

Syncios Data Transfer User Guide

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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 contact, text messages, call logs, photos, camera roll, bookmarks, music and video. Besides, it helps restoring data from your iCloud backup, iTunes backup and iTunes music & videos. 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, OnePlus, Google and more.

Key Features

- Backup contents include Contacts, Messages, Call logs, Music, Photos, Videos, Apps, Notes, Ebooks, Bookmarks, WhatsApp, Safari history, Voicemail, Calendar 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.
- Support 20+ languages.

System Requirements

For Windows Version:

- Operating System: Window Vista/7/8/8.1/10 (32&64bits)
- CPU: 750MHz Intel or AMD CPU
- Hard Disk Space:256 MB or above (1GB Recommended)
- RAM: 256 MB or above

For Mac Version:

- Operating System: Mac OS X 10.11, 10.12, 10.13 or above
- CPU: Intel Core 1GHz or faster
- Hard Disk Space:1G and above

Device Requirements

- **Android:** Android 3.0 to Android 9.0
- **iOS:** iOS 5, iOS 6, iOS 7, iOS 8, iOS 9, iOS 10, iOS 11 & iOS 12

Purchase & Registration

- Purchase Data Transfer
- Register Data Transfer

For Windows Version:

Purchase Data Transfer for Win

Quick Link:

To learn more and download the latest version of Syncios Data Transfer for Windows, visit our website:

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

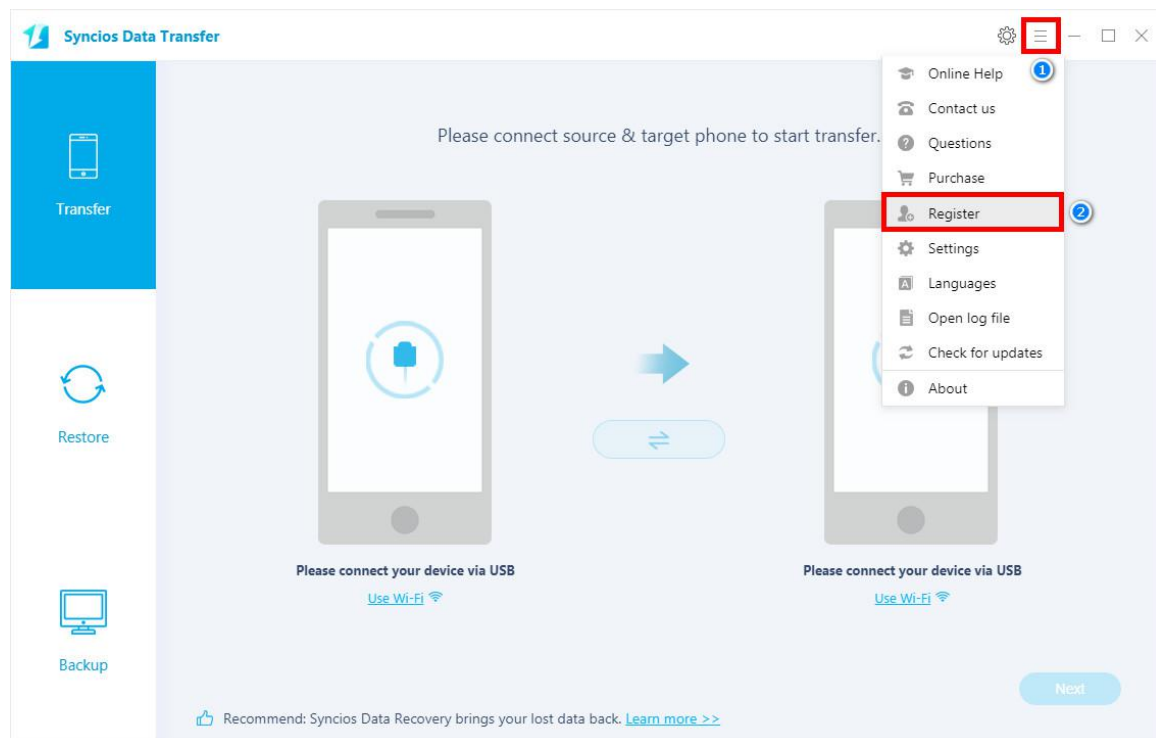
To buy a license key for Syncios Data Transfer for Windows, visit our online store:

- ❖ <http://www.syncios.com/data-transfer/purchase.html>

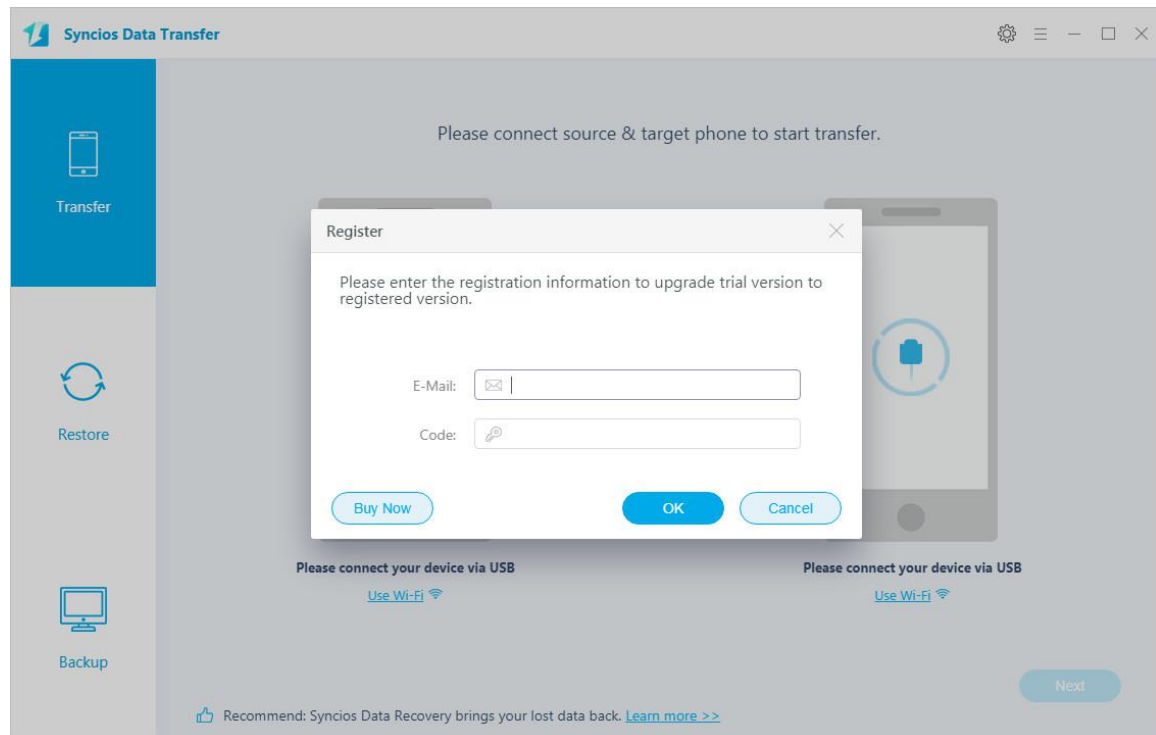
Register Data Transfer for Win

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 User Email and Code into the registration popup dialog.



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

For Mac Version:

Purchase Data Transfer for Mac

Quick Link:

To learn more and download the latest version of Syncios Data Transfer for Mac, visit our website:

- ❖ <http://www.syncios.com/mac-data-transfer/>

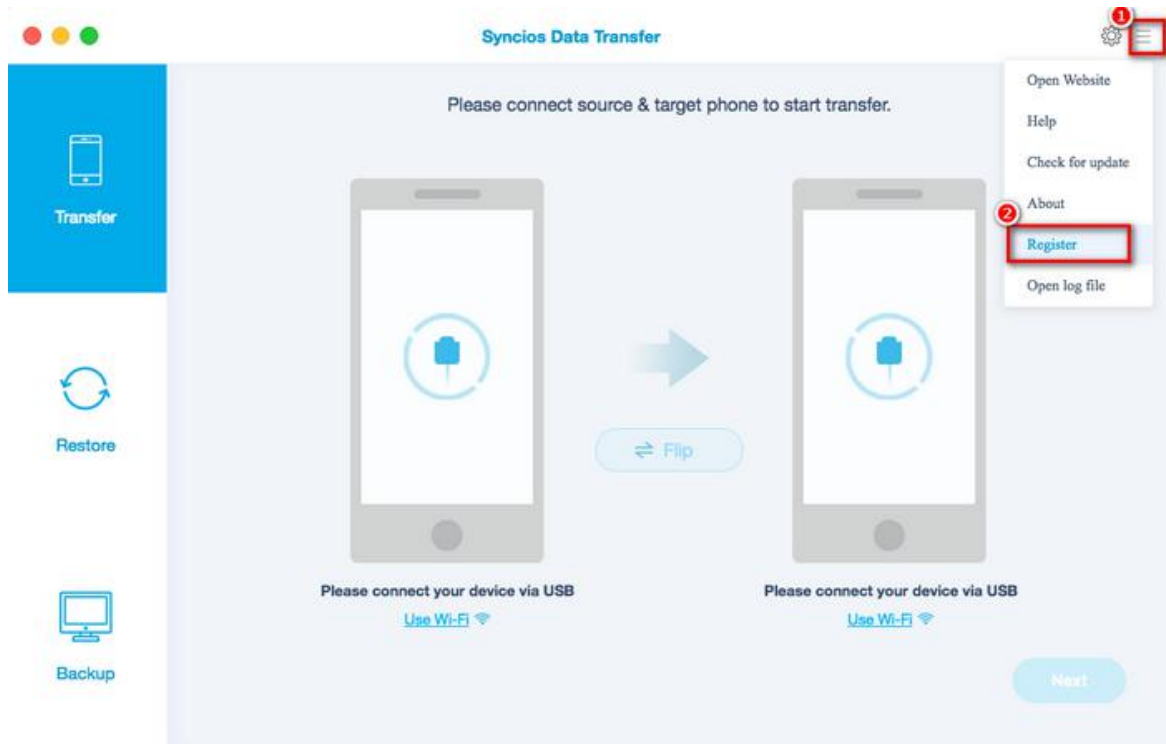
To buy a license key for Syncios Data Transfer for Mac, visit our online store:

- ❖ <http://www.syncios.com/mac-data-transfer/purchase.html>

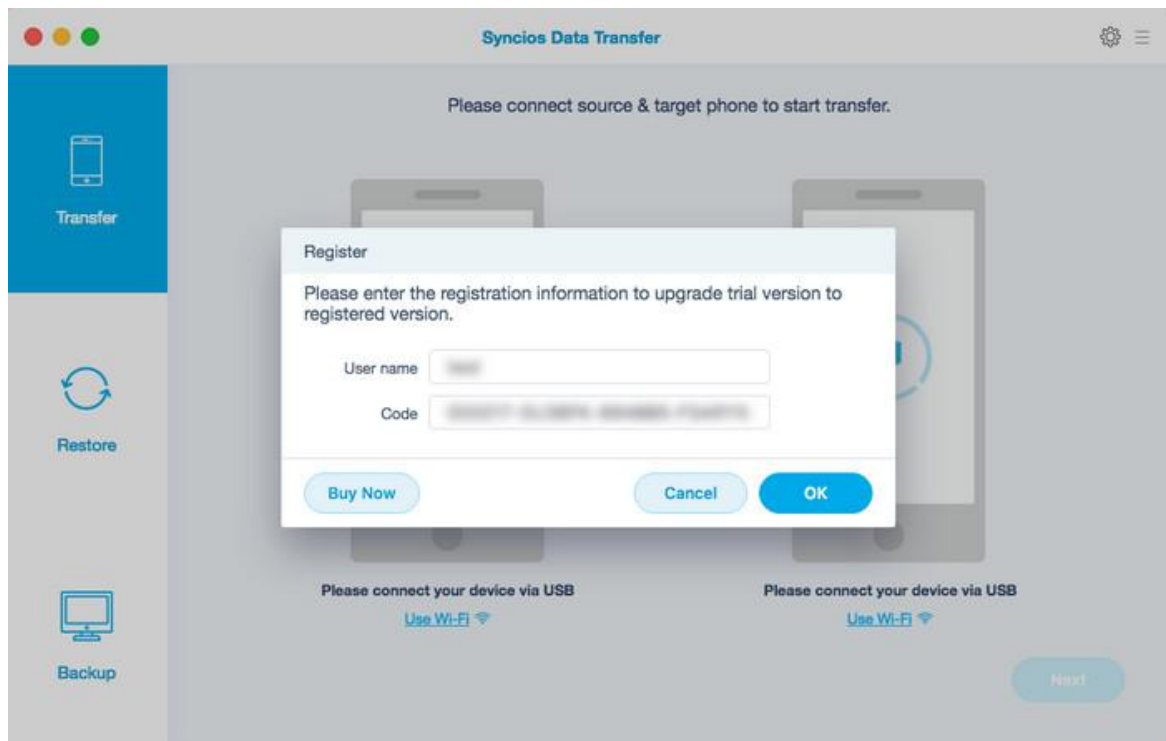
Register Data Transfer for Mac

Step 1. Run Syncios Data Transfer, click menu button on the top right of the program interface.

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



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



Note: The registration name is case sensitive, please do not add blank at the beginning or 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:

- ❖ http://www.syncios.com/syncios_data_transfer.exe

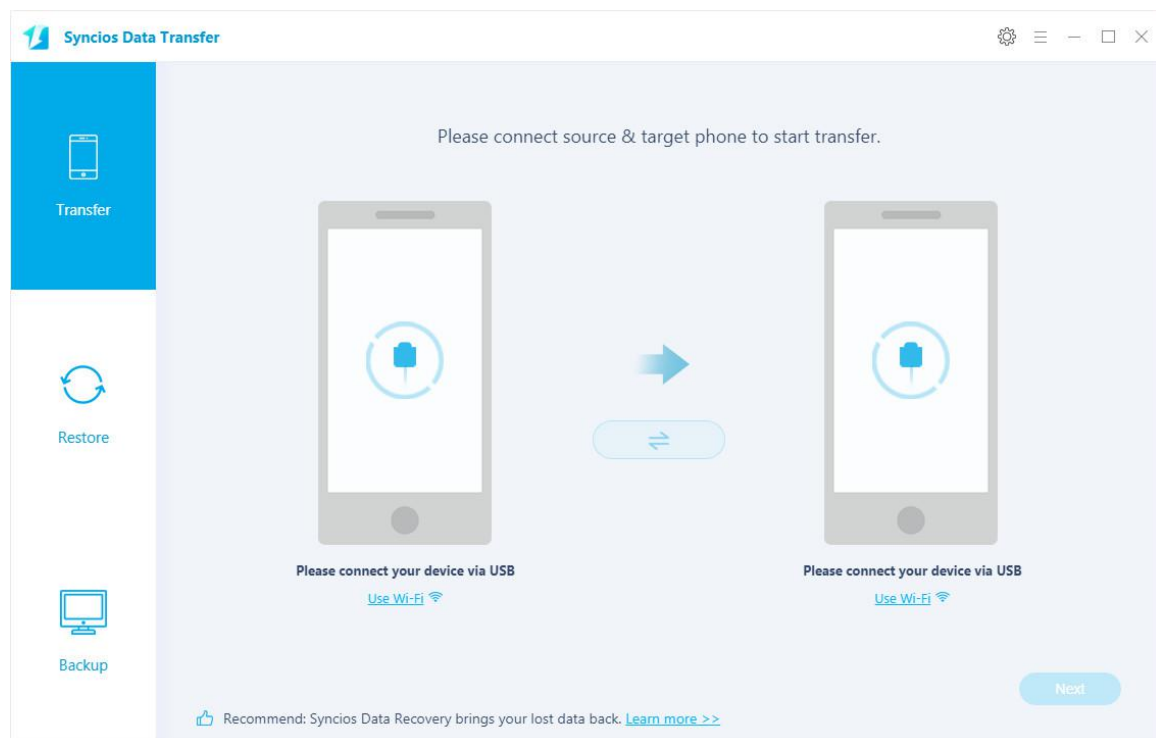
Download Data Transfer for Mac from:

- ❖ http://www.syncios.com/syncios_mac_data_transfer.dmg

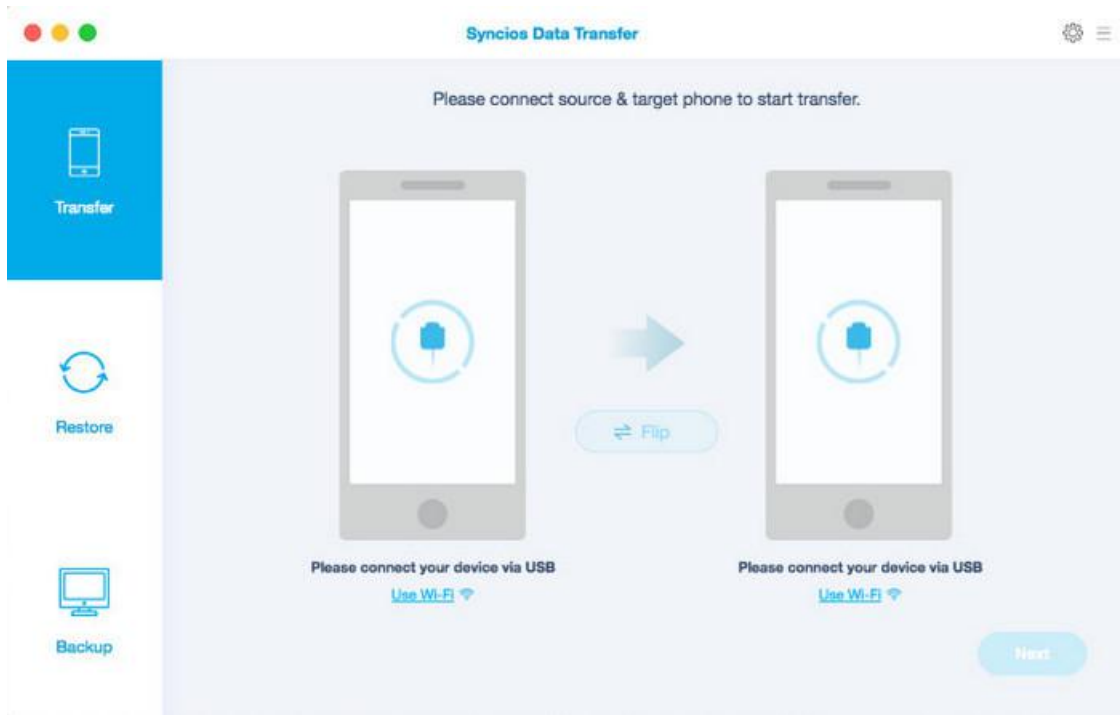
2. Follow the instruction to finish the installation.

Main Interface

For Windows Version:



For Mac Version:



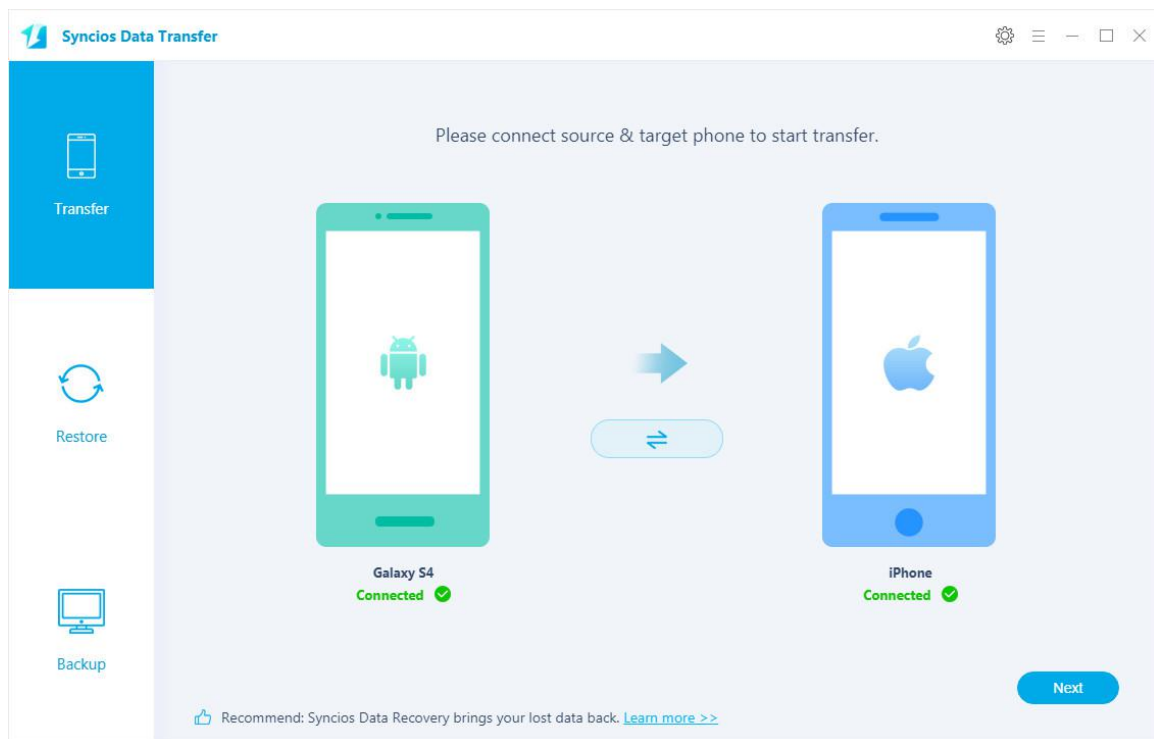
Tutorials

- Phone to Phone Transfer
- Backup and Restore
- Restore Data from iTunes & iCloud Backup / iTunes Library

Phone to Phone Transfer Directly.

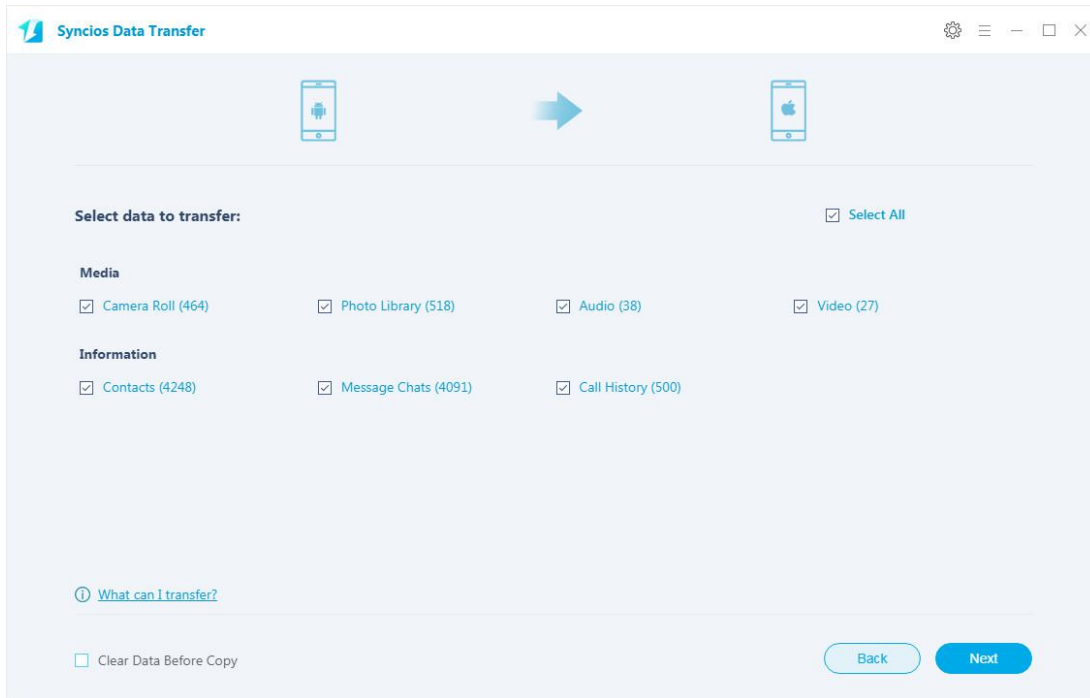
Step 1. Connect Two of Your Devices to Computer

Run the program and connect two devices (they can be an Android phone or tablet, iPhone, iPad and iPod touch) to your computer via USB cables. After you connected two devices successfully, click on **'Next'** button.



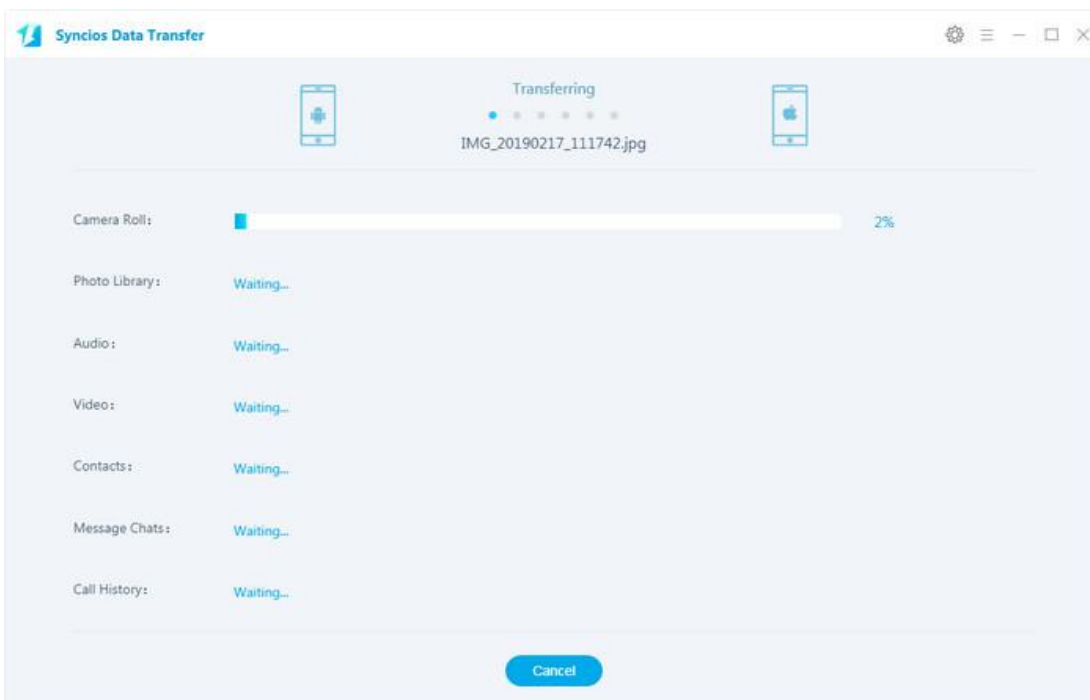
Step 2. Select Contents You Would Like to Transfer

Now, you are allowed to select your desired data to transfer. Check your desired data or select all, after loading completed, click on **'Next'** to start transfer process.



Step 3. Start to Transfer Data from One Phone to Another

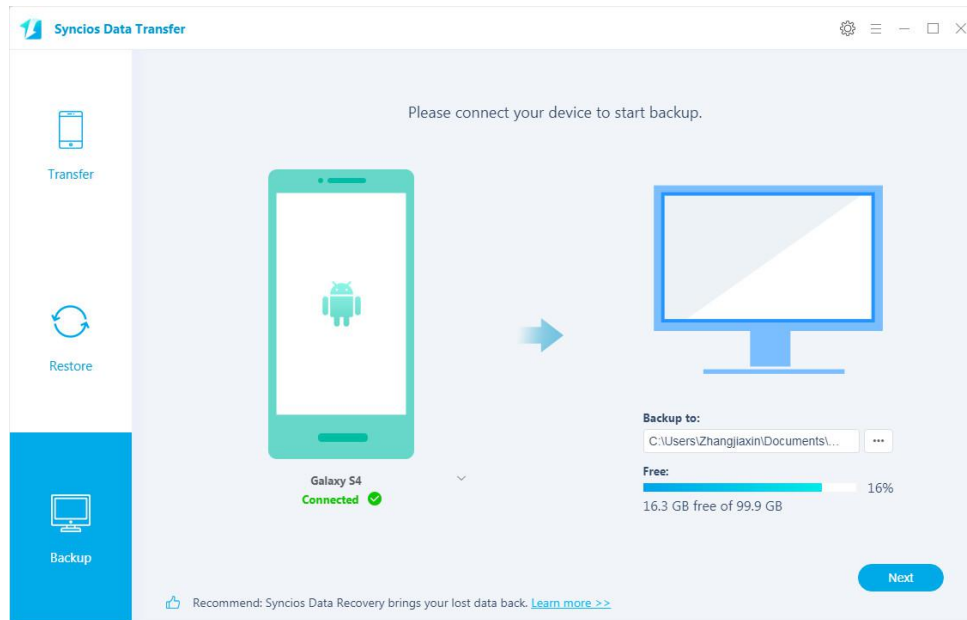
The selected files would be fully copied to your target phone.



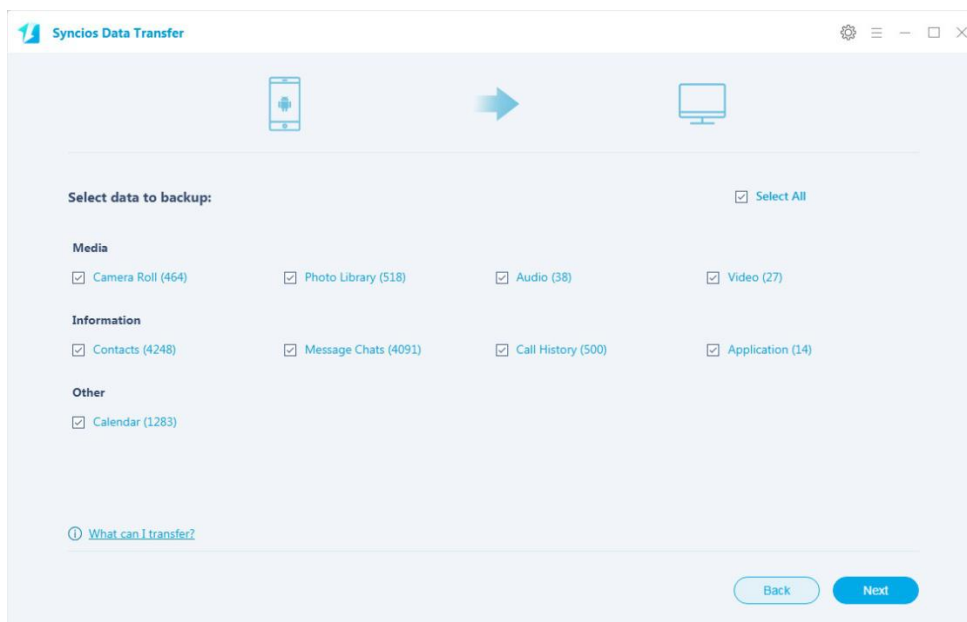
Backup and Restore Your Device.

1. How to Backup Mobile Phone Data to the Computer

Step 1. Click on '**Backup**' function to bring up the Backup Panel. Connect your device to computer, customize the backup folder if you want, and click '**Next**'.

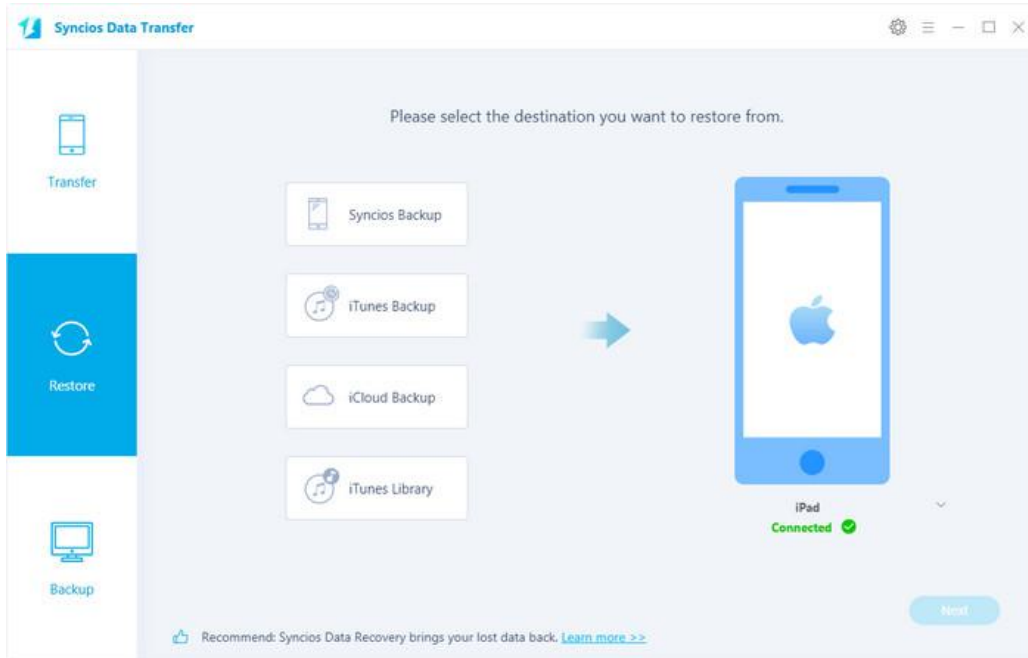


Step 2. Then you are allowed to select your desired data to transfer. Check your desired data or select all, after loading completed, click on '**Next**' to start backup process. After a while, all selected contents will be backed up to the computer.

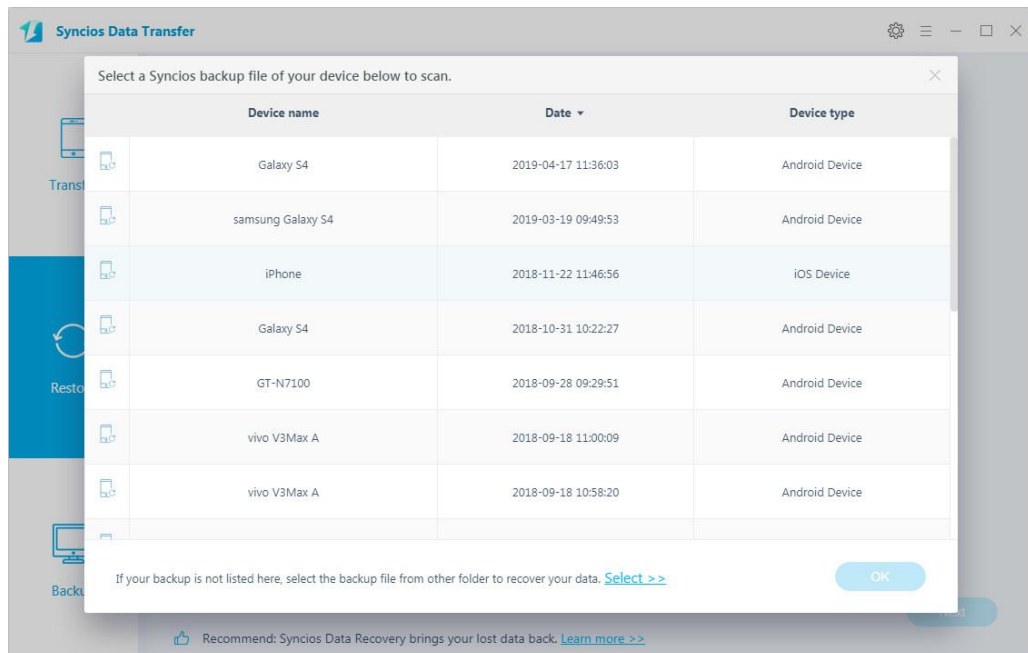


2. How to Restore Saved Backup Files to Phone

Choose **'Restore'** option on the left panel when your phone is connected to the computer. Connect your device to the program and select **'Syncios Backup'**, **'iTunes Backup'**, **'iCloud Backup'** and **'iTunes Library'**. After you choose the backup file, click **'Next'** to choose the contents which you want to transfer from the backup file to the target phone.



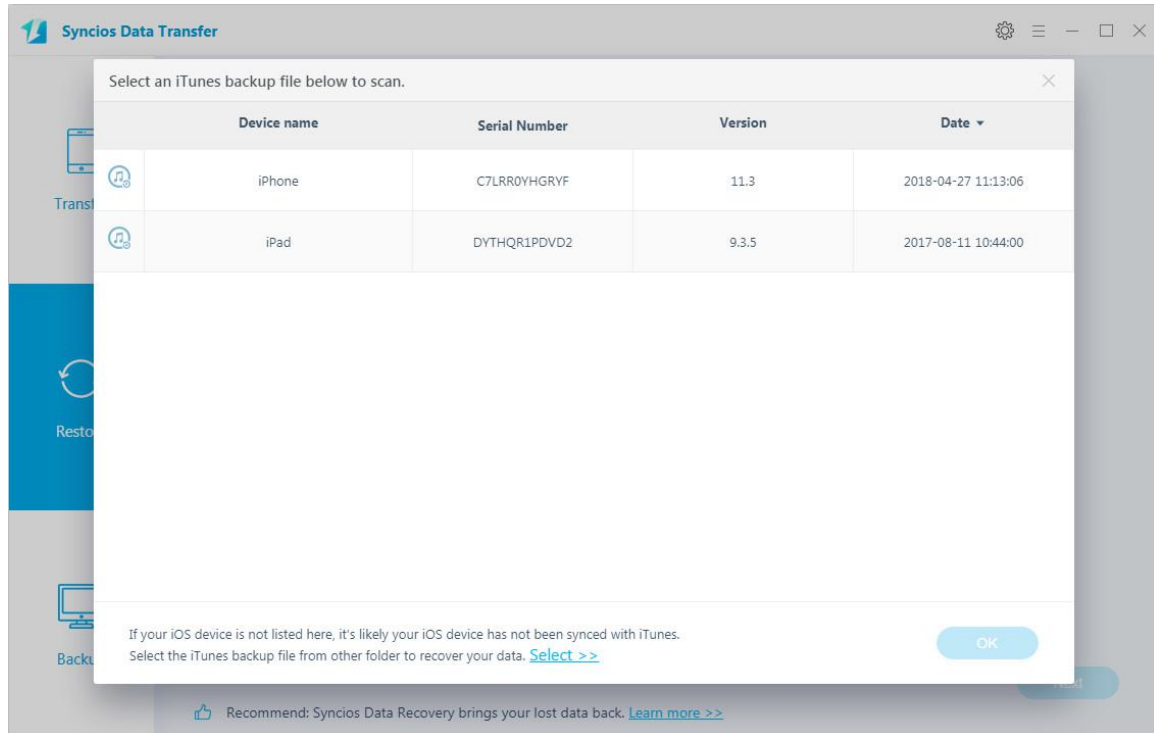
Click **'Syncios Backup'** and Syncios Data Transfer will list all backups you made after you clicked, choose one and click on **'OK'** to continue, hit **'Next'** and select desired file type to restore.



Retrieve Data from iTunes & iCloud Backup / iTunes Library

1. How to Restore Data from iTunes Backup

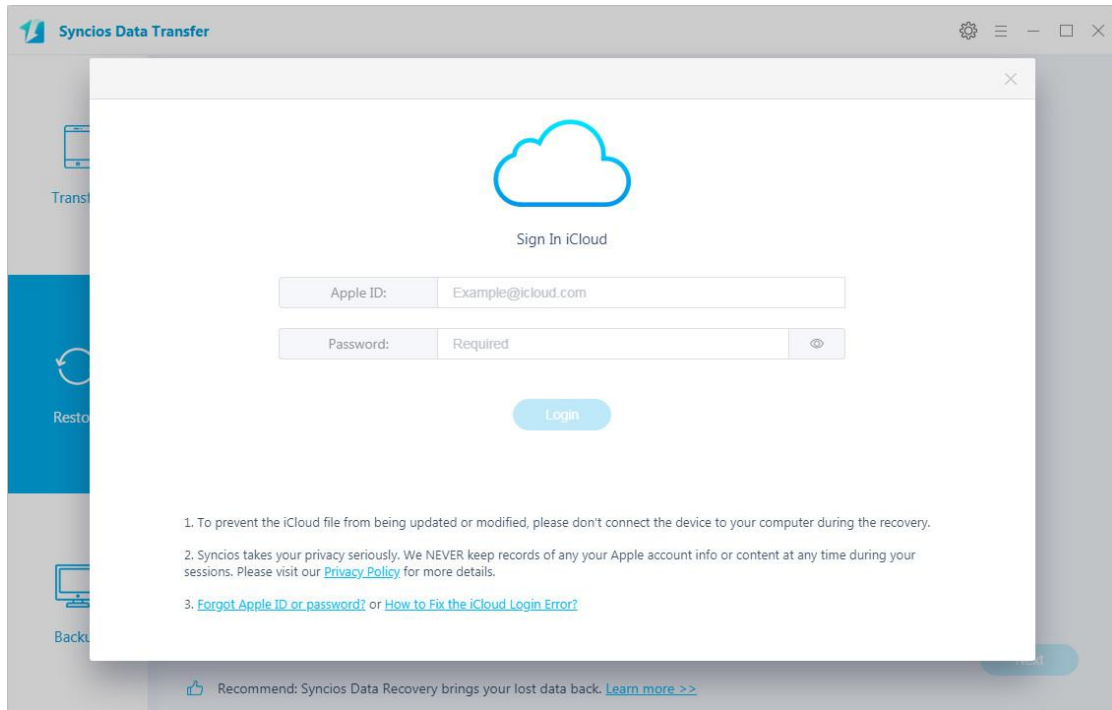
Please select the **'iTunes Backup'** option. Then you can see the program displayed all the iTunes backup files for your iPhone, iPad and iPod touch in a list as follows. Choose the one you would like to restore and click **'OK'** button when it comes up to enter into the next step. Then click **'Next'** to choose the contents which you want to transfer from the backup file to the target phone.



2. How to Retrieve Lost iPhone, iPad & iPod Touch Data from iCloud Backup

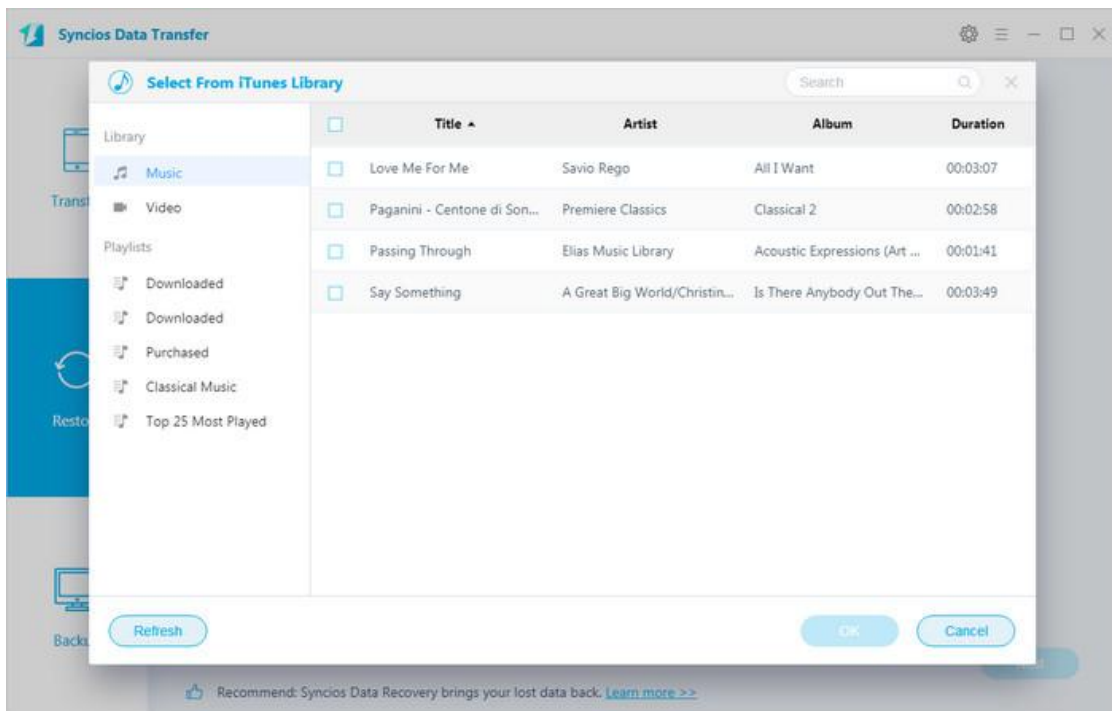
Please click **'iCloud Backup'** then click **'Download more iCloud backup'**, login your iCloud account to download the backup. Scanning iCloud backup file steps are similar as iTunes backup. Syncios Data Transfer lets you extract your iCloud backup contents, so that you can get what you want from it one by one.

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.



3. How to Restore iTunes Music and Video to Device

Click on '**iTunes Library**' button, Syncios Data Transfer will list out your iTunes library on the middle of the panel. Simply select your desired ones to transfer to your device.



FAQ

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

Version compare

[What are the limitations of the trial version for Syncios Data Transfer?](#)

The 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**"

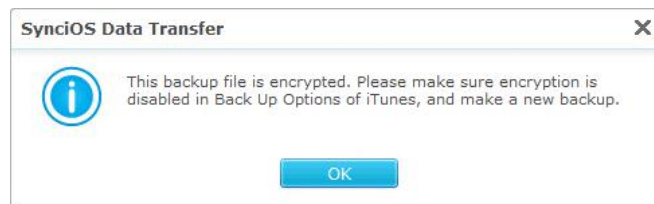


Click the lock to prevent further changes. After that, you can launch and run Syncios Data Transfer on your Mac OS normally.

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

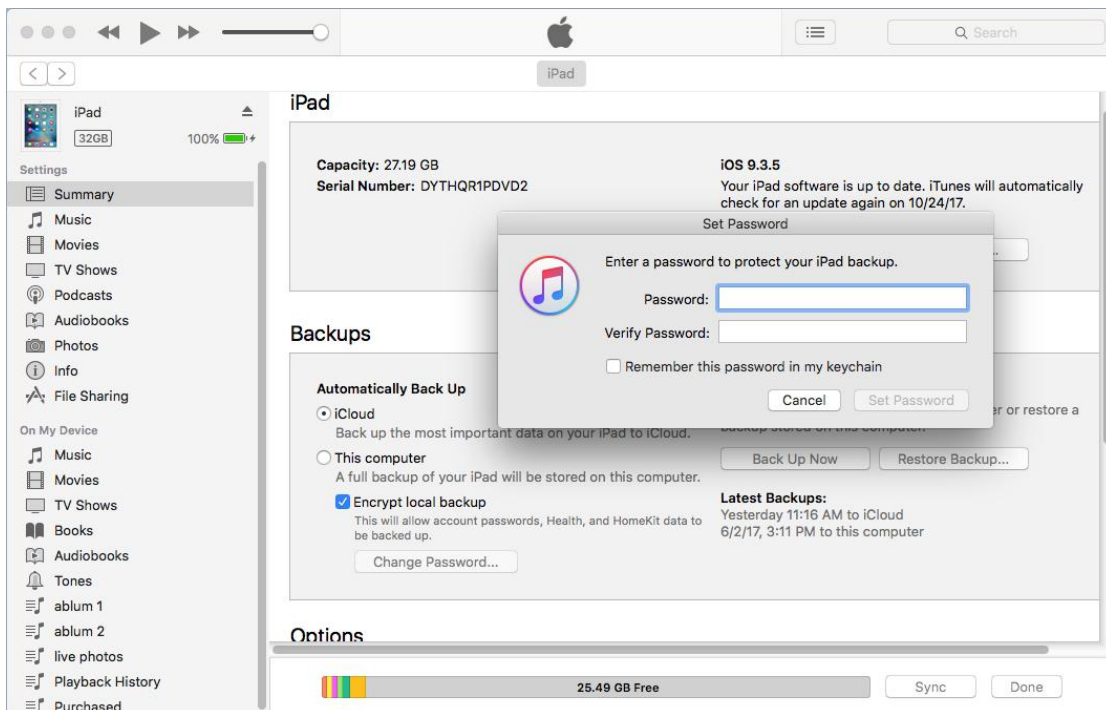
3. What to do if I get the message "This backup file is encrypted. Please make sure encryption is disabled in Backup Options of iTunes, and make a new backup."

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

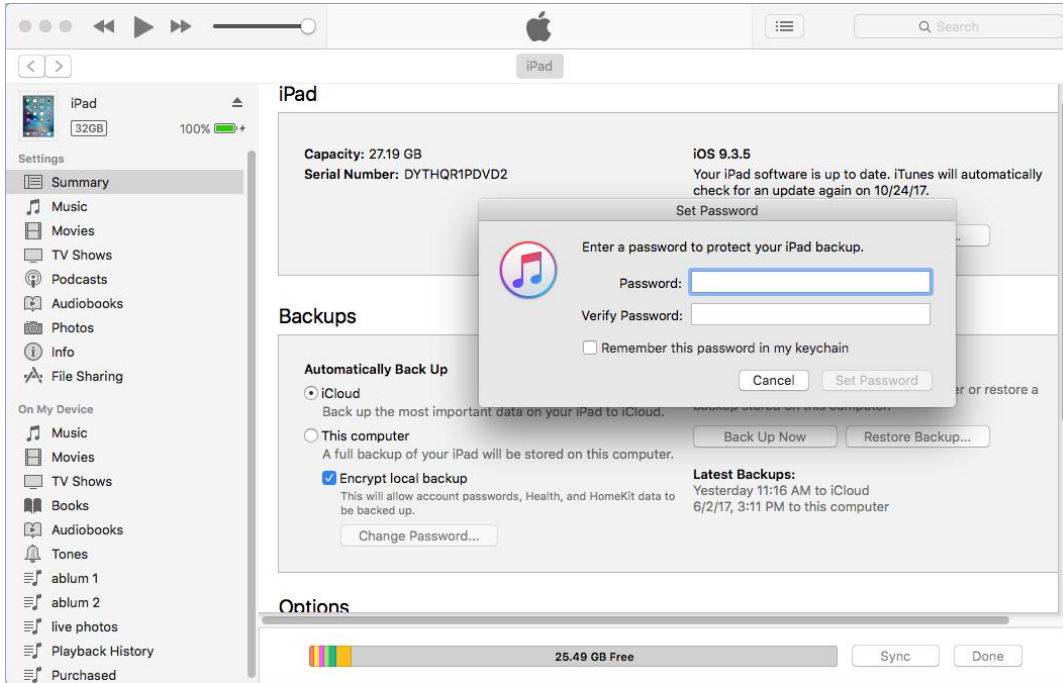


What you need to do to is uncheck encrypt local backup option in iTunes. You'll need to enter the password when you disable encryption.

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. We will answer your emails within 48 hours.

Support E-Mail: support@syncios.com