

Syncios Manager User Guide

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Introduction

Thanks for using Syncios Manager!

Syncios Manager is a free iTunes alternative to easily manage iPhone, iPad and iPod Touch without iTunes, which offers you ultimate transfer solution between iOS/Android devices & PC/Mac. Although there are various kinds of phone managers in the market, most of them are not compatible with both Android and iOS devices. Syncios Smartphone manager is a cross-platform supported mobile and tablet manager tool, fully compatible with the two dominant smartphone operating systems – iOS and Android.

Key Features

- Transfer music, ringtone, podcast, Audiobooks, iTunes U between iPhone/iPad/iPod touch and computer without iTunes.
- Backup songs, playlists, videos and other media from iPhone, iPad, iPod touch or Android devices on computer.
- Backup, export, preview and print out all your personal information on iOS/Android devices, including contacts, messages and call history. The data can be managed in a simple and safe way on a computer.
- Browse, export, add, new or delete files between mobile phone and computer.
- Handy Toolkits, including One click backup, One click recovery, HEIC Converter, Photo Compression, Ringtone Maker, Audio Converter and Video Converter.

System Requirements

For Windows Version:

- Operating System: Window 7/8/8.1/10/11 (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 10.9, 10.10, 10.11, 10.12, 10.13, 10.14, 10.15
- CPU: Intel Core 1GHz or faster
- Hard Disk Space:1G and above

Device Requirements

- **Android:** Android 3 to Android 11
- **iOS:** iOS 9, iOS 10, iOS 11, iOS 12, iOS 13, iOS 14 & iOS 15

Installation & Interface

- Installation
- Main Interface

Installation

1. Download Syncios Manager for Win from:

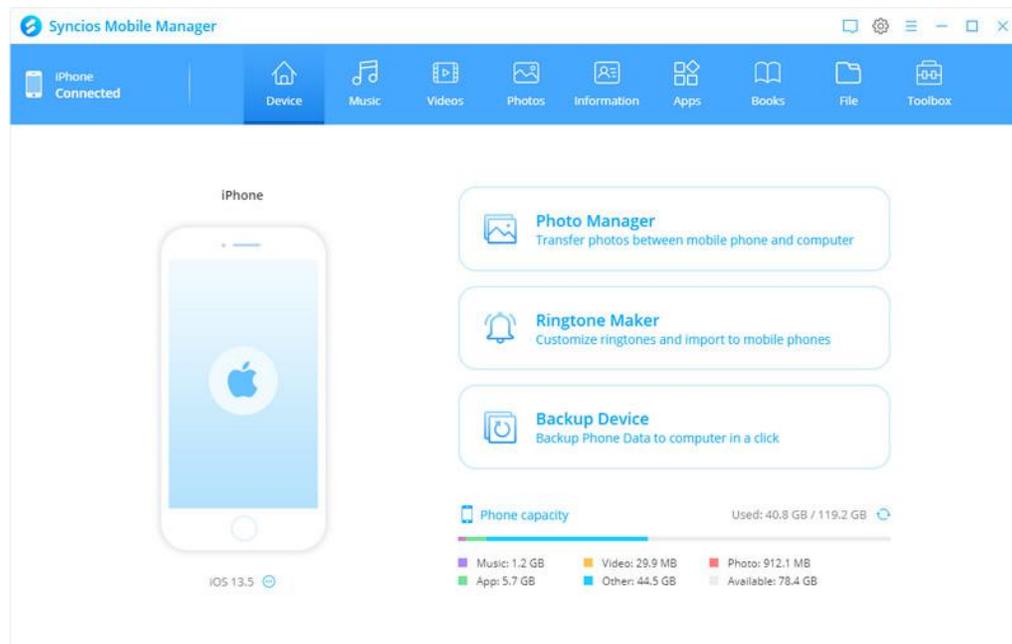
- ❖ https://www.syncios.com/setup_syncios.exe

Download Syncios Manager for Mac from:

- ❖ <http://www.syncios.com/syncios.dmg>

2. Follow the instruction to finish the installation.

Main Interface



Purchase & Registration

- Purchase Syncios Manager
- Register Syncios Manager

Purchase Syncios Manager for Win/Mac

Syncios Manager Win:

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

❖ <https://www.syncios.com/features.html>

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

❖ <https://www.syncios.com/purchase.html>

Syncios Manager Mac:

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

❖ <https://www.syncios.com/mac-ios-manager/>

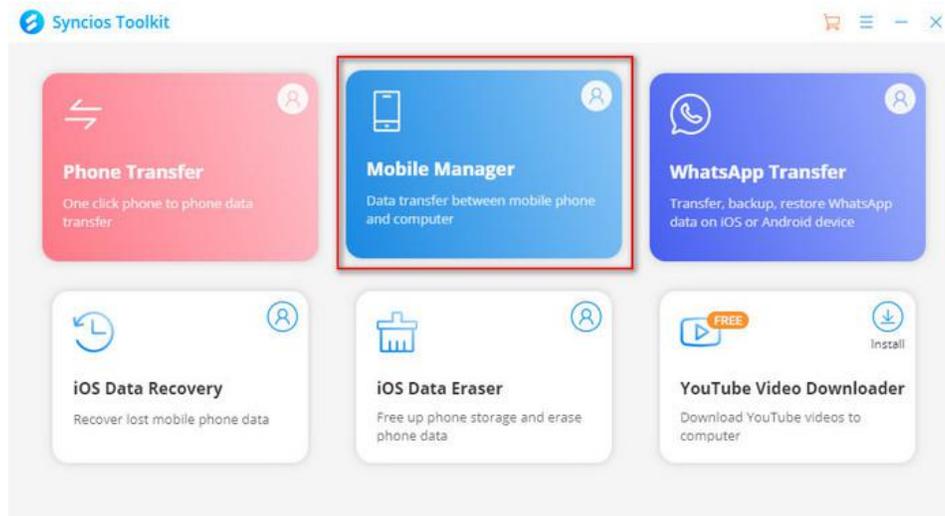
To buy a license key for Syncios Manager for Windows, visit our online store:

❖ <https://www.syncios.com/mac-ios-manager/purchase.html>

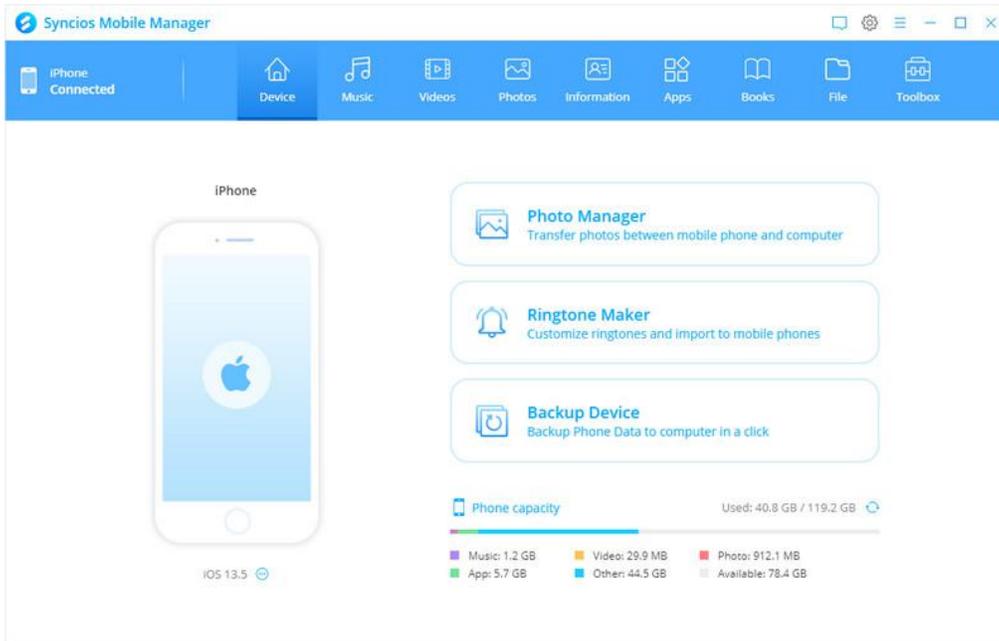
Register Syncios Manager for Win/Mac:

Step 1. Run Syncios Toolkit. Choose **Mobile Manager** option.

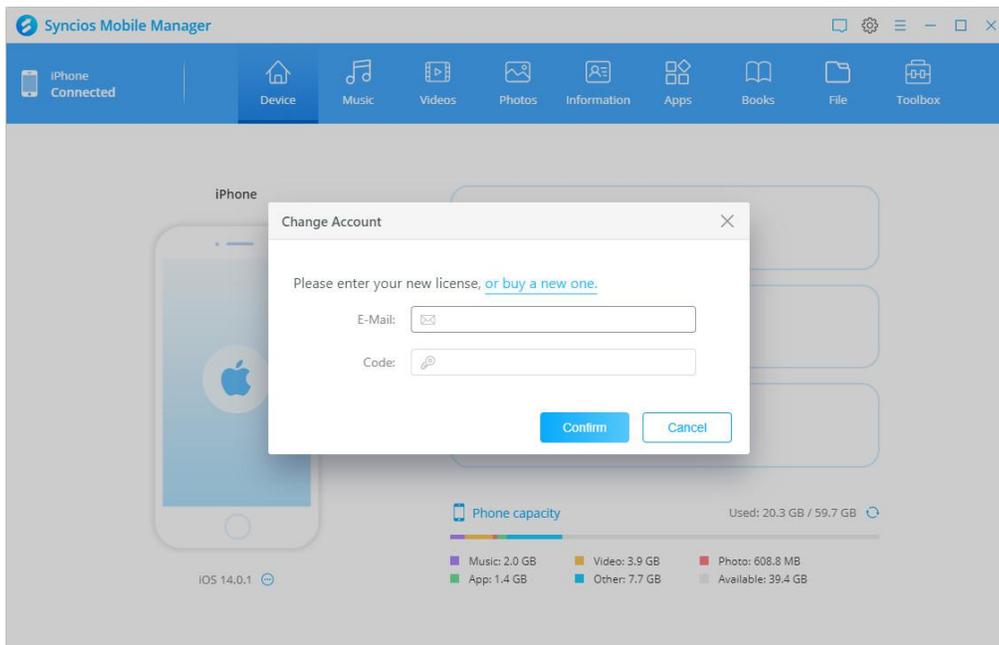
(If you're using Syncios Manager for Mac, just directly skip to the **Step 2.**)



Step 2. Click menu button on the right corner of the program interface.



Step 3. Choose 'Register' in the drop-down list, you will get the register window below. Step 3. Copy and paste the Name/Email and Code into the registration popup dialog



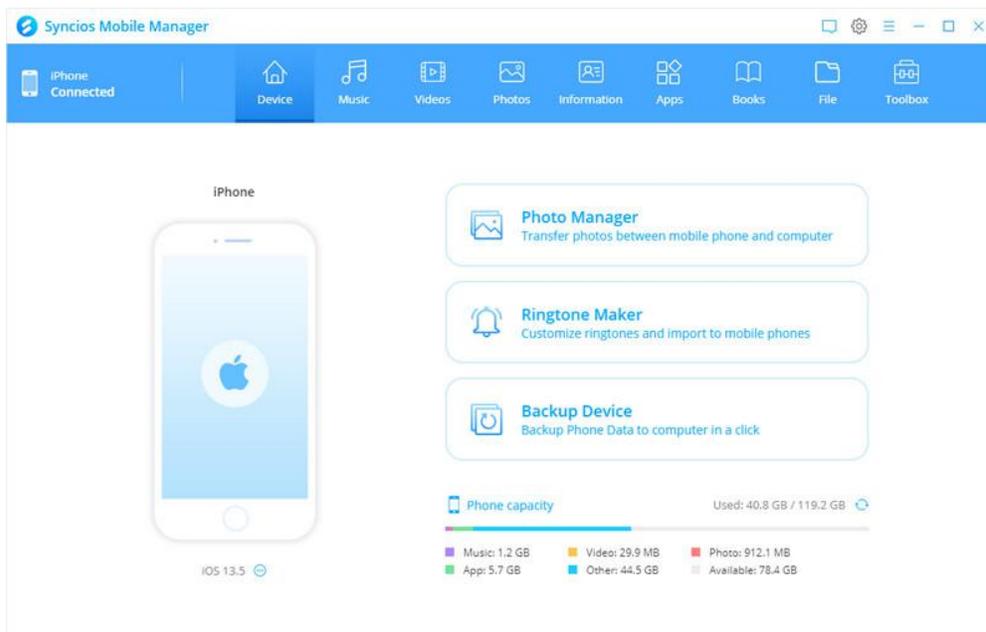
Note: The registration name is case sensitive, please do not add blank at the beginning or end of the word.

Tutorials

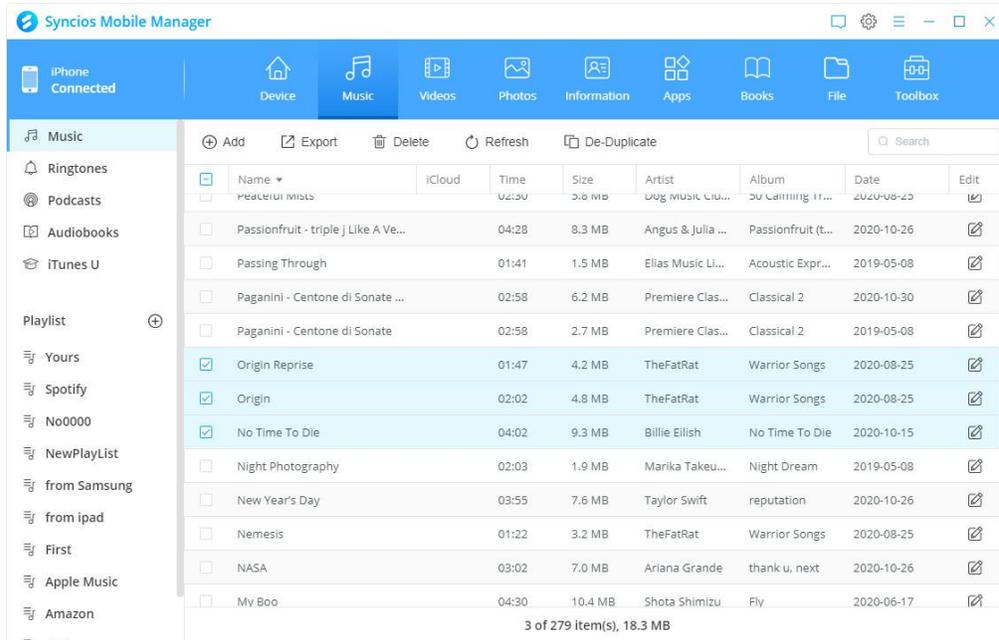
- Music Management
- Video Management
- Photo Management
- Information Management
- App Management
- Book Management
- File Management
- Toolkit

How to Manage Music on iPhone/iPad/iPod/Android Phone

Step 1: Connect your iPod touch, iPhone, iPad or Android phone to your computer, then launch Syncios Mobile Manager.



Step 2: To transfer music from iOS or Android devices to computer, go to 'Music' module on the top panel of Syncios Manager now. You will see 5 items 'Add', 'Export', 'Delete', 'Refresh', 'De- duplicate' under the main window.



Step 3: Import music to devices

Tap 'Add' button. Now, you can see a drop-down list shows 'Add file' and 'Add folder'. You can choose 'Add file' to import music files selectively, or choose 'Add folder' to import entire music album to your phone. Then, click 'OK' option to start transferring music from computer to your iOS or Android devices.

Step 4: Export music to computer

Under 'Music' module, choose the songs you want to backup to your computer and click 'Export' option. Choose the save path and click 'OK' option to begin data backup. You can go to 'menu' > 'settings' to find the default path if you want.

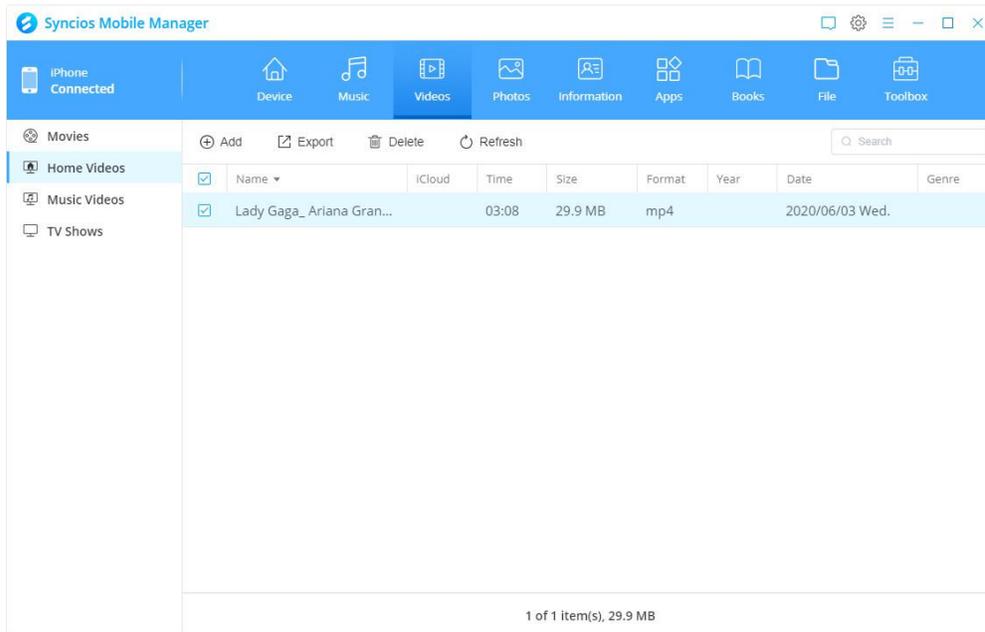
Step 5: De-duplicate music from devices

You can also click 'De-duplicate' option under 'Music' module, which enables you to delete or merge duplicated songs.

How to Manage Video on iPhone/iPad/iPod/Android Phone

Step 1: Connect your iPod touch, iPhone, iPad or Android phone to your computer, then launch Syncios Mobile Manager.

Step 2: To transfer videos from iOS or Android devices to computer, go to 'Videos' module on the top panel of Syncios Manager now. You will see 4 items 'Add', 'Export', 'Delete', 'Refresh' under the main window.



Step 3: Import videos to devices

Tap 'Add' button. Now, you can see a drop-down list shows 'Add file' and 'Add folder'. You can choose 'Add file' to import video files selectively, or choose 'Add folder' to import entire folder to your phone. Then, click 'OK' option to start transferring videos from computer to your iOS or Android devices.

Step 4: Export videos to computer

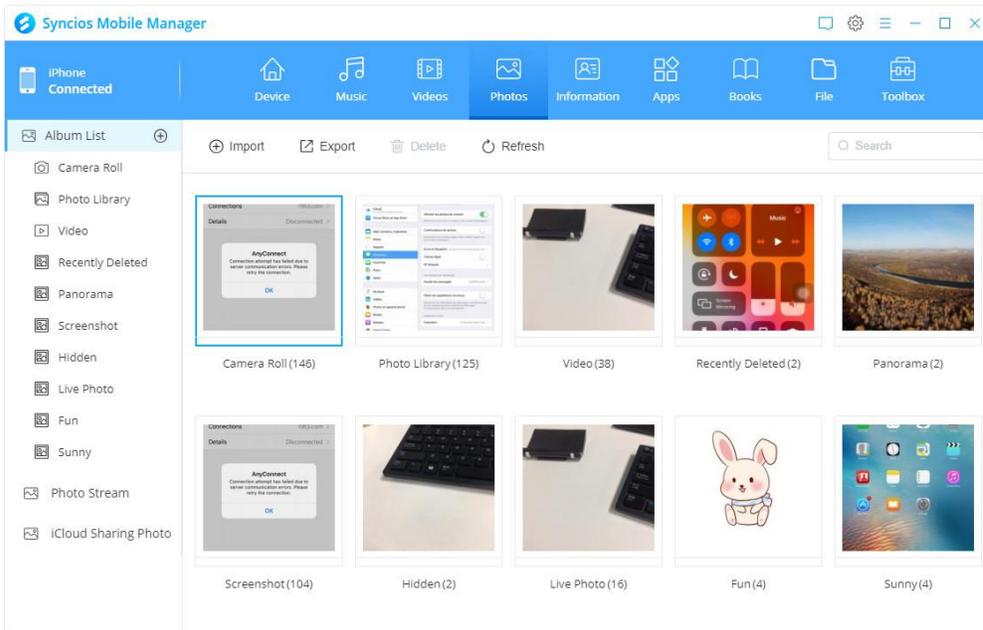
Under 'Videos' module, choose the videos that you want to backup to your computer and click 'Export' option. Choose the save path and click 'OK' option to begin data backup. You can go to 'menu' > 'settings' to find the default path if you want.

How to Manage Photo on iPhone/iPad/iPod/Android Phone

Step 1: Connect your iPod touch, iPhone, iPad or Android phone to your computer, then launch Syncios Mobile Manager. To transfer music from iOS or Android devices to computer, go to 'Photos' module on the top panel of Syncios Manager now. Then Syncios will show you all types of photos you have. And you will also see 5 buttons 'Select all', 'Import', 'Export', 'Delete' and 'Refresh'.

Step 2: Import photos to devices

Tap Import button. Now, you can choose photos from your computer. Select the target photos and tap 'OK' option to start transferring photos from computer to your iOS or Android devices.



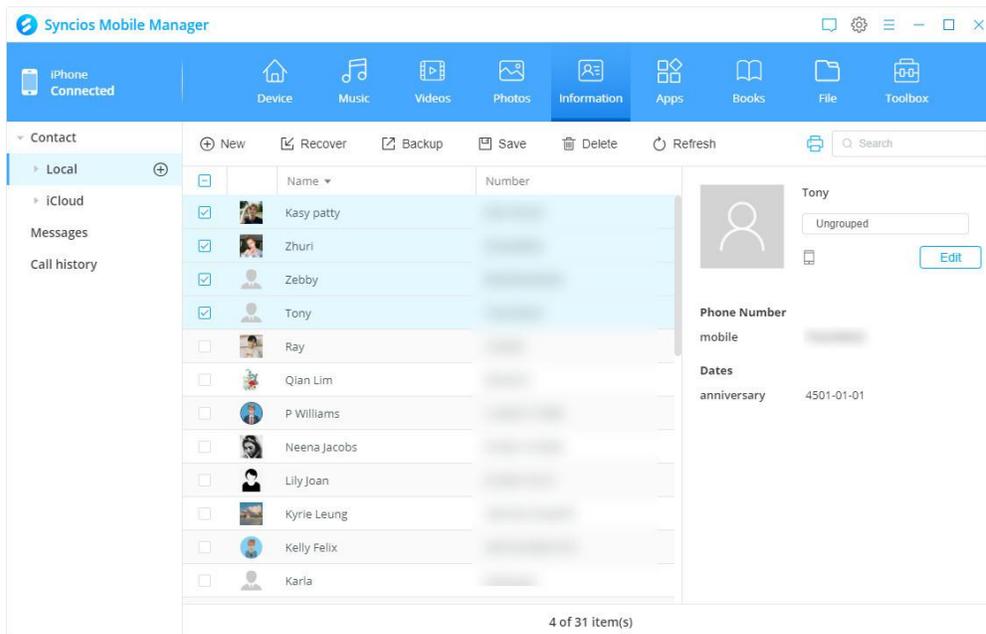
Step 3: Export Photos to computer

Choose the photos that you want to backup to your computer and click 'Export' option. Choose the save path and click 'OK' option to begin data backup. You can go to 'menu' > 'settings' to find the default path if you want.

How to Manage Information on iPhone/iPad/iPod/Android Phone

Connect your iPod touch, iPhone, iPad or Android phone to your computer, then launch Syncios Mobile Manager. To transfer personal information from iOS or Android devices to computer, go to 'Information' module on the top panel of Syncios Manager now. You can see three types of information: Contacts, Messages and Call history.

Contacts:



Tap 'Contact' option, then you can see 6 buttons: 'New', 'Recover', 'Backup', 'Save', 'Delete' and 'Refresh'.

'New' option: It allows you to create a new contact to your phone and the details of contact will show on the right panel. Click 'Edit' button there to add detailed information to your contacts, such number, email, address and etc.

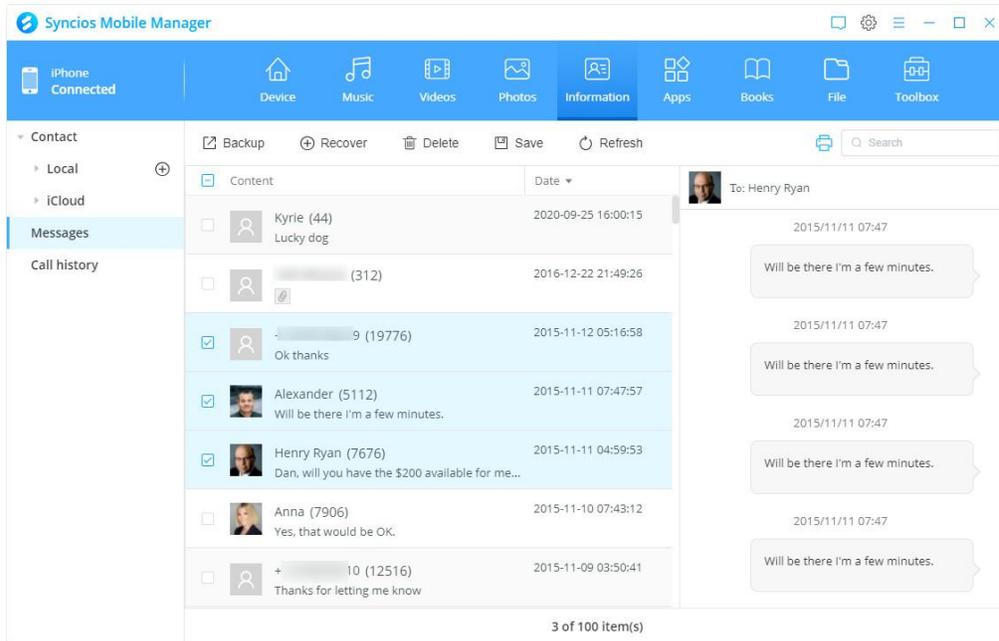
'Recover' option: It allows you to recover contacts from the backup you made via Syncios Manager.

'Backup' option: It allows you to choose the contacts and save them to computer.

'Save' option: It allows you to export the contacts to HTML files.

'Delete' option: It allows you to selectively remove contacts from your phone

Messages:



Tap 'Messages' option, then you can see 5 buttons: 'Recover', 'Backup', 'Delete', 'Save' and 'Refresh'.

'Backup' option: It allows you to choose the messages and save them to computer, including SMS/MMS/message attachments.

'Recover' option: It allows you to recover messages from the backup you made via Syncios Manager.

'Delete' option: It allows you to selectively remove messages from your phone.

'Save' option: It allows you to export the messages to CSV and HTML files.

Call history:

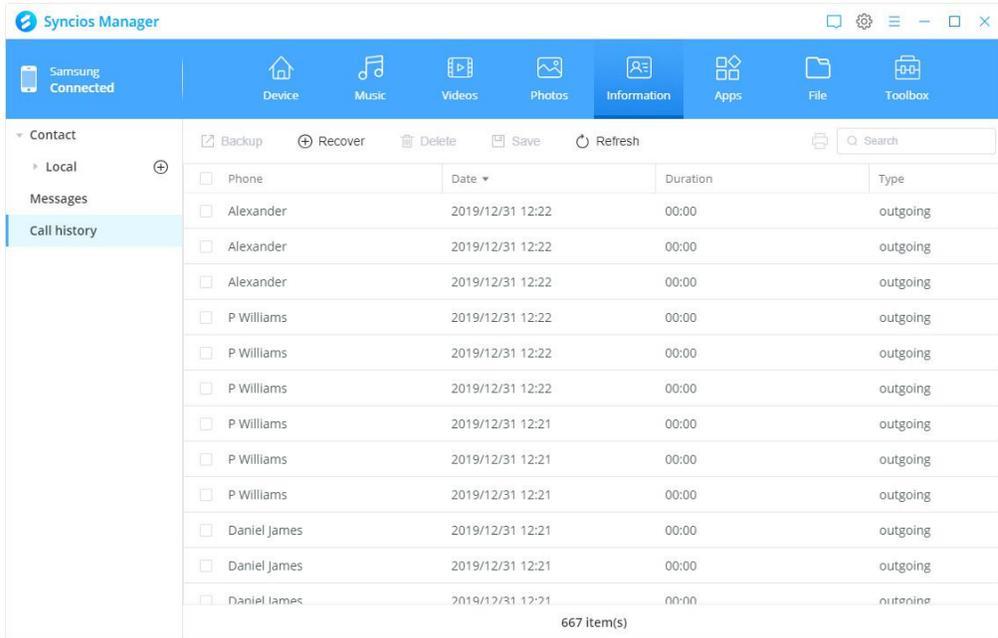
Tap 'Call history' option, then you can see 5 buttons: 'Recover', 'Backup', 'Delete', 'Save' and 'Refresh'.

'Backup' option: It allows you to choose the call history and save them to computer.

'Recover' option: It allows you to recover call history from the backup you made via Syncios Manager.

'Save' option: It allows you to export the call history to CSV and HTML files.

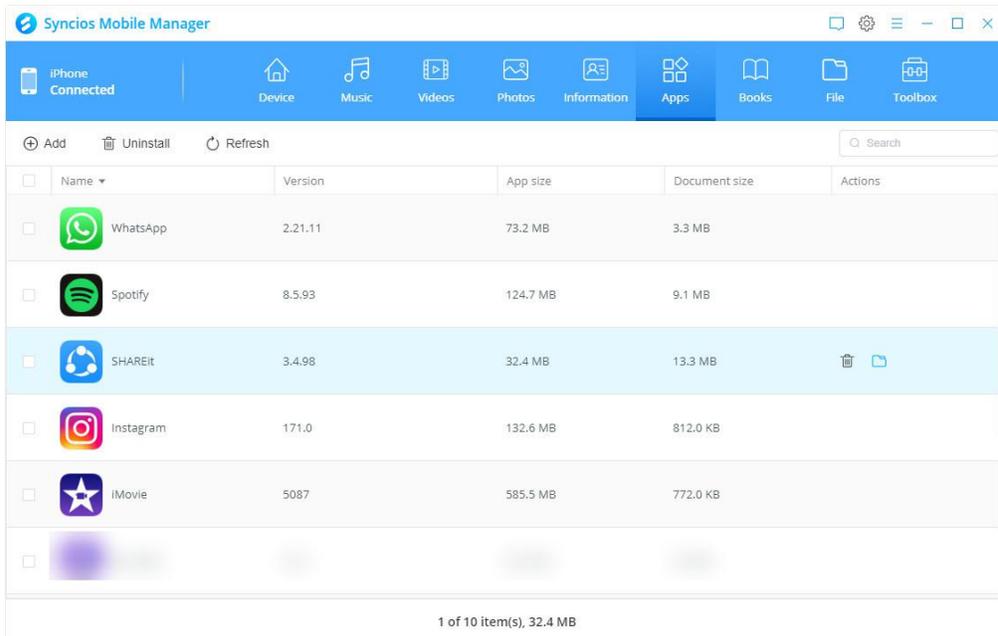
'Delete' option: It allows you to selectively remove call history from your phone.



Tips: To print out contacts, messages or call history, simply click on the print icon on the upper right corner.

How to Manage Apps on iPhone/iPad/iPod/Android Phone

Connect your iPod touch, iPhone, iPad or Android phone to your computer, then launch Syncios Mobile Manager. Go to 'App' module on top panel of main interface. You can see 4 buttons: 'Add', 'Uninstall', 'Backup' and 'Refresh'.



'Add' option: It allows you to select and install app from computer to your mobile devices.

'Uninstall' option: It allows you to remove apps from your phone selectively.

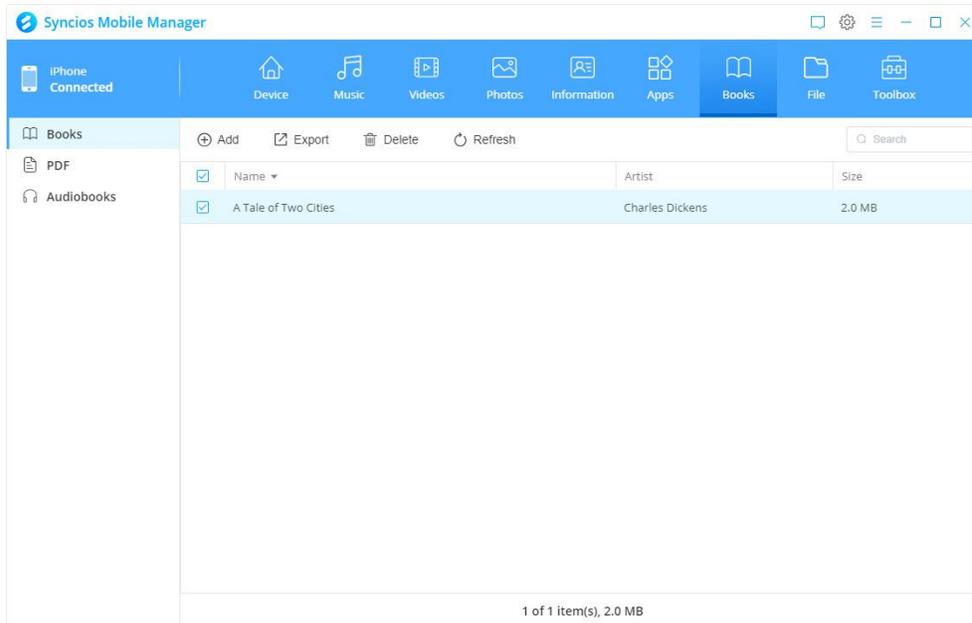
'Backup' option: It allows you to choose the apps and save them to computer.

'Folder' icon: It allows you to view, export and import **iOS** app documents.

(**NOTE:** Syncios doesn't support to backup apps on iOS 9+ devices.)

How to Manage Books on iOS Devices

To manage Books, PDF files and Audiobooks on your iOS devices, connect your iPod touch, iPhone or iPad to your computer, then launch Syncios Mobile Manager. Go to 'Books' module on top panel of main interface. There're 4 options: 'Add', 'Export', 'Delete' and 'Refresh'.



'Add' option: Choose **Add Files** or **Add Folder** to import books from computer to your iOS devices.

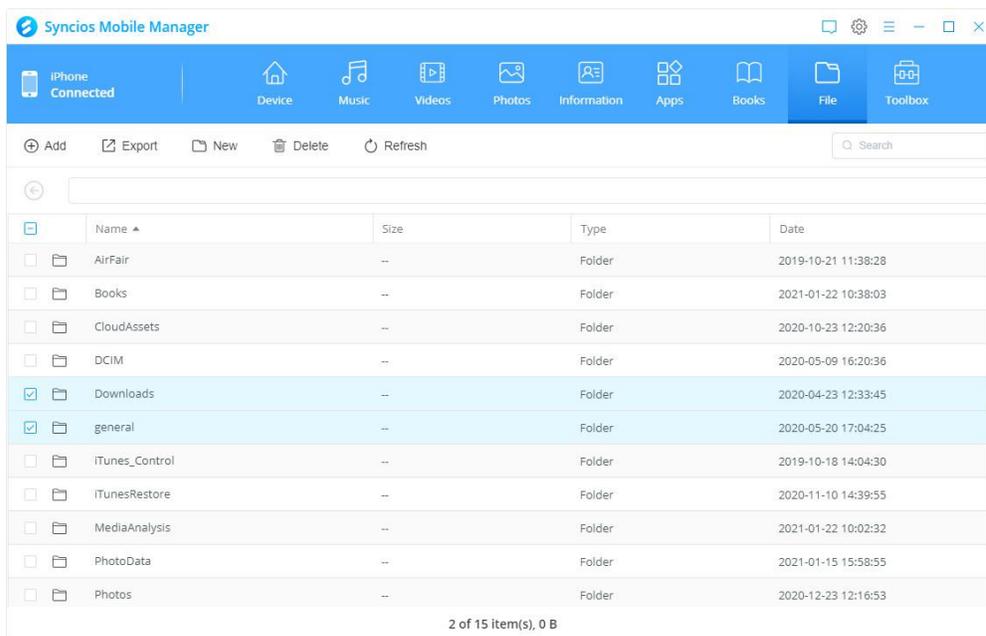
'Export' option: It allows you to transfer iOS devices e-books, pdf files or audiobooks

to your computer.

'Delete' option: It allows you to selectively delete books files from iOS devices.

How to Manage File on iPhone/iPad/iPod/Android Phone

Connect your iPod touch, iPhone, iPad or Android phone to your computer, then launch Syncios Mobile Manager. Go to 'File' module on top panel of main interface. You can see 5 buttons: 'Add', 'Export', 'New', 'Delete' and 'Refresh'.



'Add' option: It allows you to import files or file folder from computer to your mobile devices.

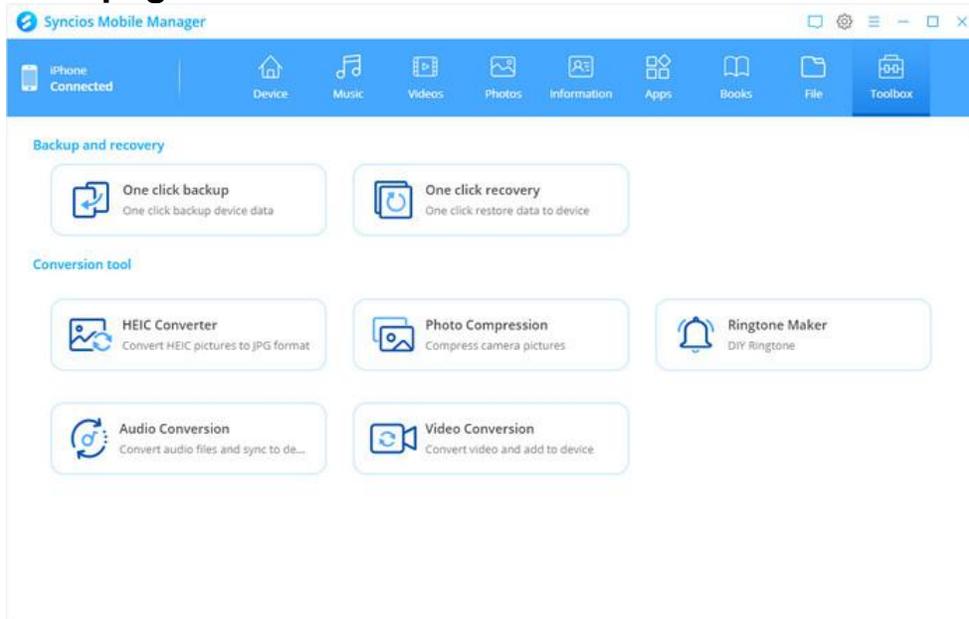
'Export' option: It allows you to transfer files or file folder from your phone to computer selectively.

'New' option: It allows you to create new file folder.

'Delete' option: It allows you to remove files or file folder from your phone selectively.

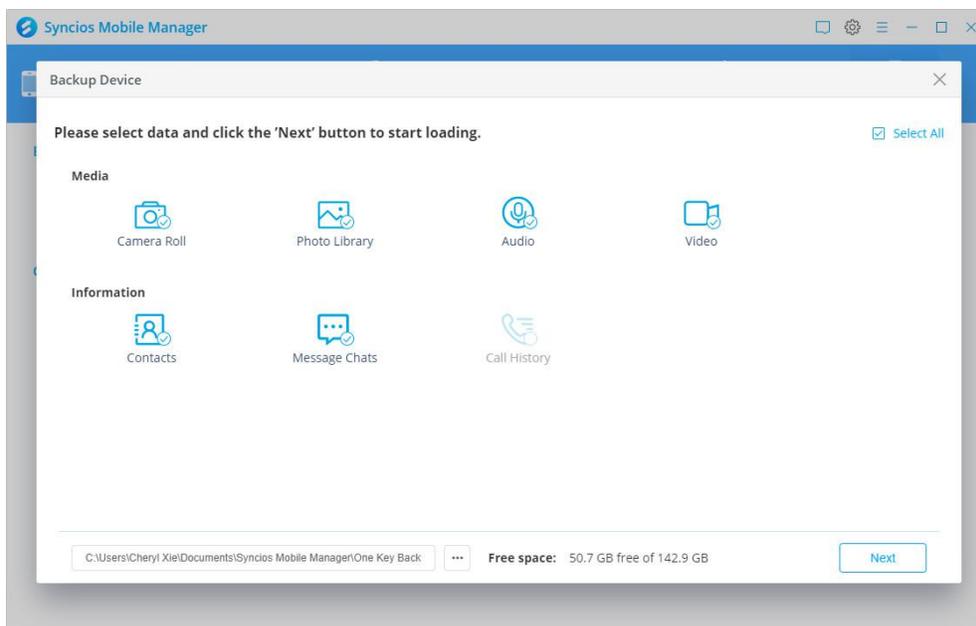
Toolkit

Main page:



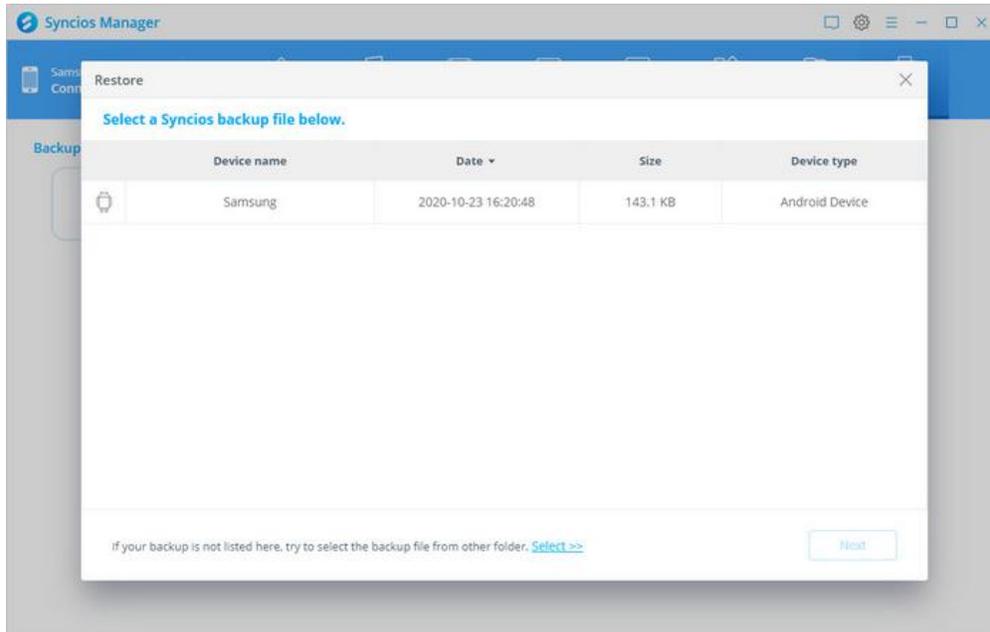
One click backup

To backup data in one click, click **'One click backup'** icon under Toolkit to start the one key backup tool. You're allowed to click on **'Change backup path'** button to customize the save path. Then, select data you want and click on Next to load. Next, tap on **'Backup'** button to backup all of the data.



One click recovery

To restore data by a click, click **'One click recovery'** icon under Toolkit. Choose a backup file to recover. All of the available backups will be listed on the checkbox. Click on **'Next'** to load. Then, tap on **'Restore'** button to recover the backup file back to your mobile phone.



HEIC Convertor

If you are going to convert pictures from HEIC to JPG format, tap on **'HEIC Convertor'** option.

If the target HEIC picture is on your computer, tap on **'Add picture'** option to select. You're allowed to customize the output path and the picture quality as you like. Click **'Convert'** to start the process.

If the picture you want is on your phone device, go to click **'Select from device'** button on the top toolbar. The same, customize the output picture save path and quality. Click on **'Convert'** to begin.

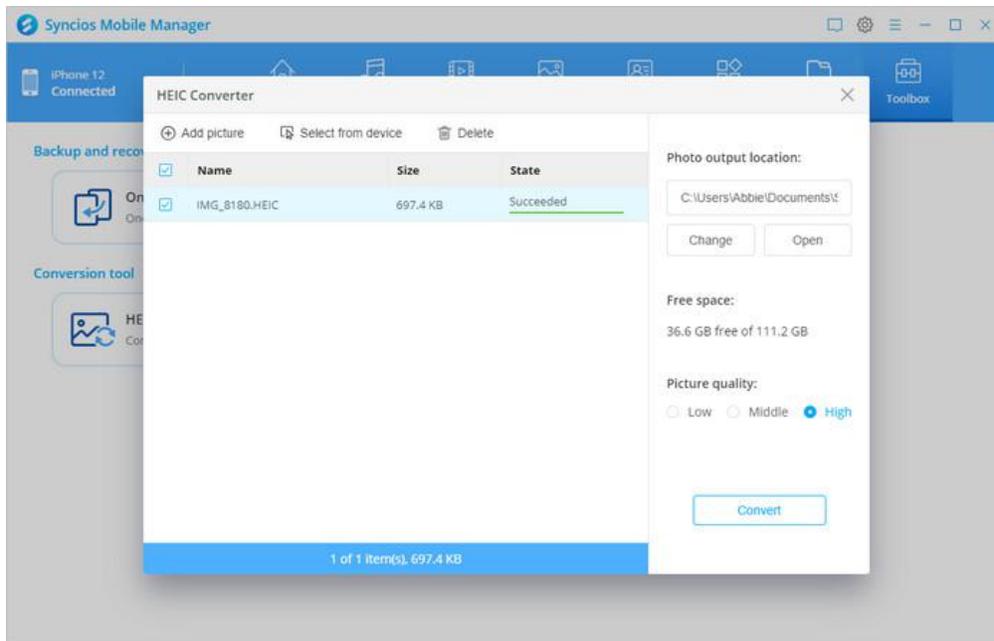
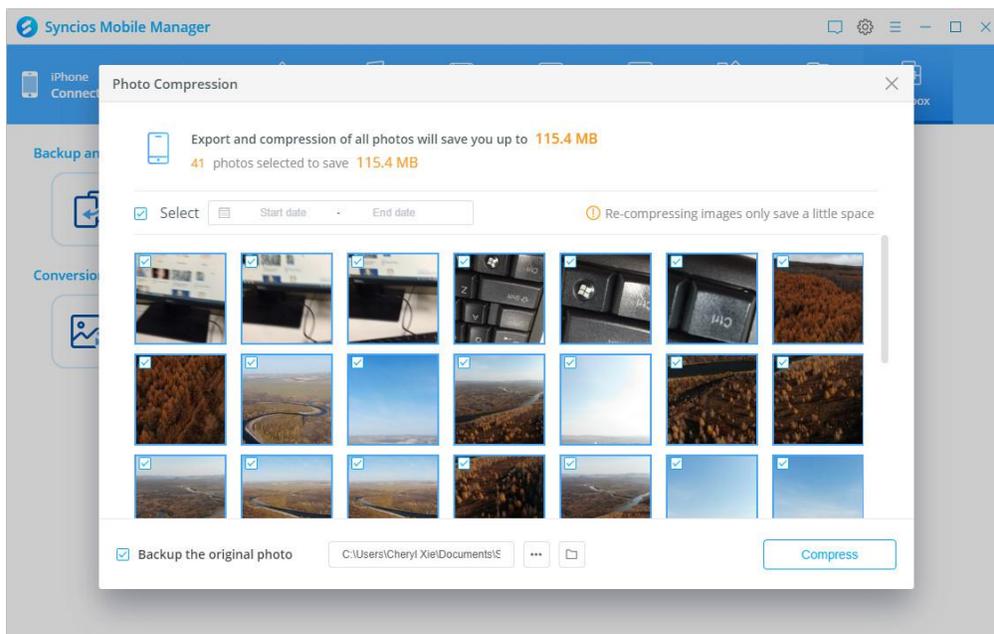


Photo Compression

To compress camera photos to free up phone space, choose **'Photo Compression'** option.

First of all, tap on **'Scan photos'** option to scan the camera photos on mobile phone. Then select photo(s) and click on **'Compress'** button to save your phone storage space.

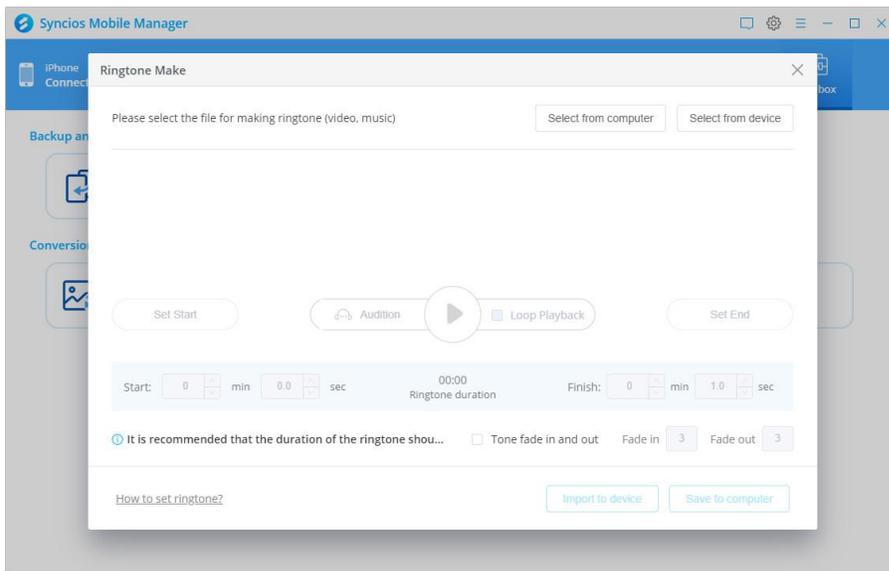
Note: We recommend you to take a backup of the photos with original quality to your computer before choosing to compress. The **'Backup the original Photo'** option is chosen by default. So you can change a save path or just uncheck it if you don't need.



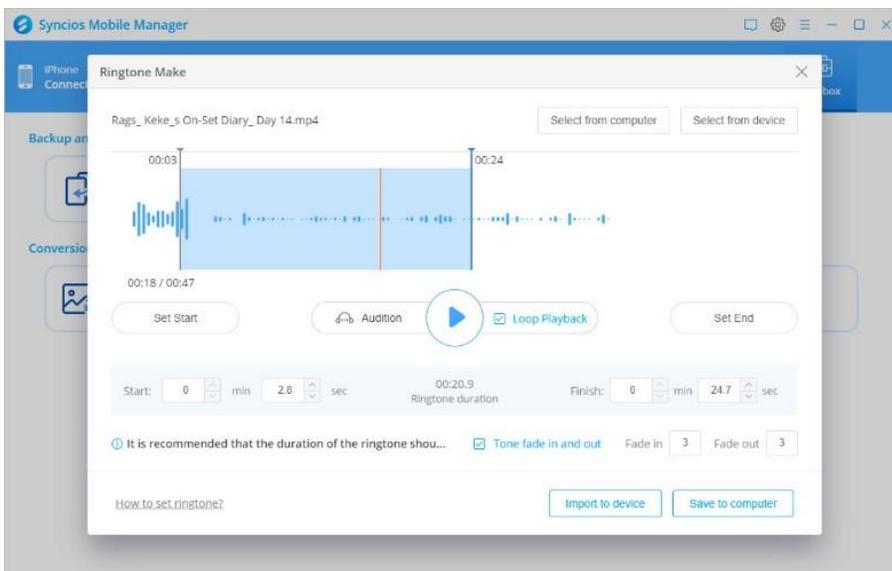
Ringtone Maker

To customize ringtones and then import to devices or save to computer, choose **'Ringtone Maker'** option here.

- **Select from computer:** To turn a song on local folder into a customized ringtone, click this option to find the song and click Open to load.
- **Select from device:** If the wanted song is on your phone, tap on this option to launch a pop-up. This pop-up will list all songs on your iOS or Android devices. Click Select option to load.



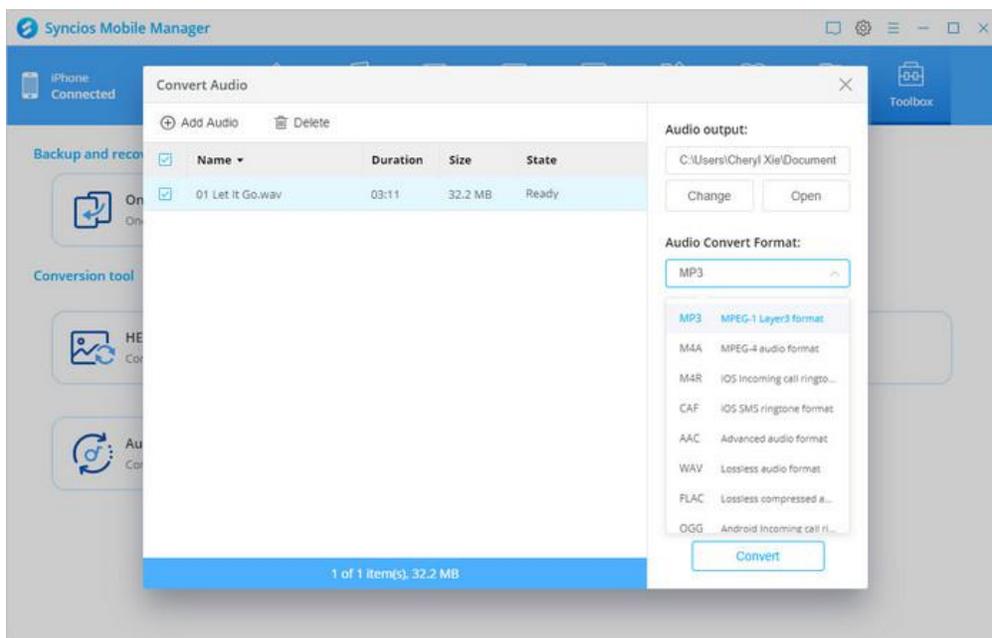
After selection, you can see a page below. Now, you should move progress bar and click Set Start and Set End option to DIY your ringtone duration. Generally, the recommended length of a ringtone is around 30s. So as your preferences, you can check the Loop Playback or setup Tone fade in and fade out time.



Audio Conversion

To convert the format of audio files, tap on **'Audio Conversion'**.

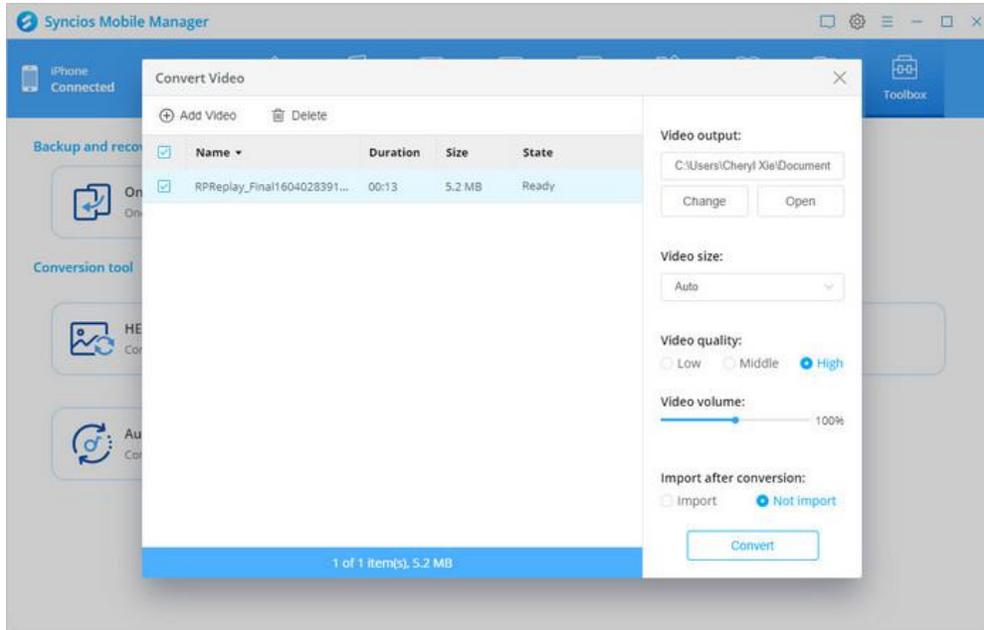
On the smaller window, you can directly drag the target file to the white place or just click **'Add Audio'** button to add the file. On the right hand, you can choose the output path, output format (MP3, M4A, M4R, CAF, AAC, WAV, FLAC and more) and if you need to import this audio file to the connected devices. You should check **'Import'** option before choosing **'Convert'** to begin.



Video Conversion

To convert video format from others to MP4, select **'Video Conversion'**.

Click '**Add Video**' or drop and drag the video to convert it into MP4 via this converter. Also, you can customize the output format, video size (Auto, 480*320, 640*480, 960*640 and etc.), output video quality and volume. If you want to save the converted video to a smart phone, select '**Import**'. Now tap on '**Convert**' button.



FAQ

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

Version compare

What's the difference between Syncios Free and Full Version?

Compared to Free version, Syncios Manager Full version has more wonderful features :

Main Functions	Free Version	Full Version
Device-to-PC Transfer	√	√
PC-to-Device Transfer	√	√
1-click Backup and Restore Mobile Data		√
Manage Phone Folders with File System		√
Edit Song Info and Tracks Deduplicate		√
Backup and Restore Contacts, SMS and Call History		√
Export SMS, Call History, and Contacts to HTML/CSV File		√
Preview and Print Out SMS, Call History, and Contacts		√
Life-time Free Update		√

Common Issues

1. How to Fix the iOS Device Detection Problem?

- Make sure the current iOS is iOS 5.0 or above.
- Keep your device unlocked and connect it to Syncios again, click "Trust This Computer" when you plug it to computer. If you have clicked Trust This Computer, then it will not pop up again in short time.
- If you installed iTunes on your computer, and updated to the latest version, but Syncios still failed to detect your iOS device? The reason could be the iTunes file left by the computer failed to be successfully overwritten.
 - If in this case, please simply uninstall the iTunes and its related services from your computer, then do a totally new installation of iTunes, which would fix the issue perfectly. The iTunes and related services needed to be uninstalled are below:



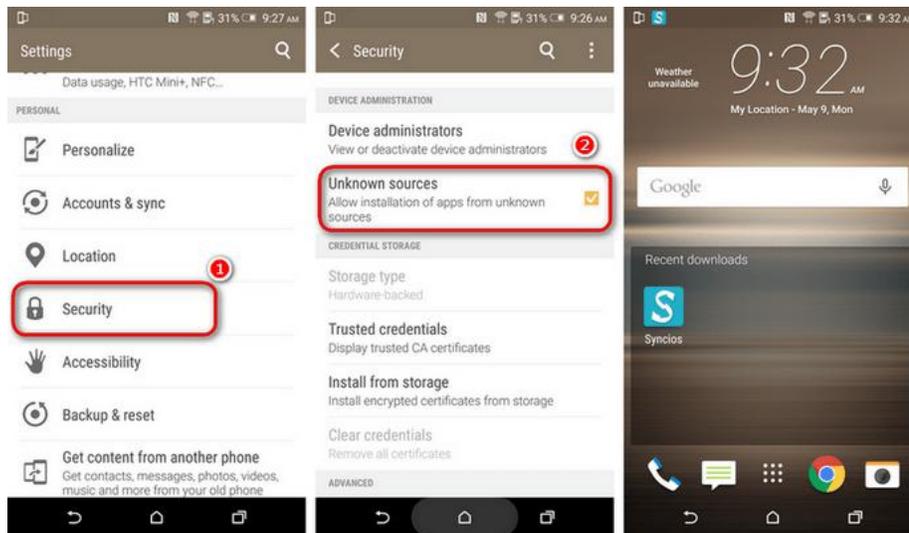
Notes: For Windows computer users, please do not download iTunes from Microsoft Store. Otherwise the iTunes you downloaded will be lack of Apple Application Support service which is needed by Syncios program. Please download the latest iTunes from apple.com.

If your problem still remains, please refer to overall tutorial from:

<https://www.syncios.com/fix-ios-device-detection-problem.html>)

2. How to Fix the Android Device Detection Problem?

- Please follow Syncios instructions to enable USB debugging mode on your android phone.
- For Android device users, in order to successfully transfer or backup data from Android, you must have the Syncios.apk installed on your device. Otherwise, Syncios program would not recognize or detect your device correctly. Check your phone screen, there will be an install prompt when you connect your phone to Syncios. If there was no such prompt, then follow the steps below or download and install it on your device manually.



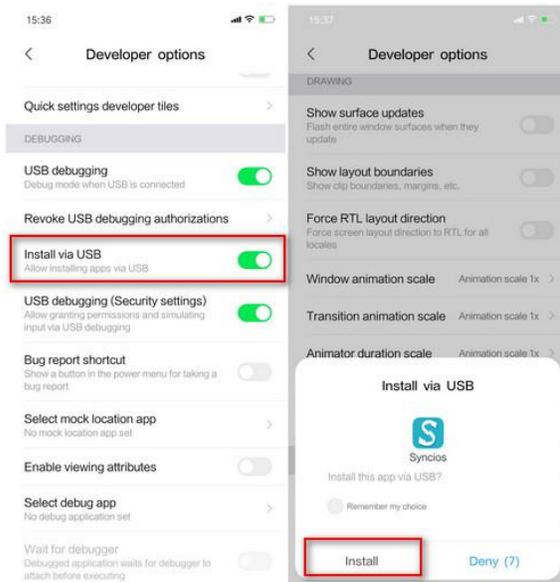
Step 1: On your device, navigate to Setting > Security.

Step 2: Scroll down and check Unknown sources to allow installation of apps from Syncios.

Step 3: Connect your device with PC and launch Syncios program, the Syncios.apk will be installed automatically.

Step 4: For Android 8.0+ users, please make sure you have enabled "Install via USB" option under Developer options.

Step 5: Keep your device unlocked when connected to Syncios, there will be a pop-up windows, allow to install Syncios android app via USB.

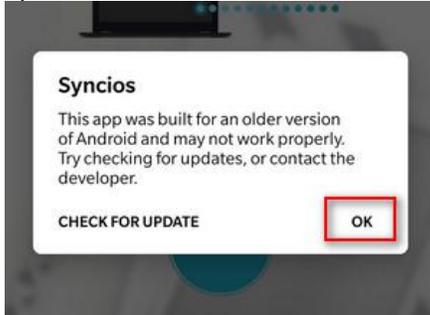


Note: If you still failed to install Syncios for android app or Syncios app could not open after update, please follow this FAQ to fix this issue.

If your problem still remains, please refer to overall tutorial from:
<https://www.syncios.com/fix-android-device-detection-problem.html>)

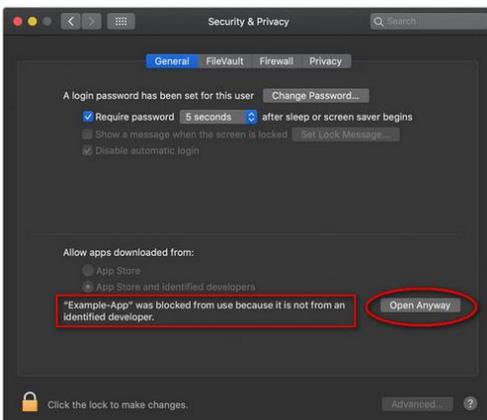
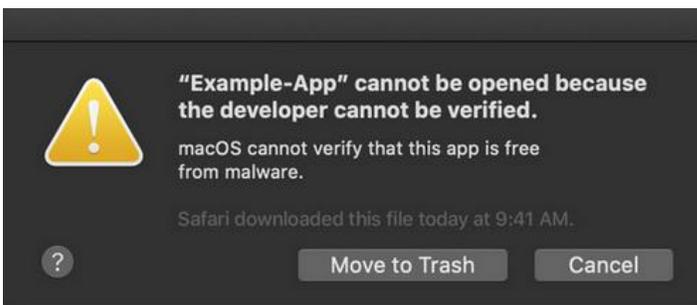
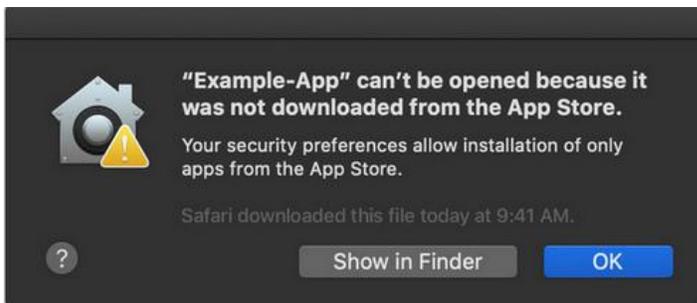
3. What to do if I receive this prompt "This app was built for an older version of Android and may not work properly. Try checking for updates or contact the developer"?

If you received the prompt below when you connected your Android phones, just click OK option to continue.



4. What to do if can't open Syncios on macOS 10.15 Catalina?

- If you've received the message below:



You need to:

Step 1: Find and go to System Preferences > Security & Privacy, and tap the General tab. Click the lock icon in the lower left corner of the screen and then enter your password to unlock Security & Privacy.

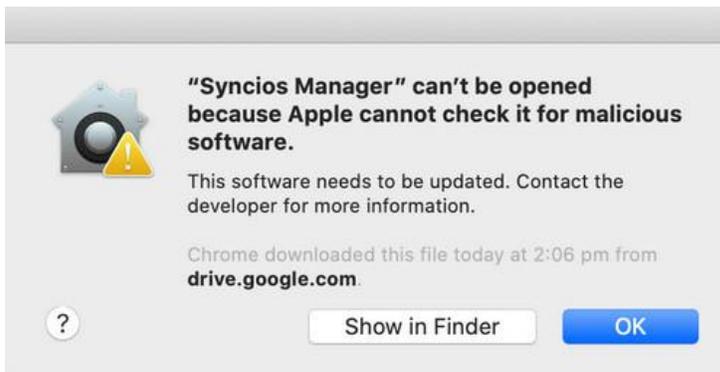
Step 2: Find and choose "App Store and identified developer" under "Allow apps downloaded from:" option. You can just use Ctrl+C or the menu to copy the files.

Step 3: Run Syncios now, you will see a warning message that says "Syncios app can't be opened...", just click "OK" option.

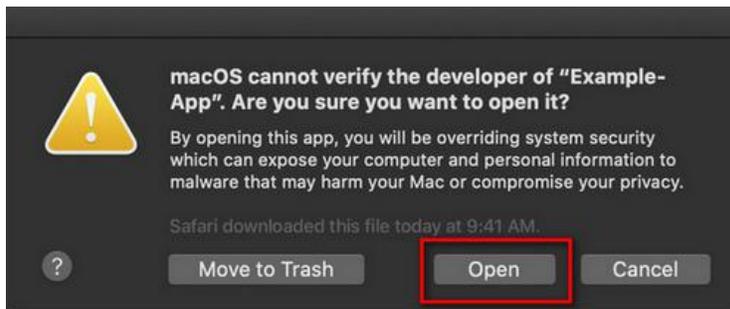
Step 4: Go back to Security & Privacy. You will see there is a new message at the bottom, saying "Syncios app was blocked from use because..." Now, click "Open Anyway" option to confirm your intent to open or install the app.

Step 5: The warning message reappears, and you can see "Open" option this time. Click it and then please do remember to click the unlocked lock to keep the change.

- If you've received the message below:



You need to:



Step 1: When you start to run Syncios, just click the "Show in Finder" button, then right-click (or hold control while you click) the procedure and choose "Open" option.

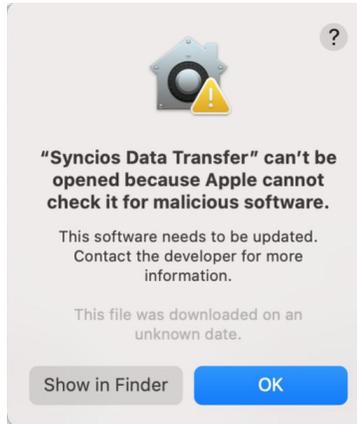
Step 2: Now when the warning box comes back up you'll have an option to "Open" and then the App will run just as the authorized app.

Haven't resolved your problem after trying above methods? Feel free to contact us via Email: support@syncios.com

5.What to do if can't open Syncios on Mac OS 11 Big Sur?

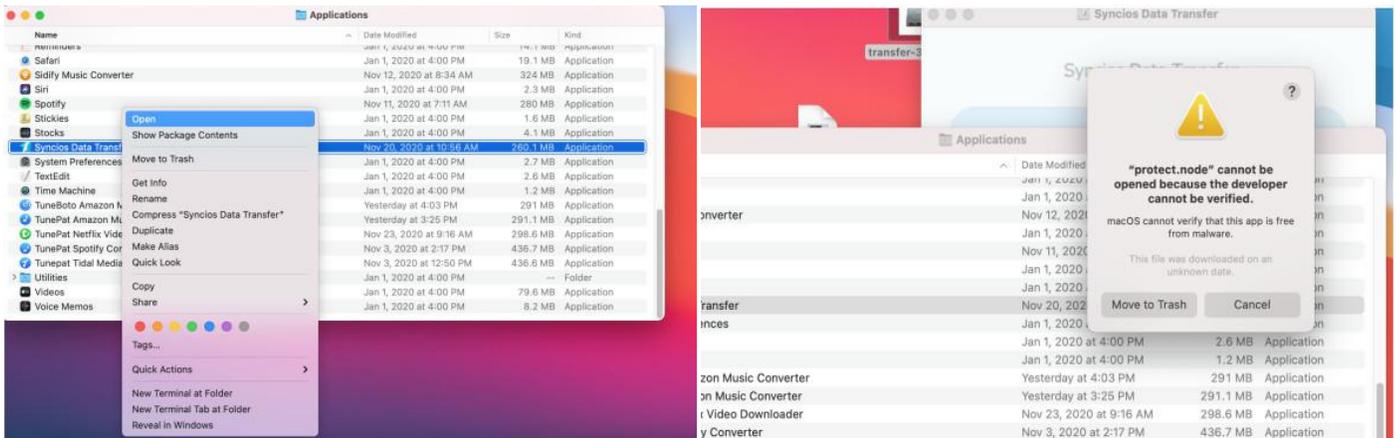
When you install Syncios program on Mac OS 11 computer, you might see a message:

"Syncios" Can't be opened because Apple cannot check it for malicious software.



When you try to right click Syncios and choose “Open” option, you might see a message:

"Protect.node" cannot be opened because the developer cannot be verified.



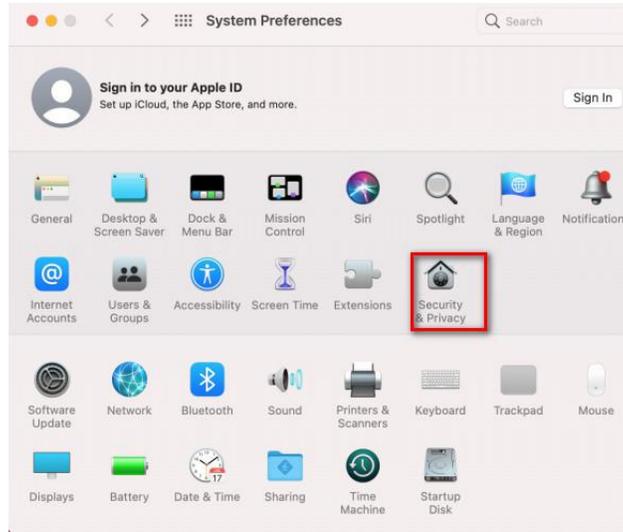
How to solve the problem above?

If you encounter problems like above message when installing Syncios on Mac computer, please refer to the following steps:

Step1: Open Syncios program, you can see the error messages, do not close the program yet.

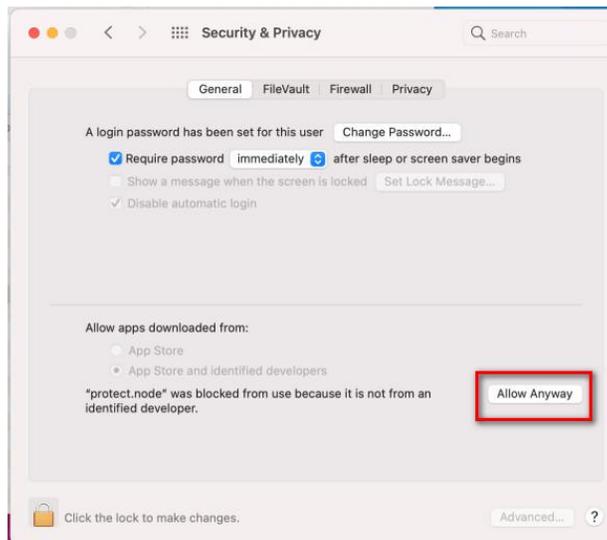
(Important!)

Step 2: Find and go to System Preferences - Security & Privacy, and tap the General tab. Click the lock icon in the lower left corner of the screen and then enter your password to unlock Security & Privacy.



Step 3: Find and choose "App Store and identified developer" under "Allow apps downloaded from:" option.

You can just use Ctrl+C or the menu to copy the files.



Step 4: You will see there is a new message at the bottom, saying "protect node was blocked from use because..." Now, click "Allow Anyway" option to confirm your intent to open or install the app.

Step 5: Now please restart the Syncios program. Firstly close the running Syncios program from the bottom taskbar, then Right Click Syncios program and choose "Open". (DO NOT double click to open Syncios program) Now you can use Syncios program normally without error messages.

6. What to do if Syncios is not available in my language?

To better serve the customers all over the world, we are planning to localize Syncios into more minor languages. If you are native and love the iOS device manager, you can help us translate Syncios to your mother tongue or any other target language that you are specialized in.

7. What to do if Syncios fails to display contents on iPhone/iPad/iPod?

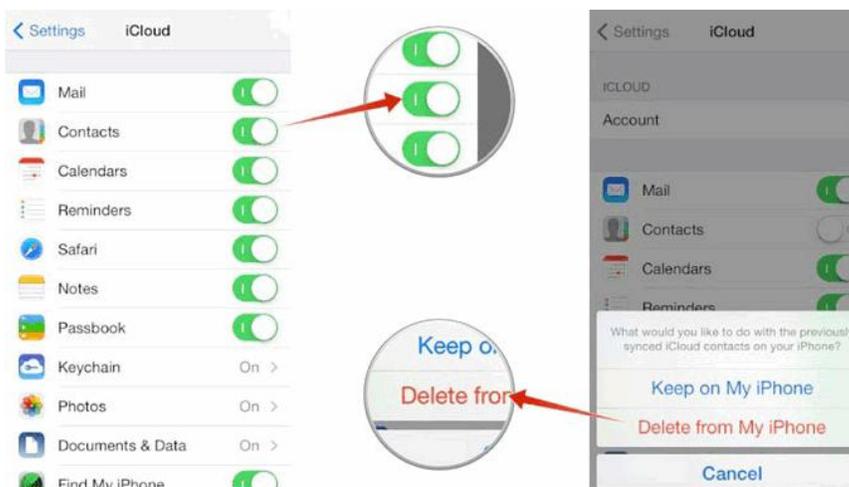
Already installed our latest Syncios, but when open the user interface, it does not display any contents on your iPhone, iPad or iPod. Please simply try the following steps and see if it would solve your problem.

Please turn off iCloud related contents.

Step 1: Go to your iPhone/iPad/iPod, Navigate to **Settings > iCloud**.

Step 2: Tap the button to switch **OFF**.

Step 3: You'll see a message regarding the handling of your existing contents. If you want to keep previously synced iCloud contacts on your device, tap on the gray button **Keep on My iPhone** (iPad/iPod).

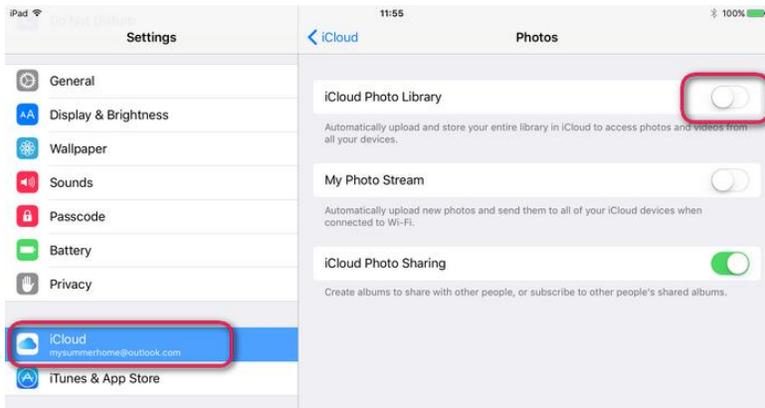


Step 4: Please restart Syncios to display contents.

8. What to do if Syncios fails to delete photo(s)?

iCloud Photo Library is designed to keep all of a user's photos synced on all of their devices at all times. Thus, photo(s) would be downloaded from your iCloud automatically after being deleted on iPhone/iPad/iPod Touch, which makes you think Syncios fails to delete photo(s) on your iDevice.

Given this situation, please navigate to your device, click on **Setting > iCloud > Photos**, then turn off **iCloud Photo Library** for a while.



9. Why I can not delete the transferred photos by my iOS device?

You may have found the little trash button just missing when you try to delete the photos you imported to your device via Syncios. That is because Apple has limitation on the files which are imported by third-party software such as Syncios Manager. However, you can still use Syncios program to delete the files you synced to iOS device.

10. Why Syncios can not backup iOS apps?

Since effected by iTunes bugs regarding to Apps backup and restoring on iOS 9 and above version, Syncios currently is unable to backup, restore and transfer Apps on iOS 9 and above devices. Once those bugs was fixed, Syncios would run well as it always dose. For Ultimate users, you can backup app data on iOS 5 - 11. However, you need to download the apps from store first.

Support & Contact

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

Support

For more information, please visit Syncios Manager website!

Homepage: <https://www.syncios.com/features.html>

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

Contact

If you didn't get the answers from the Homepage, please contact Syncios Manager 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 24 hours. Please allow time lag due to different time zones.

Support E-Mail: support@syncios.com

Our Facebook: <https://www.facebook.com/syncios.official/>

Our Twitter: https://twitter.com/Sync_ios