iPhone / iOS Upgrade Issues

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It is possible that TDO Mobile will not work properly after upgrading to a new iPhone or upgrading your phone to a new version of iOS. If you are unable to open TDO Mobile after upgrading, please do the following:

1. Uninstall TDO Mobile by locating the TDO Mobile icon on your phone's home screen and holding your finger on the icon until it starts to shake.
2. Click the **"x"** next to the icon to uninstall the app.
3. Go to the App Store and search for TDO Mobile. Install the app on your phone.
4. Contact TDO Support to get your user name and password. You can email support@tdo4endo.com, or call 858 558 3696.
5. Once you have your user name and password, enter them in the Setup screen of TDO Mobile in the Connection Information area.
6. Go back to the main menu and click on the letter **"i"** at the bottom of the screen.
7. Click on the **E-Mail Info** button to send TDO Support your device PIN.
8. When TDO Support receives your device PIN, they will update the system and let you know when your account is ready.

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