

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 contact, text messages, call logs, photos, camera roll, bookmarks, music, video and calendar. Besides, it helps restoring data from your iCloud, 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 data to iOS or Android devices.
- Sync contents from iTunes Library to PC and devices.
- Multiple OS supported: multiple phones running Android and iOS.
- Support 20+ languages.

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, iOS14 & iOS 15

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:

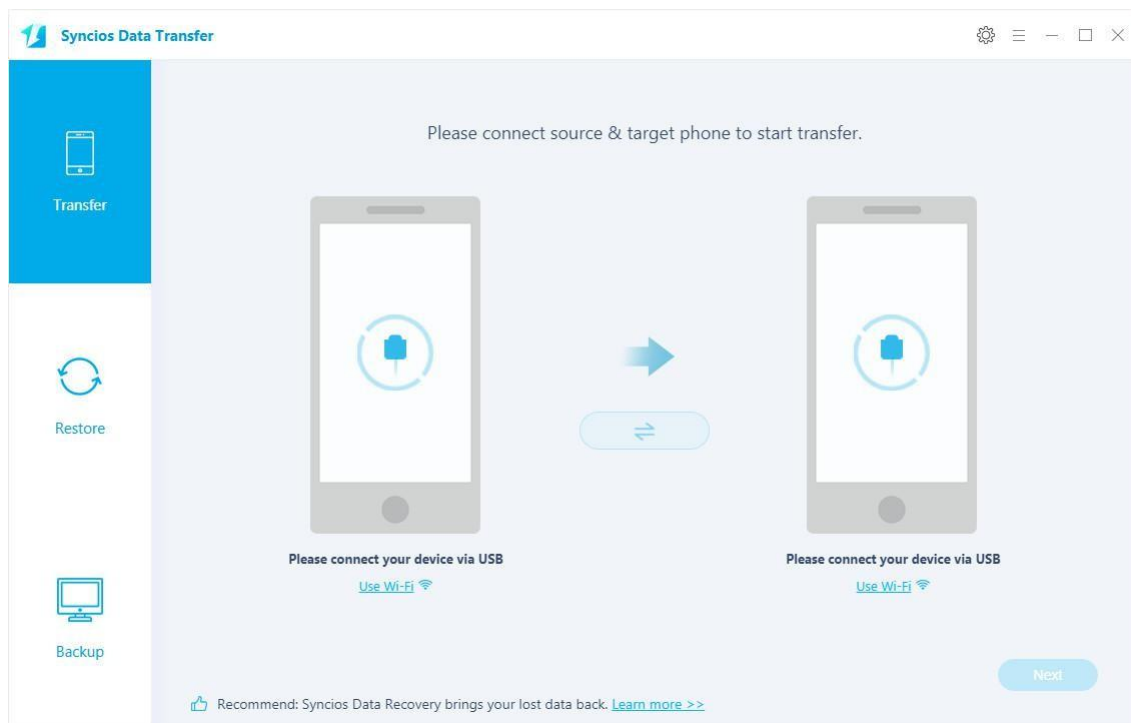
❖ https://www.syncios.com/syncios_data_transfer.exe

Download Data Transfer for Mac from:

❖ https://www.syncios.com/syncios_mac_data_transfer.dmg

2. Follow the instruction to finish the installation.

Main Interface



Purchase & Registration

- Purchase Data Transfer
- Register Data Transfer

Purchase Data Transfer for Win

Quick Link:

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

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

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

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

Purchase Data Transfer for Mac

Quick Link:

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

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

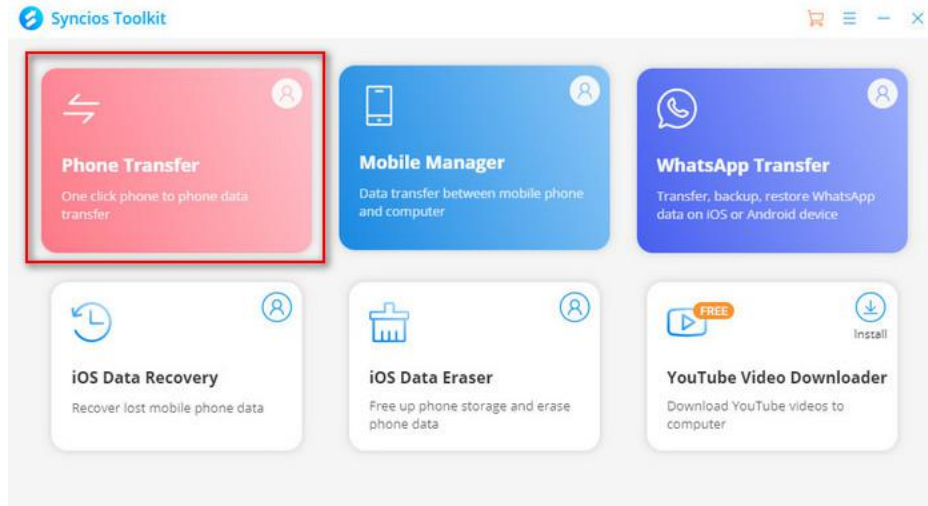
To buy a license key for Syncios Data Transfer for Mac, visit our online store:

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

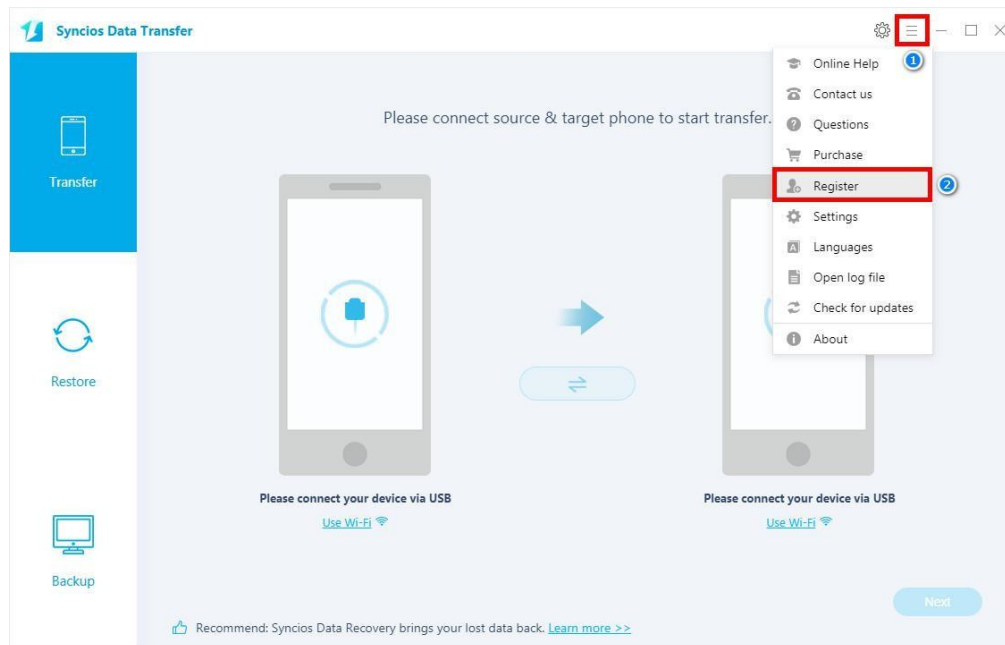
Register Data Transfer for Win/Mac

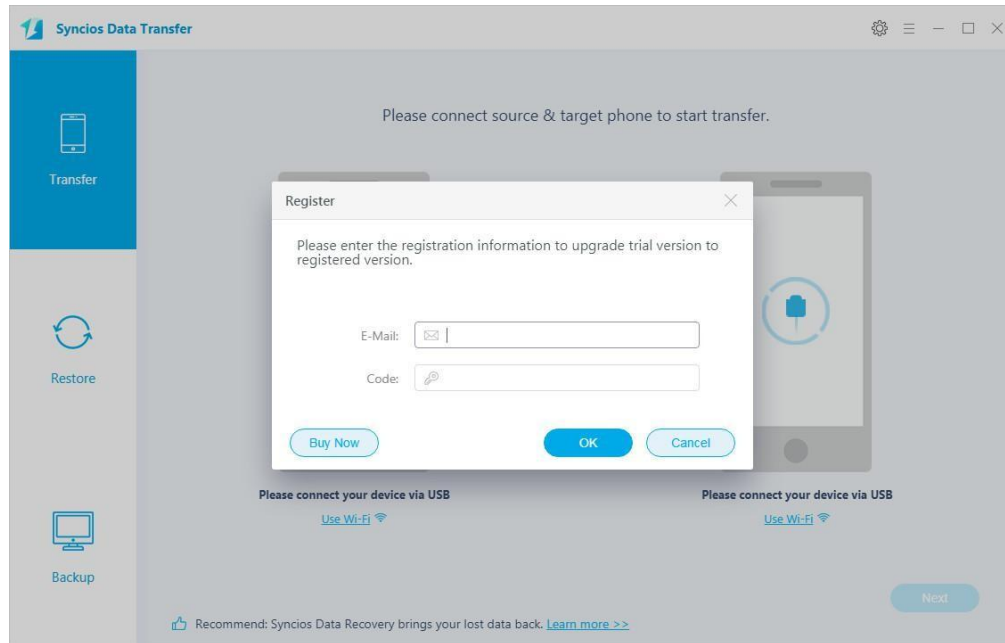
Step 1. Run Syncios Toolkit. Choose **Phone Transfer** option.

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



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

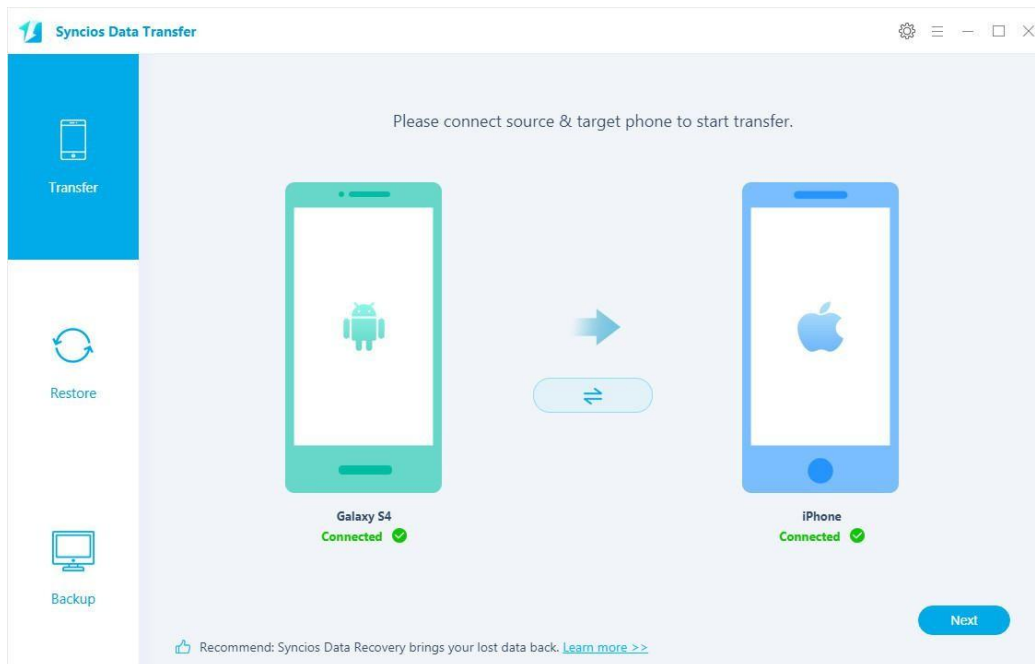
Tutorials

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

Phone to Phone Transfer Directly.

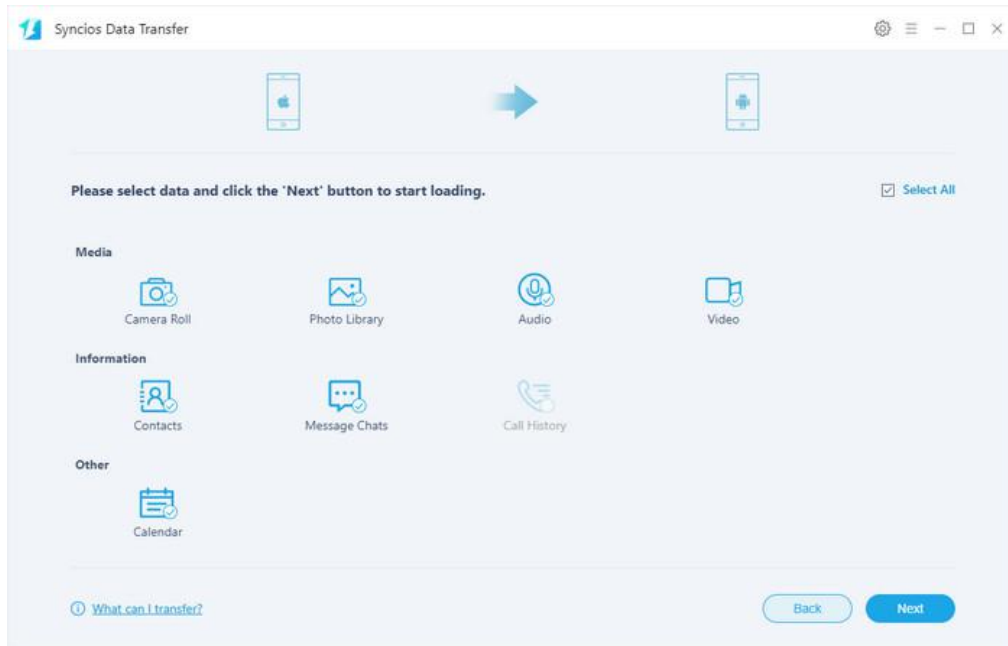
Step 1. Connect Two of Your Devices to Computer

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.



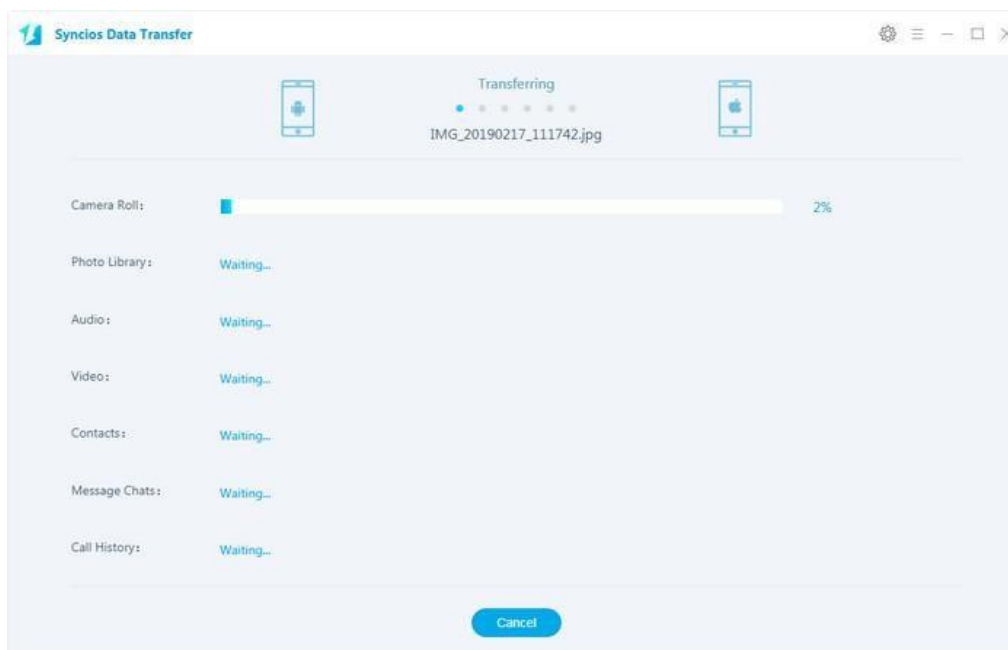
Step 2. Select Contents You Would Like to Transfer

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.

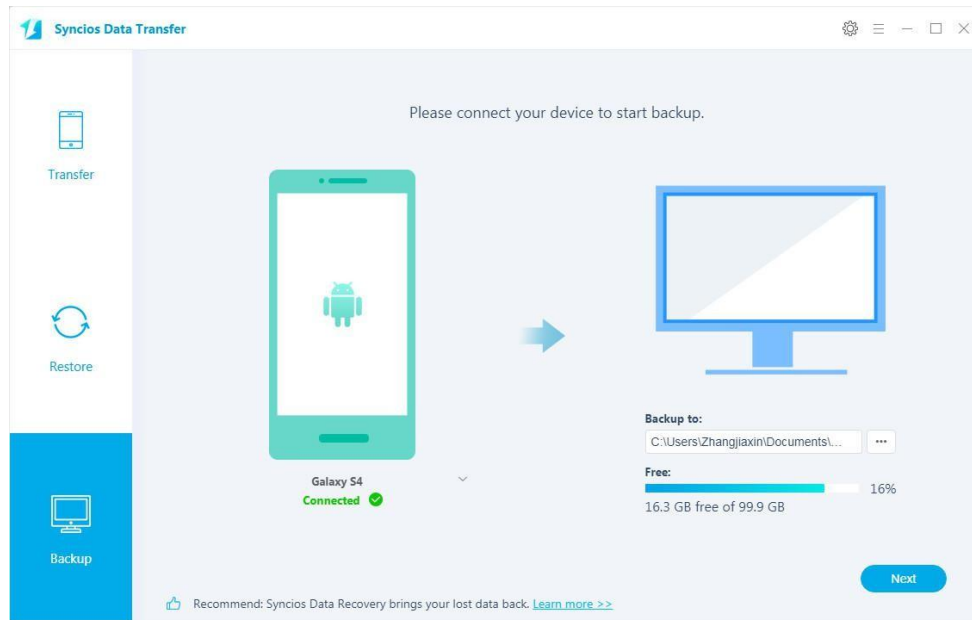
The selected files would be fully copied to your target phone.



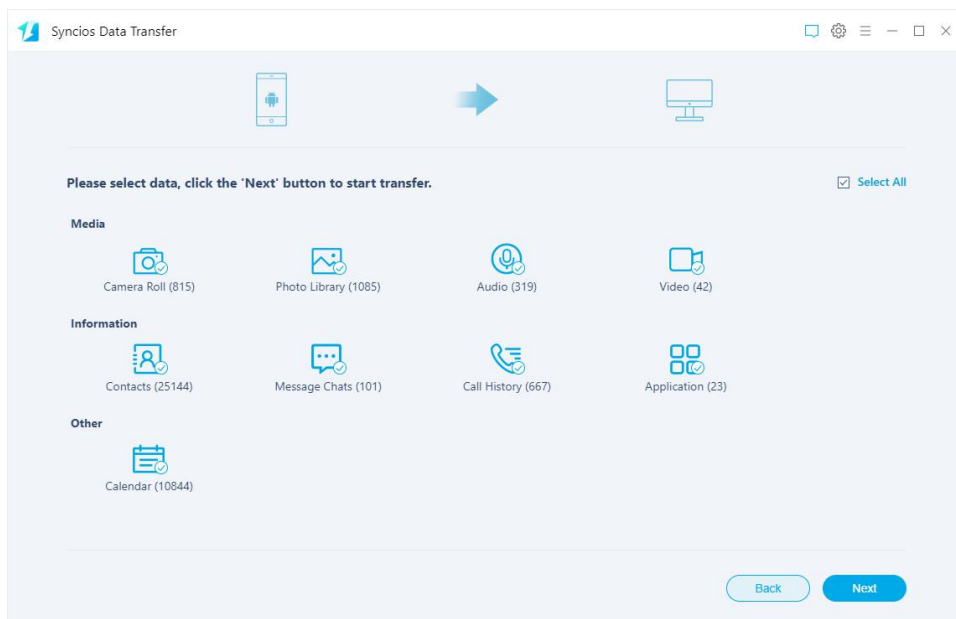
Backup and Restore Your Device.

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'.

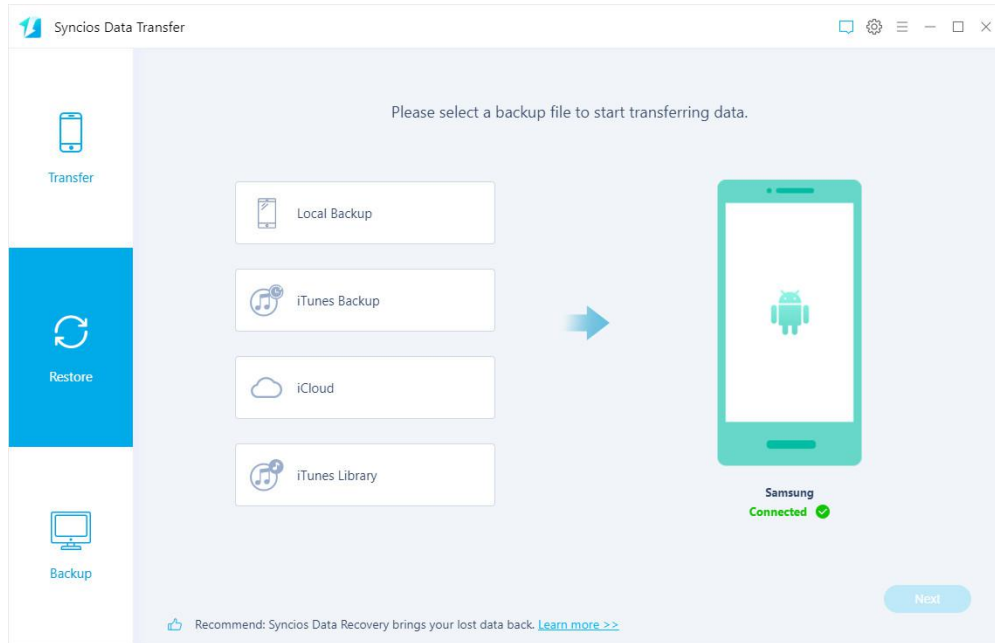


Step 2. Then you are allowed to select your desired data to transfer. Check your desired data or select all, after loading completed, click on 'Next' > " to start backup process. After a while, all selected contents will be backed up to the computer.

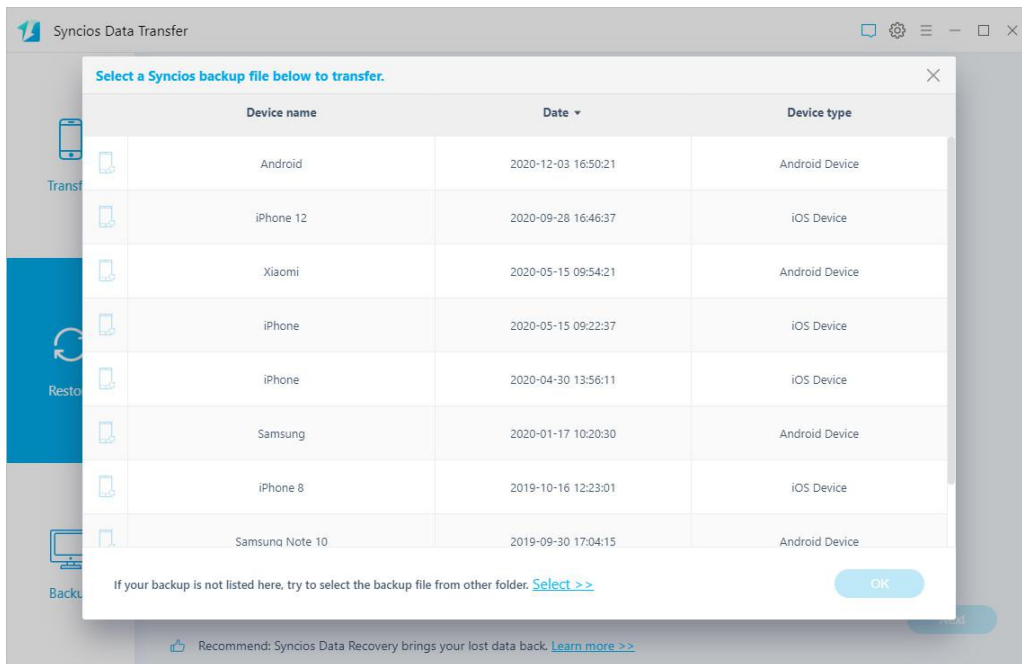


2. How to Restore Saved Backup Files to Phone

Choose 'Restore' option on the left panel when your phone is connected to the computer. Connect your device to the program and select 'Local Backup', 'iTunes Backup', 'iCloud' 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.



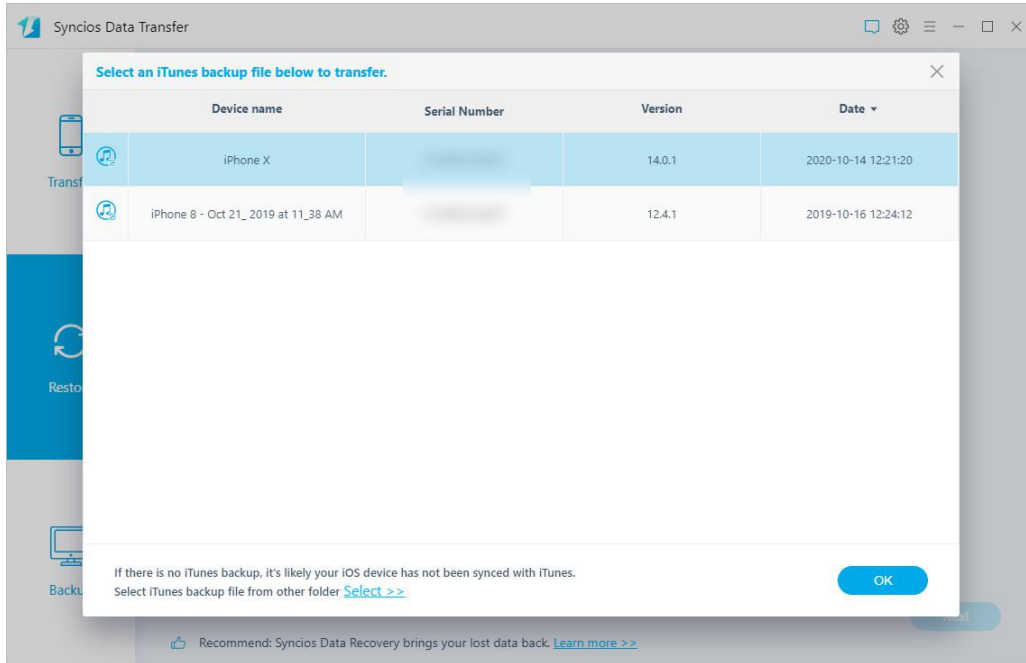
Click 'Local Backup' and Syncios Data Transfer will list all backups you made after you clicked, choose one and click on 'OK' to continue, hit 'Next' and select desired file type to restore.



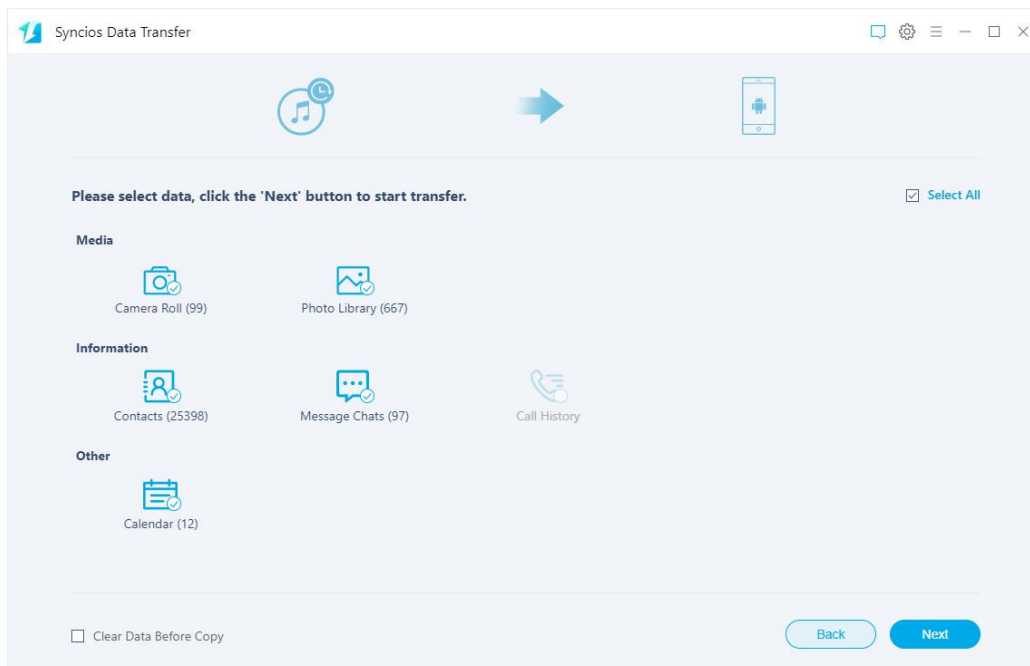
Retrieve Data from iTunes & iCloud / iTunes Library

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.



Check the types of data you want to restore to the target phone, check the item(s) and click 'Next' option twice. Then tap 'OK' to begin.

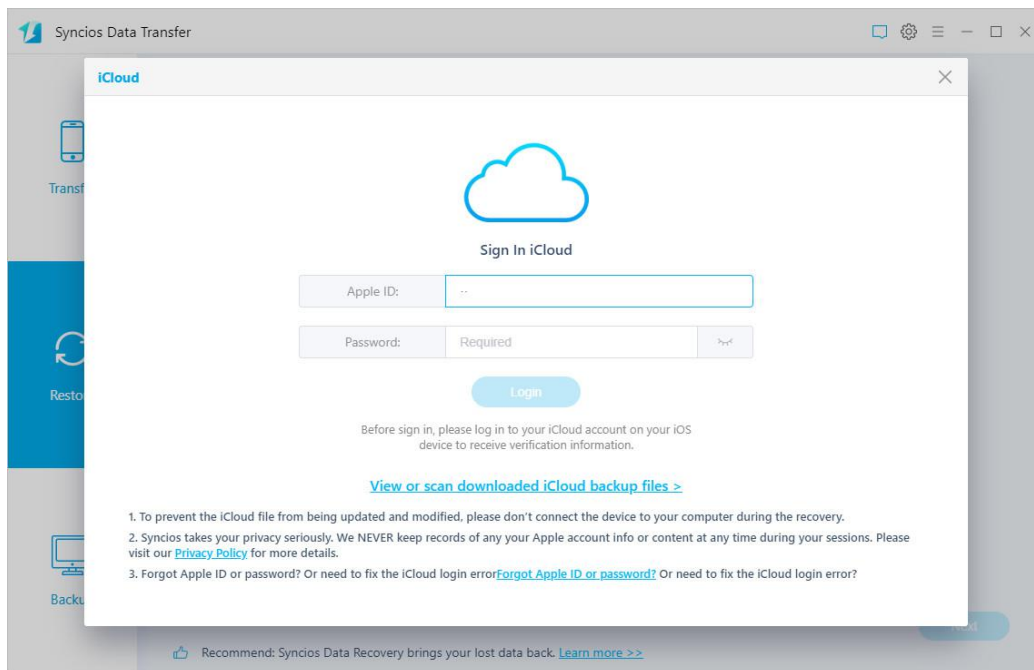


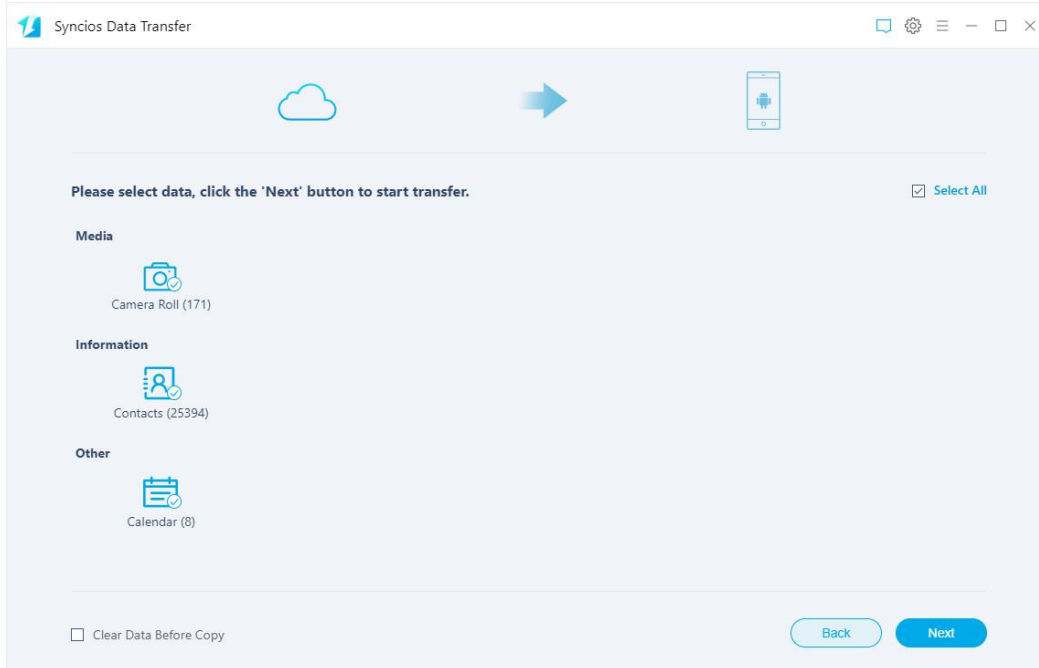
2. How to Restore iPhone, iPad & iPod Touch Data from iCloud Data

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

- ❖ To an iOS device: You're allowed to download and transfer camera roll, contacts, notes and calendar.
- ❖ To an Android: You can restore camera roll, contacts and calendar from iCloud.com.

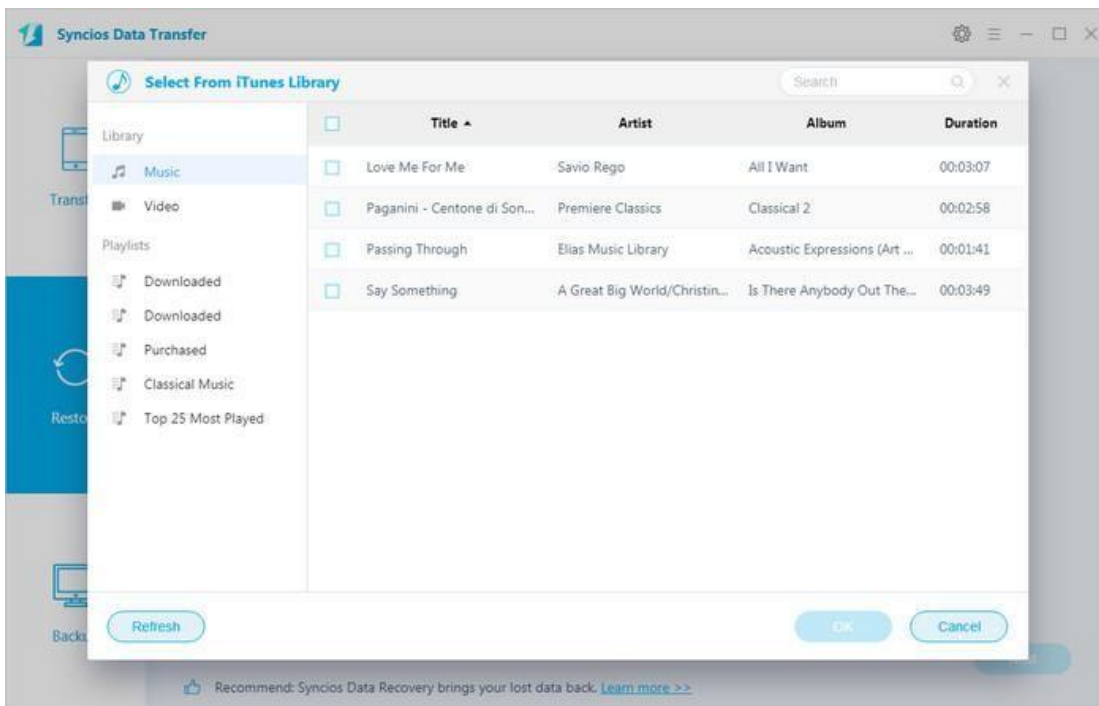
Note: It's totally safe to sign in your account here. We take your privacy seriously, and the program won't keep any record of your account and data at any time during your sessions.





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. Select wanted items and tap 'OK'.



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. 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:



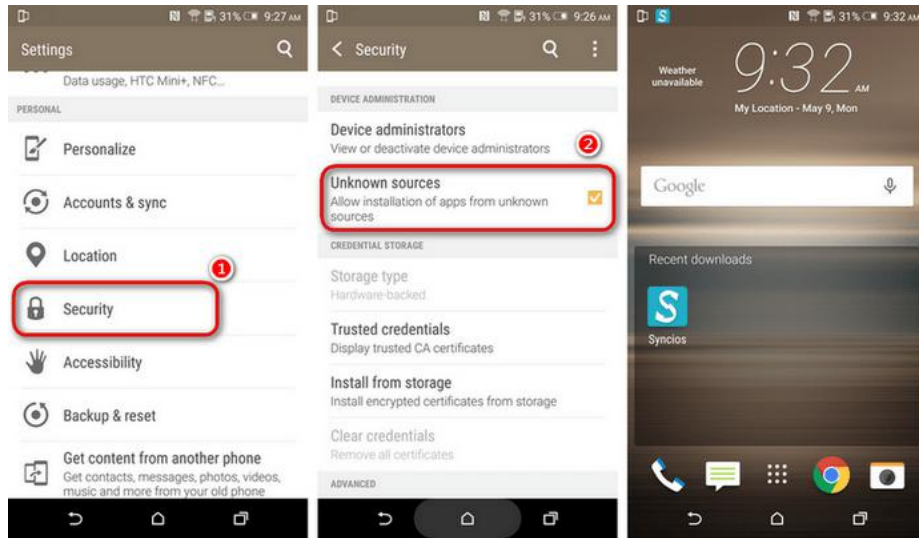
Notes: For Windows computer users, please do not download iTunes from Microsoft Store. Otherwise the iTunes you downloaded will be lack of Apple Application Support service which is needed by Syncios program. Please download the latest iTunes from apple.com.

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.



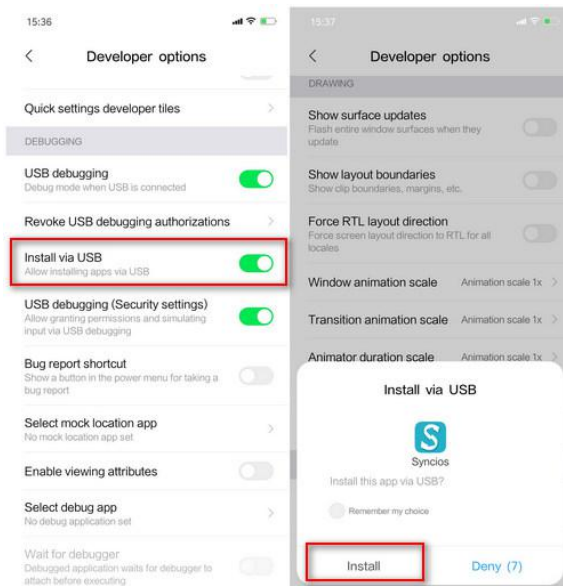
Step 1: On your device, navigate to Setting > Security.

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.



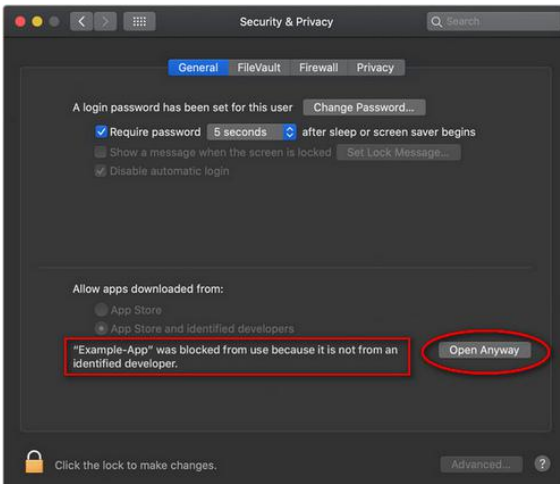
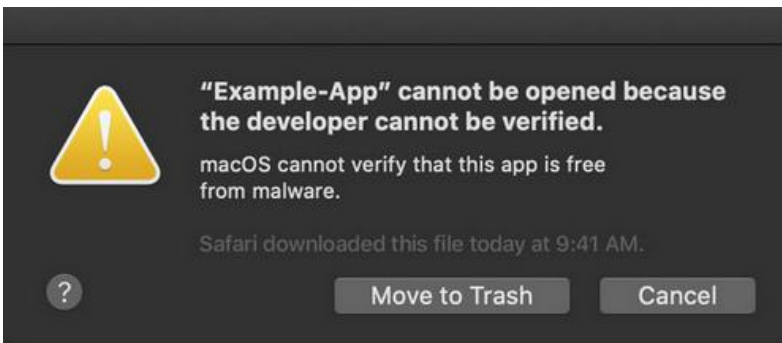
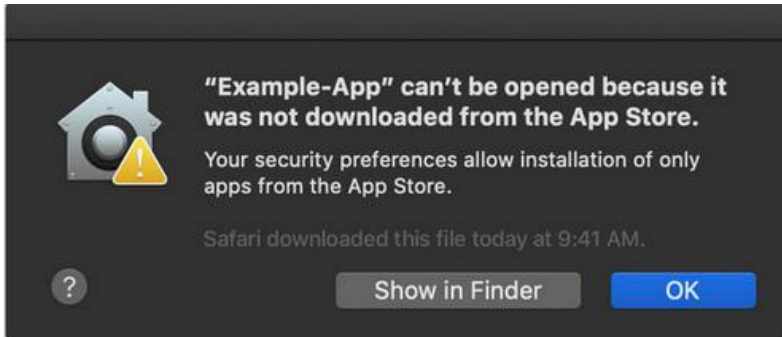
Note: If you still failed to install Syncios for android app or Syncios app could not open after update, please follow this FAQ to fix this issue.

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 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.

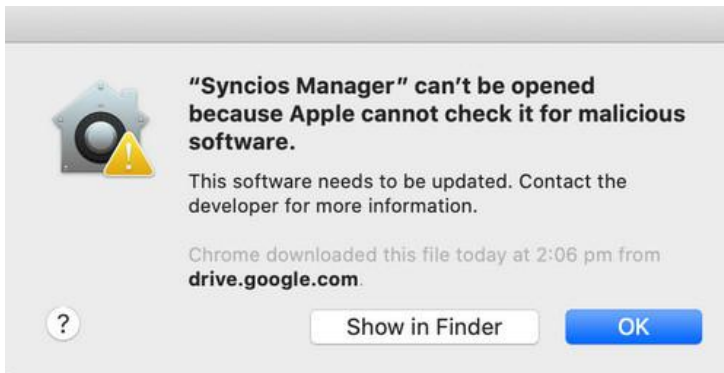
Step 2: Find and choose "App Store and identified developer" under "Allow apps downloaded from:" option. You can just use Ctrl+C or the menu to copy the files.

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

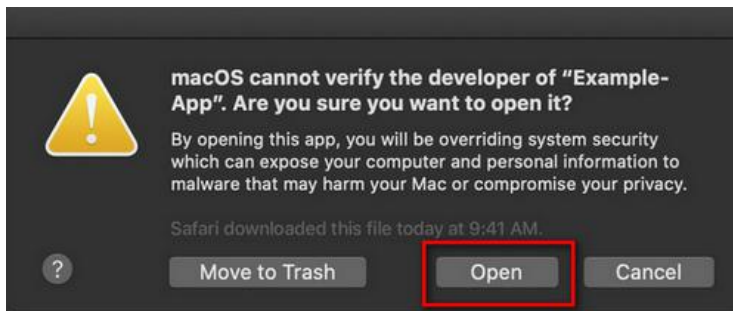
Step 4: Go back to Security & Privacy. You will see there is a new message at the bottom, saying "Syncios app was blocked from use because..." Now, click "Open Anyway" option to confirm your intent to open or install the app.

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.

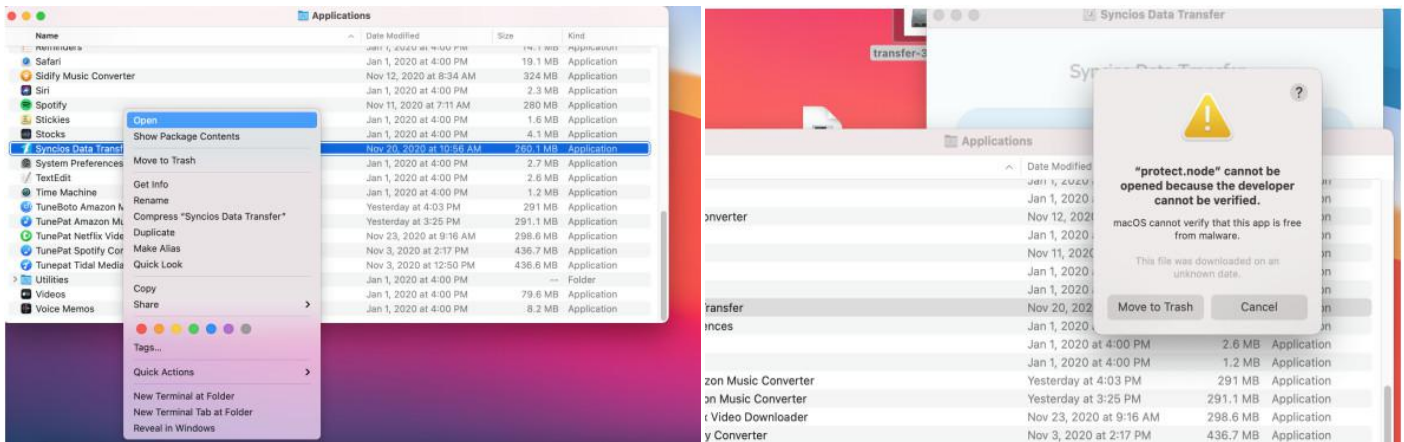
Haven't resolved your problem after trying above methods? Feel free to contact us via Email: support@syncios.com

4. 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.

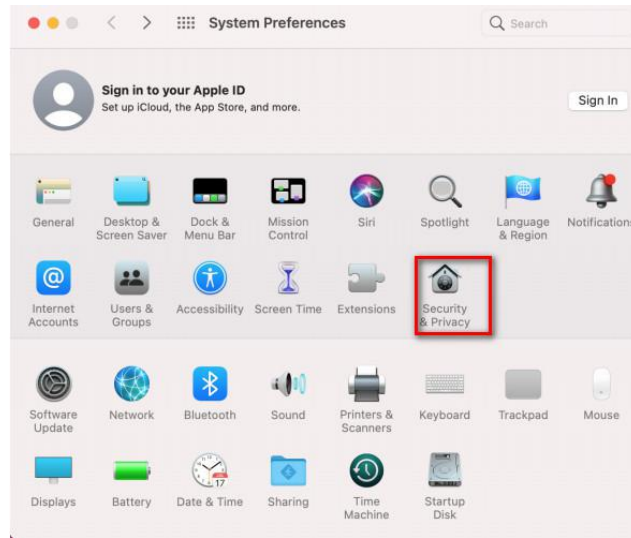


How to solve the problem above?

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

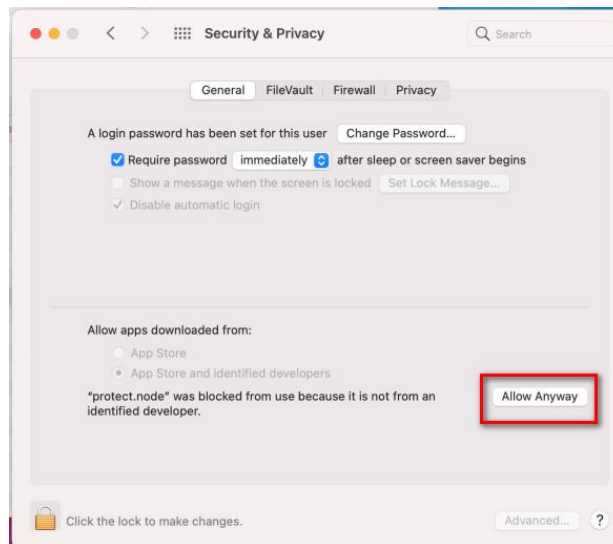
Step1: Open Syncios program, you can see the error messages, do not close the program yet.
(Important!)

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.

(More FAQs here: <https://www.syncios.com/support/syncios-data-transfer-faq.html>)

Support & Contact

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

Support

For more information, please visit Syncios Data Transfer website!

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

Support Page: <https://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