

Hi, I am shannon, the product assistant of iTools!

There are some frequently asked questions and their solutions about iTools. We are still updating this document, welcome to contact me and add more questions and solutions! My email is: shannon@thinksy.hk

FAQ:

1.

Q: Error about iTools is not compatible? / I have downloaded the latest version of iTunes, why still ask me to download it?

A: You can put iTools into this path:

c:\program files\common files\apple\apple application support

If it still cannot work, copy these file(icudt46.dll,libcuc.dll,libxml2.dll)into the catalog of iTools. (If your system is windows7,64bits,you can find these three files in: C:\Program Files (x86)\Common Files\Apple\Apple Application)

2.

Q: Error about "Failed to subscribe to the device. Please check if the related iTunes services (Apple Mobile Device, Bonjour Service) are enabled"

A: Press the Windows button on the left lower corner and then go to Run program, type in "services.msc" and find Apple Mobile Device and Bon Jour. Right-click to check if these two items are open. If not, then click to open them. (If your system is windows 7, you can click: windows+R, you can refer to the picture)



3.

Q: My iphone is already jailbreak, when I connect iTools, why it showed my device is still not jailbreak?

A: I think your device is lacking in a patch called afc2, we judge your device or not depends on whether your device have afc2.

4.

Q: I cannot open all the apps in my device!

A: Firstly, you can restart your device. If it still cannot work, it may be a problem about the authorization. You can download an app from app store on your device with your account, then you can use the other apps.

5.

Q: Why I cannot import music , Ringtones and video?

A: You can try this way:

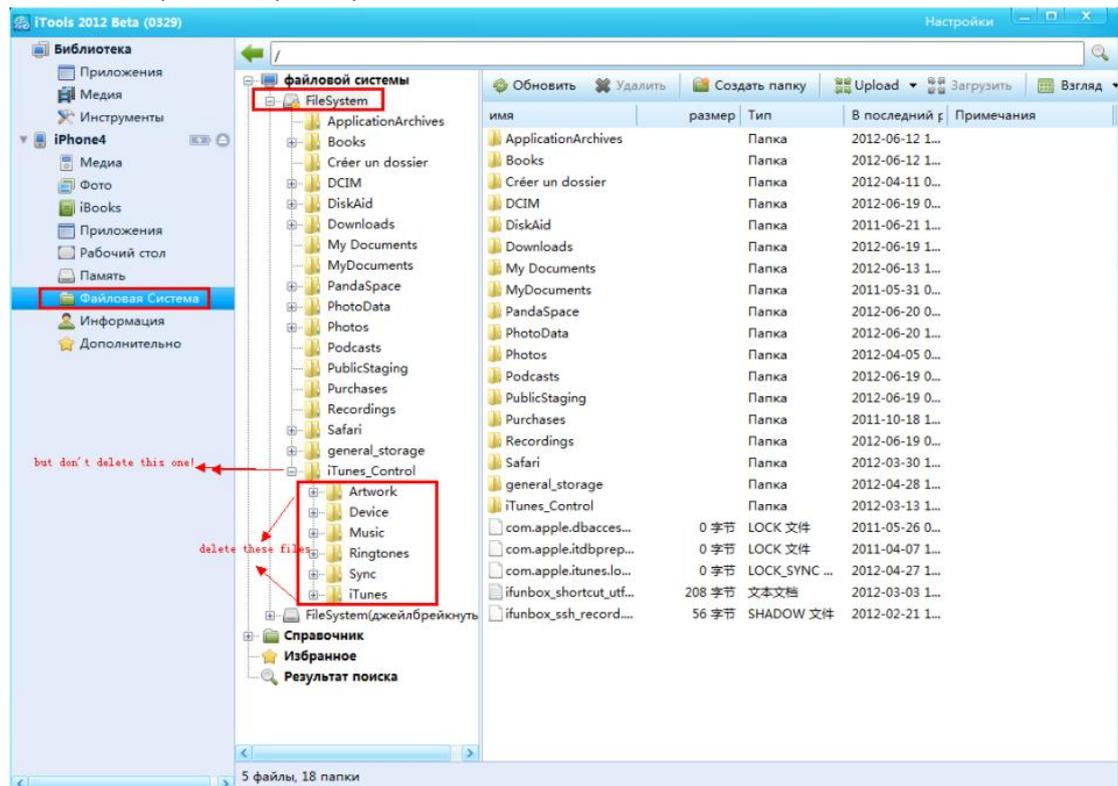
Firstly, **backup your music file first.**

Secondly, delete the files (what files? You can refer to the first picture)

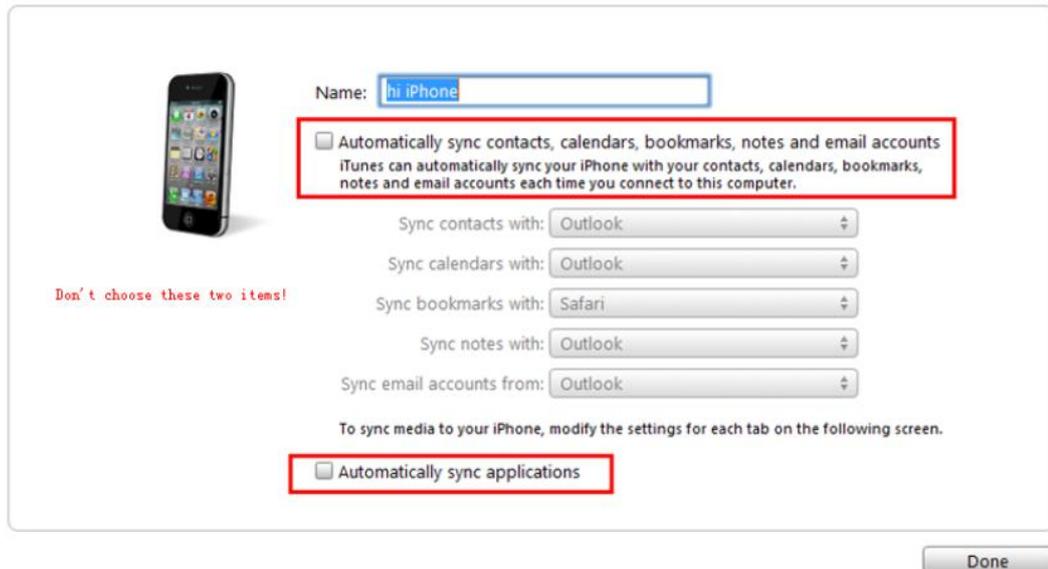
Thirdly, close iTunes, open iTunes, you can find your iphone is just like a new iphone, the select the one called "set as new iphone".

Fourthly, after the third step, please remember **not choose** the selection of synchronize, you can refer the second picture.

Then, I think you can try to import some music, I think it is ok.



Set Up Your iPhone



Name:

Automatically sync contacts, calendars, bookmarks, notes and email accounts
iTunes can automatically sync your iPhone with your contacts, calendars, bookmarks, notes and email accounts each time you connect to this computer.

Sync contacts with:

Sync calendars with:

Sync bookmarks with:

Sync notes with:

Sync email accounts from:

To sync media to your iPhone, modify the settings for each tab on the following screen.

Automatically sync applications

Done

6.

Q: I use iTools to export something, but the system icon is black, why?

A: Because the .png files in Apple device is different from the .png files in windows, the png files from Apple device cannot be recognized by windows. You need to Right-click it and choose "convert and local".

7.

Q: I cannot import/export photos!

A: Everythings about photos you can use this way:

There is something wrong of your file data. Firstly and most importantly, you should **backup your photos first**. Then follow these steps: open itools-->File system-->File system-->delete all the files under the "PhotoData" catalog and "photo" catalog, then restart your device and itools. You will find all the photos disappeared, then import all your photo, and the problem solved.

8.

Q: I have deleted the ringtones in iTools, but they are still here in my device! What can I do ?

A: Open itools-->File system-->File system-->iTunes_Control-->iTunes-->double click Ringtones.plist , delete the sentences as the picture showed.

```

<?xml version="1.0" encoding="UTF-8"?>
<!DOCTYPE plist PUBLIC "-//Apple//DTD PLIST 1.0//EN" "http://www.apple.com/DTDs/PropertyList-1.0.dtd">
<plist version="1.0">
<dict>
<key>Ringtones</key>
<dict>
<key>TSVE.m4r</key>
<dict>
<key>GUID</key>
<string>4D43F136A544DF71</string>
<key>Name</key>
<string>Bonus Track</string>
<key>PID</key>
<integer>4616208544453418855</integer>
<key>Protected Content</key>
<false/>
<key>Total Time</key>
<integer>129000</integer>
</dict>
</dict>
</dict>
</plist>

```

9.

Q: I do import some music in my device, why I cannot find it?

A: Because you have not set iTunes. Firstly, open iTunes-->choose your device-->tick "manually manage music and videos" and click "apply button", just like the picture.



10.

Q: I cannot delete/ manage my files in the "storage"!

A: You can delete the files you want to delete in: File system--> File system-->general storage

If you meet other problems, you can contact me by email: shannon@thinksy.hk.

If you would like to translate this document into the other language, welcome to translate it and sent it to the email address, I will put the translated document in our new official page, and let more people know it! Also, I will put the translators' name at the end of the document.

Hope iTools will become better with your support!