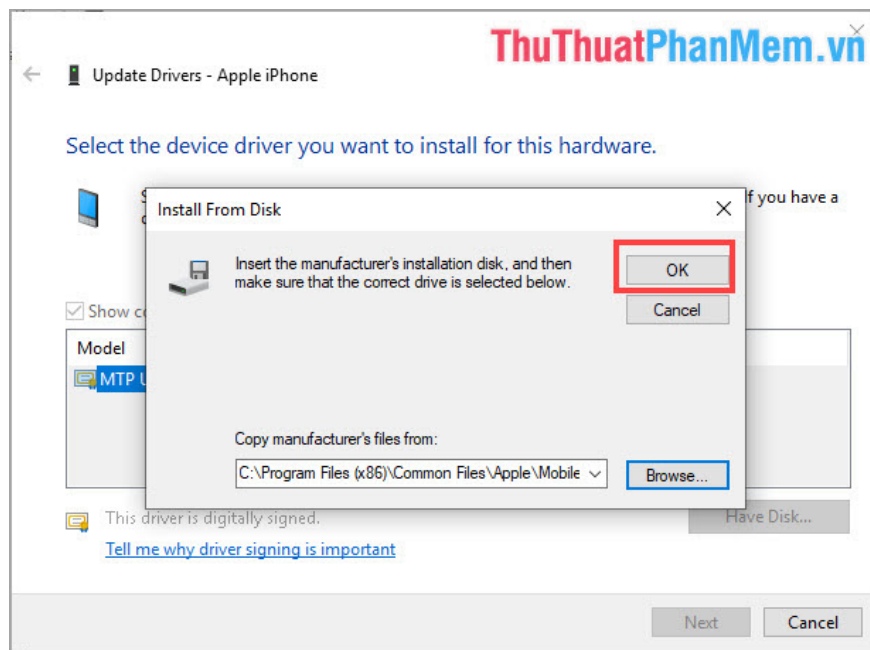
2. 32-bit Windows: *C: Program Files (x86) Common FilesAppleMobile Device SupportDrivers.inf*



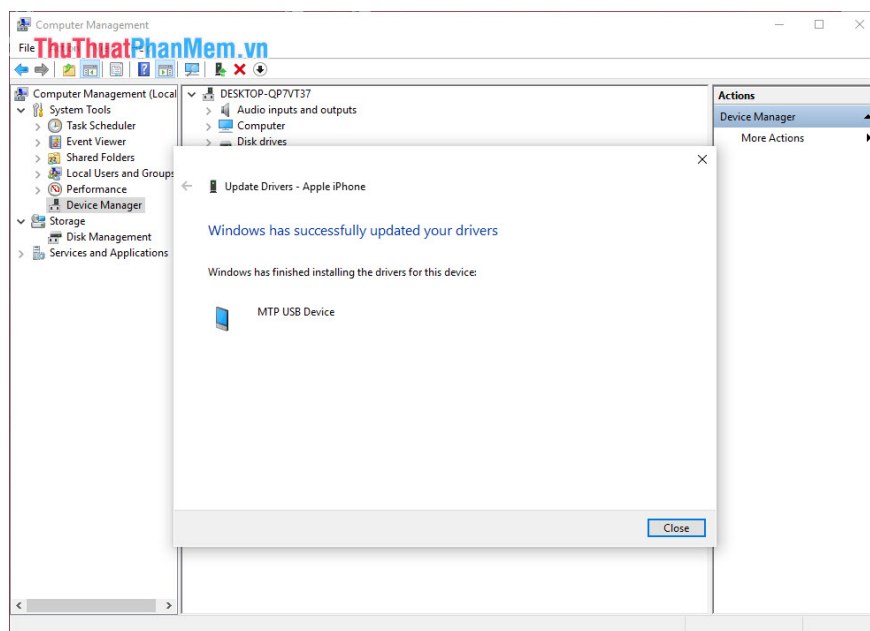
Then you select the **Drivers.inf** file and click **Open** to open.



Finally click **OK** to proceed with the installation.



Step 8: Once completed you will receive the following message.



So in this article, Software Tips have shown you how to fix iTunes not connected to iPhone. Have a nice day!

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