

# Syncios Data Transfer User Guide

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## Overview

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### Introduction

Thanks for using Syncios Data Transfer!

Syncios Data Transfer, simple yet effective solution for transferring contents between Android and iOS, which allows you to transfer contacts, text messages, call logs, photos, music, video and apps between iOS & Android. Besides, it helps restoring data from your iCloud backup, iTunes backup and iTunes music & playlists. Multiple OS supported: data shift between multiple phones run Android and iOS, as well as multiple brand phones: Apple, Samsung, HTC, Sony, MOTOROLA, LG, HUAWEI, ZTE and more.

### Key Features

- Transfer contents include contacts, messages, call logs, music, photos, videos, apps, notes, ebooks and more.
- Backup phone data and restore in lossless quality.
- Recover iTunes/iCloud backup to iOS or Android devices.
- Sync contents from iTunes Library to PC and devices.
- Multiple OS supported: multiple phones run Android and iOS.

## System Requirements

### *For Windows Version:*

- Operating System: Window 8.1/8/7/10/Vista (32&64bits)
- CPU: 750MHz Intel or AMD CPU
- Hard Disk Space:256 MB or above (1GB Recommended)
- RAM: 256 MB or above
- **Android:** Android 2.1 to Android 6.0
- **iOS:** iOS 5, iOS 6, iOS 7, iOS 8, iOS 9 & iOS 10

### *For Mac Version:*

- Operating System: Mac OS X 10.8, 10.9, 10.10, 10.11 or above (including 10.12 beta)
- CPU: Intel Core 1GHz or faster
- Hard Disk Space:1G and above
- **Android:** Android 2.1 to Android 6.0
- **iOS:** iOS 5, iOS 6, iOS 7, iOS 8, iOS 9 & iOS 10

## Purchase & Registration

- [Purchase Data Transfer](#)
- [Register Data Transfer](#)

*For Windows Version:*

### Purchase Data Transfer for Win

#### Quick Link:

To download the latest version of Syncios Data Transfer for Windows, visit our [website](#).

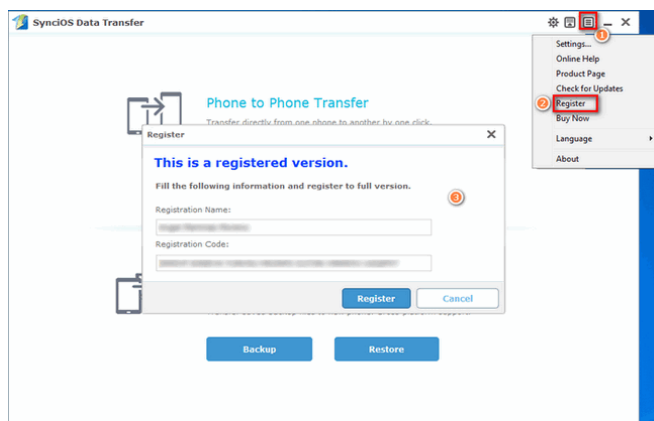
To buy a license key for Syncios Data Transfer for Windows, visit our [online store](#).

### Register Data Transfer for Win

Step 1. Click menu button on the right corner of the program interface

Step 2. Choose Register in the drop-down list, you will get the register window below.

Step 3. Copy and paste the Name and Code into the registration popup dialog.



Note: The registration name is case sensitive. And, please do not add blank at the beginning or the end of the word.

*For Mac Version:*

## Purchase Data Transfer for Mac

### Quick Link:

To download the latest version of Syncios Data Transfer for Mac, visit our [website](#).

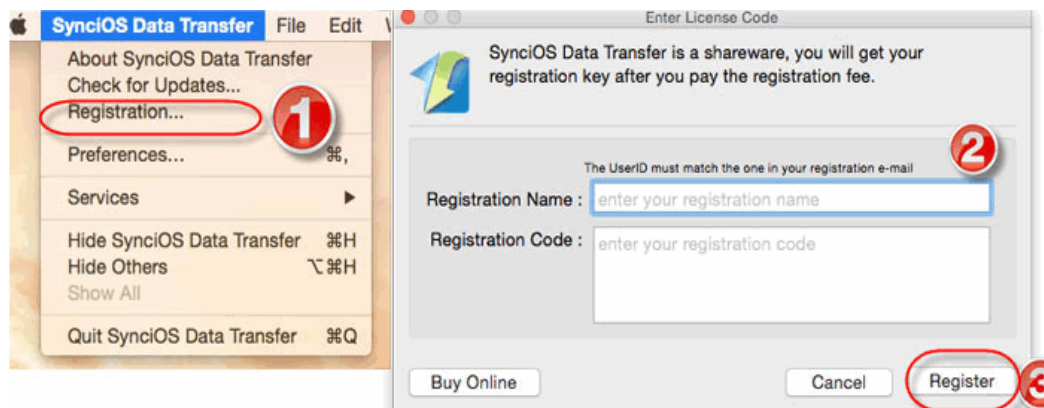
To buy a license key for Syncios Data Transfer for Mac, visit our [online store](#).

## Register Data Transfer for Mac

Step 1.Run Syncios Data Transfer, click the menu bar "Syncios Data Transfer".

Step 2.Choose Registration in the drop-down list, you will get a registration popup dialog below.

Step 3.Copy and paste the Name and Code into the registration popup dialog.



Note: The registration name is case sensitive. And, please do not add blank at the beginning or the end of the word.

## Installation & Interface

- Installation
- Main Interface

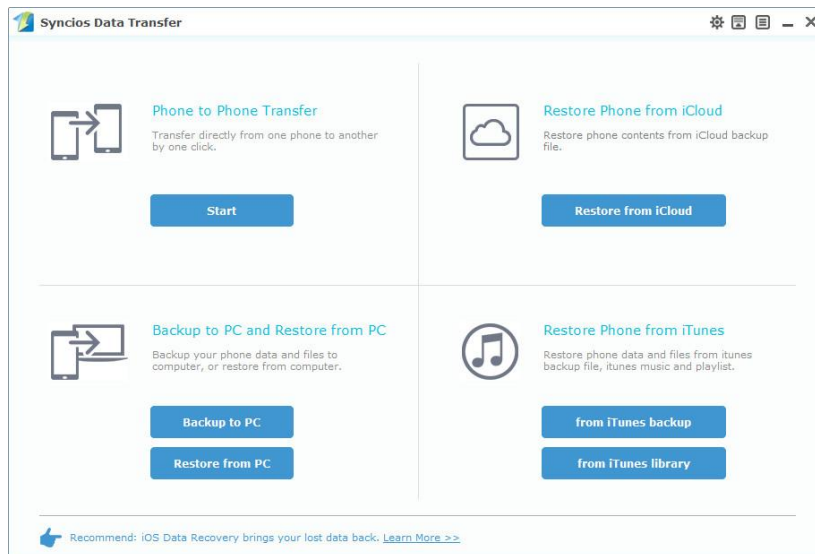
### Installation

To install this product, please do as the following steps:

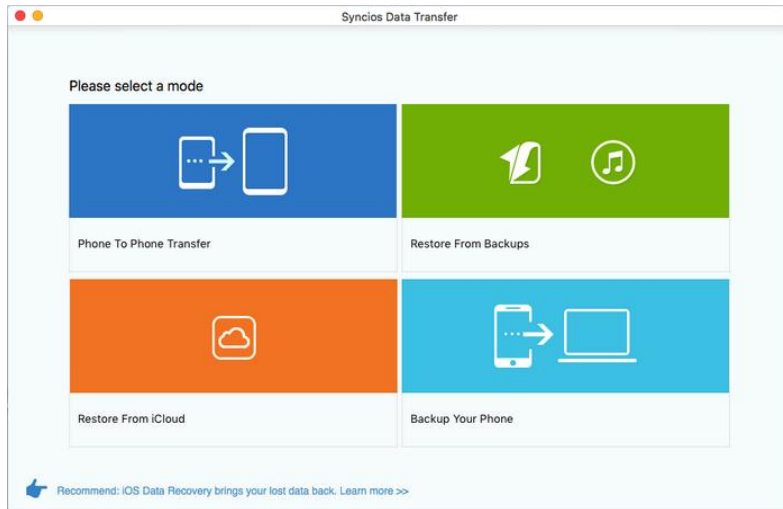
1. Download the installation package for Data Transfer for Windows from this [Download page](#).  
Download Data Transfer for Mac from this [Download page](#).
2. Follow the instruction to finish the installation.

### Main Interface

Syncios Data Transfer for Windows version:



Syncios Data Transfer for Mac version:



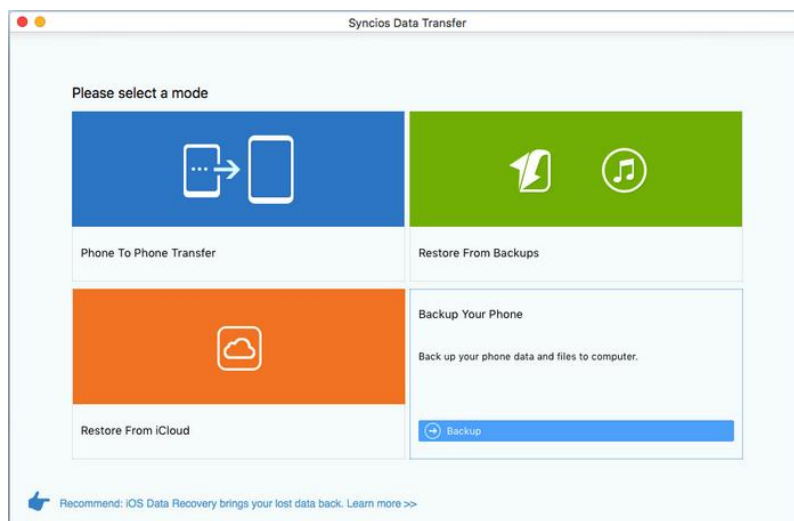
## Tutorials

- Backup and Restore
- Restore data from iTunes backup
- Restore data from iCloud backup

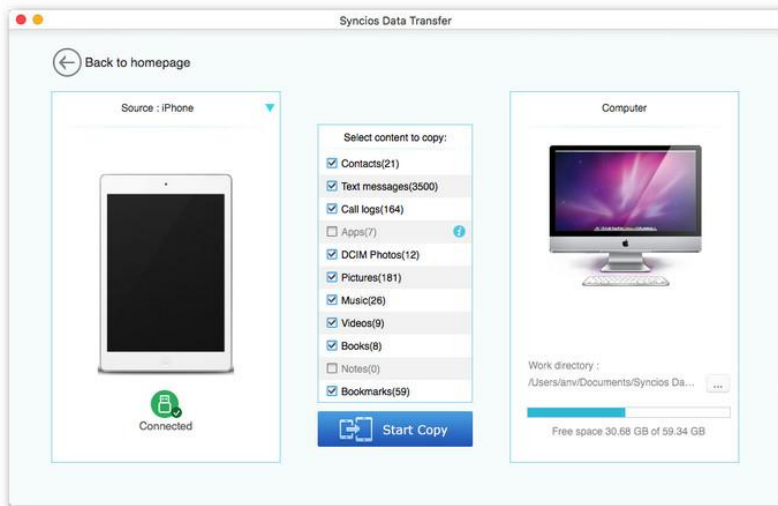
### Backup and Restore your device.

#### 1. How to Backup Mobile Phone Data to the Computer

Go back to homepage, click on **Backup your Phone** option to bring up the Backup Panel. Once you check all the data that you wish to backup, click **Start Copy**, Data Transfer will start to back up the selected contents on your phone to the computer.

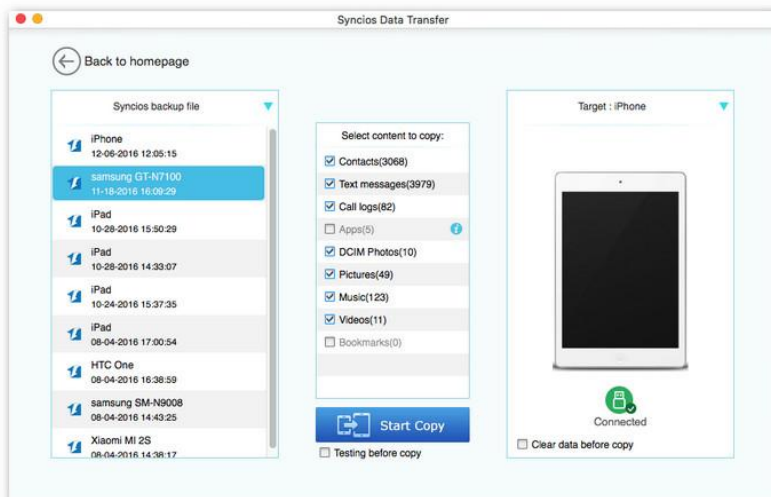




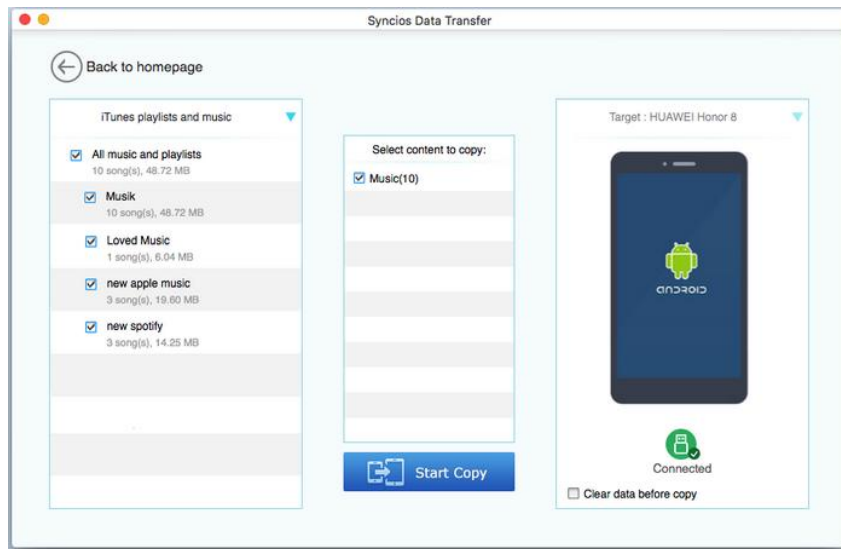


## 2. How to Restore Saved backup files to Phone

Choose **Restore** option from the Homepage menu when your phone is connected to the computer. Select a backup file format from the drop-down list, like Syncios Data Transfer, iTunes backup file or iCloud backup file. After you choose backup file that you want to restore to your phone, click **Start Copy** to transfer the contents from the backup file to the target phone.



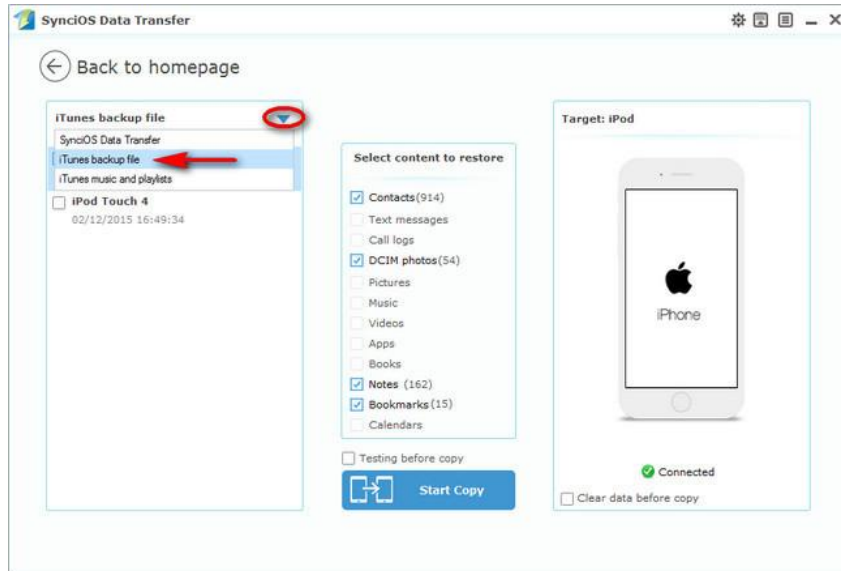
3. Besides that, you can also sync iTunes music and playlist to both iDevice and Android Phone.



## Retrieve data from iTunes backup

This solution works well for all iPhone, iPad and iPod touch. It lets you extract and access to the iTunes backup file of your entire iOS device on your computer. Then you can get whatever you want from it.

Please select the **Restore from iTunes backup** option on the main panel. Then you can see the program displayed all the iTunes backup files for your iPhone, iPad and iPod touch in a list as follows. Choose the one you would like to restore and click **Start Copy** button when it comes up to enter into the next step.



## Retrieve lost iPhone, iPad & iPod Touch data from iCloud backup

Scanning iCloud backup file steps are similar as iTunes backup. Syncios Data Transfer lets you extract your iCloud backup contents, so that you can get what you want from it one by one.

Please select **Recover from iCloud backup** mode after running Syncios Data Transfer. Then **Download more iCloud backup**, login your iCloud account to download the backup.

**Note:** It's totally safe to sign in your account here. We take your privacy seriously, and the program won't keep any record of your account and data at any time during your sessions.

The final step is to take a glance at your content thumbnails in your iCloud backup file. Choose what to retrieve and save them to computer by clicking **Start Copy** button at the bottom of the program panel.



## FAQ

- [Version compare](#)
- [Common issues](#)

### Version compare

What are the limitations of the trial version for Syncios Data Transfer?

The trial version and registered version are the same program. The only functional difference between the trial version and the full version is that the trial version can only support transferring and restoring five items of each category. If you would like to recover all data to device, you need to purchase a registration code to activate the program to registered version.

You will get the registration information via Email after you finish the order. After you register the product with the registration code, you can recover the data to computer.

### Common Issues

1. What to do when the Contents fail to copy from the old phone to the new one?

The case may appear when the device is asleep or the USB cable is damaged. To resolve it, you can follow the steps below:

- Reconnect the USB cable to try again in case it is disconnected for some reason during transferring.
- Close iTunes or other similar programs as it may cause some compatible issues.
- Make sure your device is awake. If you are using Android phone as the source device, it will become asleep if you leave it alone for a long time. You can click Settings>Developer options to check Stay awake.



- If it still doesn't work, contact us with the log file. You can click the Send Feedback button on the top right corner to send us the log file.

2. What to do if I get "Syncios Data Transfer can't be opened because it is from an unidentified developer" error.

When installing Syncios Data Transfer on Mac Mountain Lion & Mavericks, you may get the aforementioned error dialog saying that "Syncios Data Transfer can't be opened because it is from an unidentified developer", just as it shows below:



## Solution

The reason is that Mac OS includes new features to improve security for users. One of the new default options prevents users from being able to install or launch applications that are not downloaded from the Mac App Store, or that have not been digitally signed by the developers.

To install Syncios Data Transfer on Mac Mountain Lion & Mavericks, you should follow the steps below:

1. Go to **System Preferences > Security & Privacy**.
2. Click the lock icon in the lower-left corner and enter your administrator username and password to make change.
3. Under "**Allow applications downloaded from**", select "**Anywhere**"

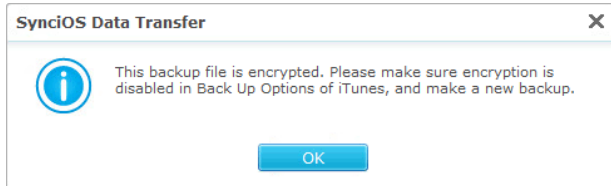


Click the lock to prevent further changes. After that, you can launch and run Syncios Data Transfer on your Mac OS normally.

**Note:** You can change the security setting back to “**Mac App Store and identified developers**” or “**Mac App Store**” as desired, for improved security.

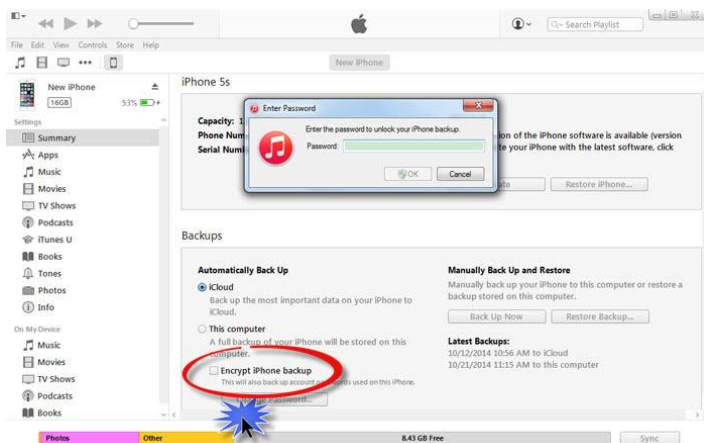
### 3. What to do if I get the message "This backup file is encrypted. Please make sure encryption is disabled in Backup Options of iTunes, and make a new backup."

If your iPhone backups are usually encrypted in iTunes, you may get this prompt when you try to restore iTunes backup file to device.



What you need to do to is uncheck encrypt local backup option in iTunes. You'll need to enter the password when you disable encryption.

For Windows:



For Mac:



## Support & Contact

- [Support](#)
- [Contact](#)

### Support

For more information, please visit Syncios Data Transfer website!

**Homepage:** <http://www.syncios.com/data-transfer/>

**Support Page:** <http://www.syncios.com/support.html>

### Contact

If you didn't get the answers from the Homepage, please contact Syncios Data Transfer technical support team for further assistance. Technical support inquiry, suggestion, feedback, proposal, compliments, or even criticism, are all welcome.

We are always ready to service you with prompt and useful email support. From Monday to Friday, we will answer your emails within 24 hours. If you send emails during weekends, we will answer your questions in the next Monday. Please allow time lag due to different time zones.

**Support E-Mail:** [support@syncios.com](mailto:support@syncios.com)