"User or device not authorized to use the service" error

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Overview

If you have received this error when attempting to use TDO Mobile, it is likely that you are trying to access from a new device. When you change devices, a new PIN will need to be associated with the account inputted in the Setup area. This article goes over how to resolve this error.

Detailed Instructions

You will need to re-enter your username and password in the Setup screen.

After you have done that, go to the main page of the app and click the "i" icon in the lower right corner

This will bring you to a page with the pin number. Click on the "Send to Support" button to send the pin to TDO support.

A TDO support member will activate the pin for you and notify you it is active and TDO is ready to use.

Online URL: https://kb.tdo4endo.com/article.php?id=271