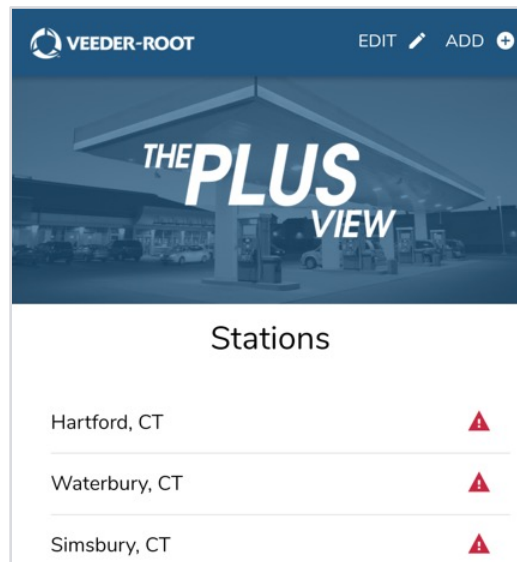


# Technical Support Notification

Compatibility Issue with THE PLUS VIEW & THE REMOTE VIEW Apps – iPhone iOS 16 Software

## ► Overview

The recently released iPhone iOS 16 software is not compatible with THE PLUS VIEW and THE REMOTE VIEW apps. iOS 16 prevents the apps from connecting to each programmed station. When either app is opened, it will show no connection to each station (as pictured below in THE PLUS VIEW app):



This issue does not affect previous iOS iPhone versions or Android devices. Please continue to use iOS 15.x or below to ensure compatibility with these apps while we work to resolve this issue.

***We will send out a follow-up notification when the issue is resolved.***

## ► Further Information

- Contact Veeder-Root Technical Support for additional help or questions.
- Learn more about the [Remote Connectivity Options for the TLS-4xx Series ATG](#) on our website.

