



Making the Smart Switch

A Guide to Switching
from an Apple iPhone to a
Samsung Galaxy Smartphone



Making the Smart Switch

Smartphones are crucial to productivity – both professional and personal. So when you make the decision to switch from an iPhone to a Samsung Galaxy smartphone, we want to make the process as seamless, quick and productive as possible too.

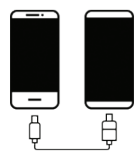
That's why Samsung created Smart Switch, an app that allows you to quickly transfer over your contacts, apps, photos, messages and other content from your old iPhone to your new Galaxy smartphone.

This guide will walk you through the key steps for using Smart Switch so you can get up and running on your new smartphone right away.

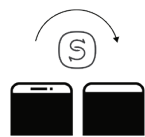


Three Ways to Transfer Your Data

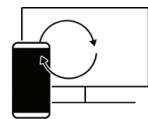
With Smart Switch, you'll have three ways you can transfer data to your new Galaxy smartphone:



1. Wired
Connecting your old and new device directly via USB cable. This is the recommended approach and allows you to transfer the broadest set of content.



2. Wireless
Quick and easy wireless transfer but does not allow all content and settings to be carried over.



3. PC/Mac Backup
Backup your iPhone to your PC or Mac. Then connect your new Galaxy smartphone to transfer over your content.

What content can I transfer?

	Wired	Wireless	PC/Mac Backup
Calendar	✓	●	✓
Contacts	✓	✓	✓
Messages	✓	●	✓
S Notes	✓	●	✓
Music	✓	●	●
Photos	✓	✓	✓
Videos	✓	✓	✓
Alarms	✓	●	✓
Applications List	✓	●	✓
Call Log	✓	●	✓
Documents	✓	✓	✓
Bookmarks	✓	●	✓
WiFi Settings	✓	●	✓

Before You Begin



Make sure you are running the most recent version of Samsung Smart Switch – You can do this by opening [Smart Switch](#), tapping >[Settings](#) and >[About Smart Switch](#).



If you don't have Smart Switch on your new device, download it now – Smart Switch is available on Google Play [here](#).



Backup your data to iCloud – This will ensure that your most recent data is transferred. See fuller instructions in the FAQ.



Deregister iMessage – This is important to ensure you continue to receive messages on your new phone. You can [deregister iMessage here](#).



Have your iCloud and ID and passwords on hand.



Log in to your Google Account on your new Galaxy smartphone.



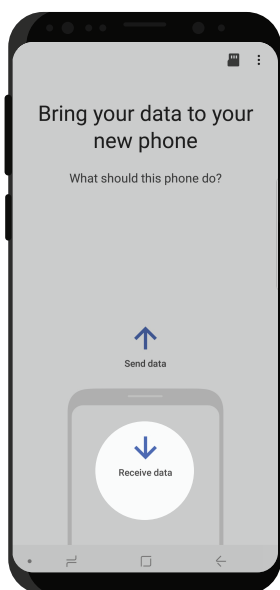
Don't switch your SIM card until the entire transfer is complete.



Make sure both devices have at least an hour of battery life remaining.

1. Wired Smart Switch

⚠ Jump straight to the step-by-step instructions for Smart Switch via **Wireless** or **PC/Mac Backup**.

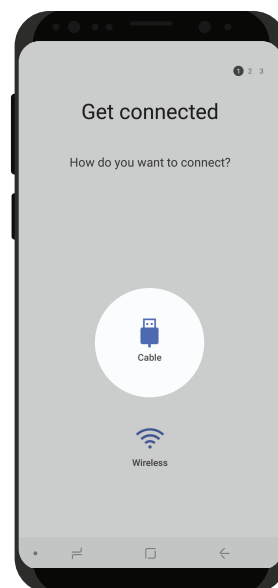


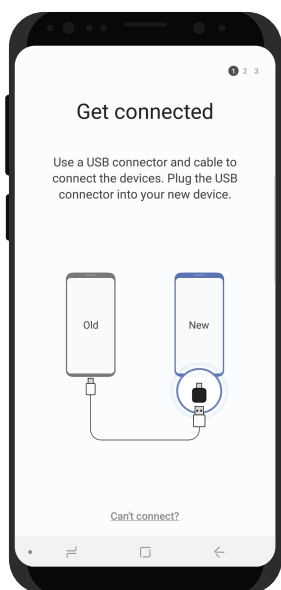
1
Step

Open Smart Switch on your new Samsung smartphone. If not already downloaded, [click here](#). Agree to the terms of service. When offered a choice of options to transfer your content, select **>Receive Data**.

2
Step

When offered another choice on how to connect, select **>Cable**.



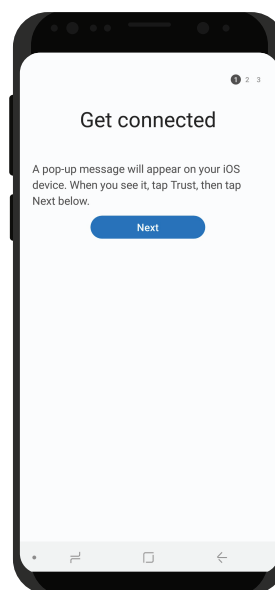


3 Step

Connect your iPhone via a Lightning to USB cable. Use the USB-C to USB adaptor that comes with your Galaxy smartphone to connect the two devices.

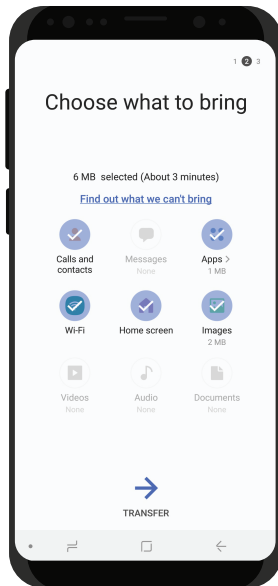
4 Step

On your Galaxy smartphone, tap **>Next** when the prompt appears to transfer from your iOS device. A pop-up will appear on your iPhone asking if you trust the connected device. Tap **>Trust** and enter your iPhone passcode if prompted.



5 Step

Smart Switch will search your iPhone for content to transfer. If the encrypted backup option is turned on for iOS, you may need to input your iOS encryption password to proceed.

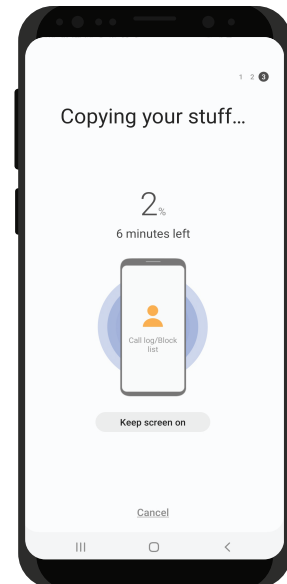


6 Step

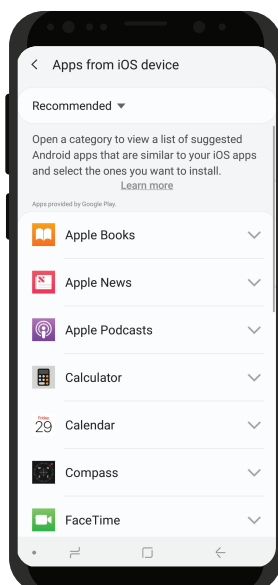
Smart Switch will present a list of content to transfer. Choose from the list and tap **>Transfer**. If you have selected Apps, you will then be prompted to select the free Android versions of your iOS apps. Paid apps can be installed separately afterwards. App purchases and most in-app purchases will not transfer.

7 Step

Content will begin transferring from your old iPhone to your new Galaxy smartphone. Once the copying phase is complete, you'll be notified that you can safely disconnect the USB cable.



8 Step

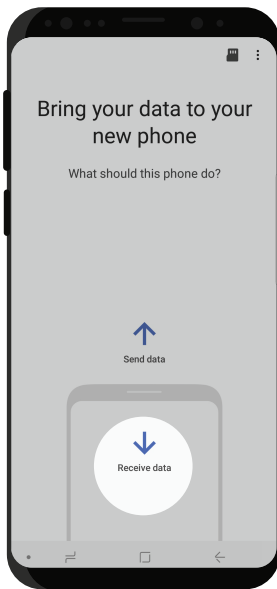


Once complete, you'll see a summary of all the content transferred. You'll also be given the opportunity to download Android versions of your iOS apps.

2. Wireless Smart Switch



Before you start, please follow the pre-Switch checklist on **page 4**.

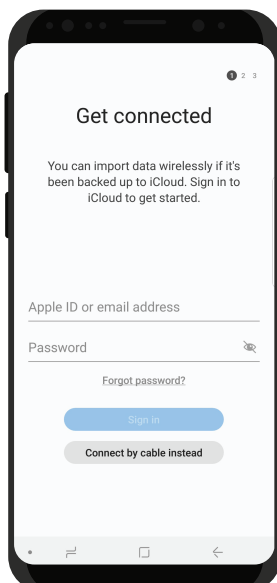
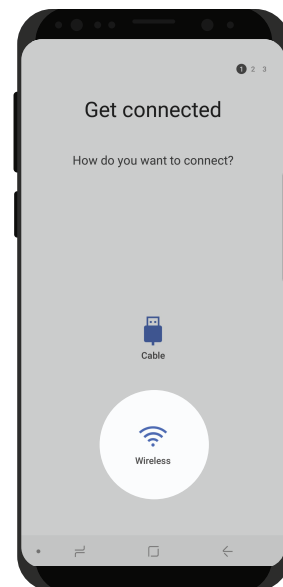


1 Step

Open Smart Switch on your new Samsung smartphone. If not already downloaded, [click here](#). Agree to the terms of service. When offered a choice of options to transfer your content, select **>Receive data**.

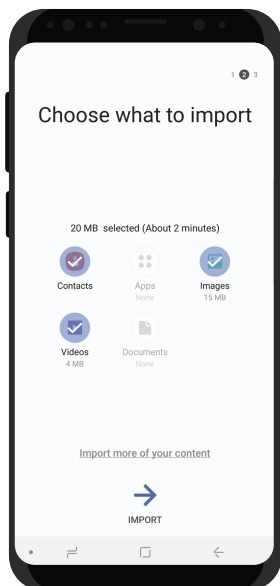
2 Step

When offered another choice on how to connect, select **>Wireless**.



3 Step

When asked which device you will be receiving content from, select **>iPhone/iPad**. You'll now be asked to sign into iCloud and may need to use two-factor authentication if you have this set up. If you have more than one iOS device backed up, choose the correct one to transfer data from.

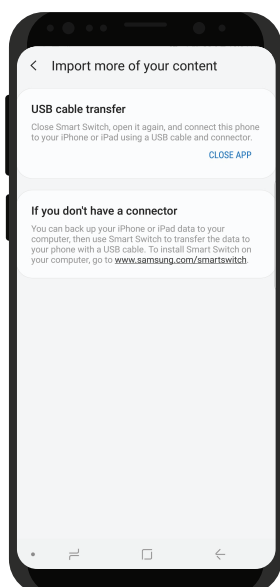
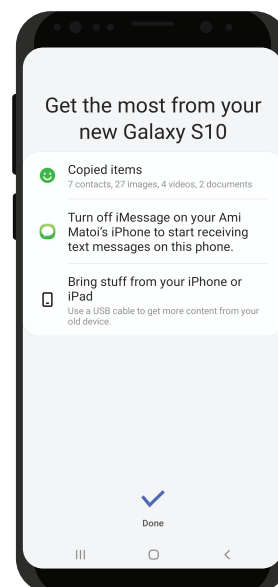


4 Step

Smart Switch will identify the iCloud data that can be transferred to your Galaxy smartphone. Select the content from the list, including Contacts, Images, and Videos. Note that some content and settings cannot be transferred using the Wireless method.

5 Step

Content will begin transferring from iCloud to your new Galaxy smartphone. Once complete, you'll see a summary of all the content transferred.



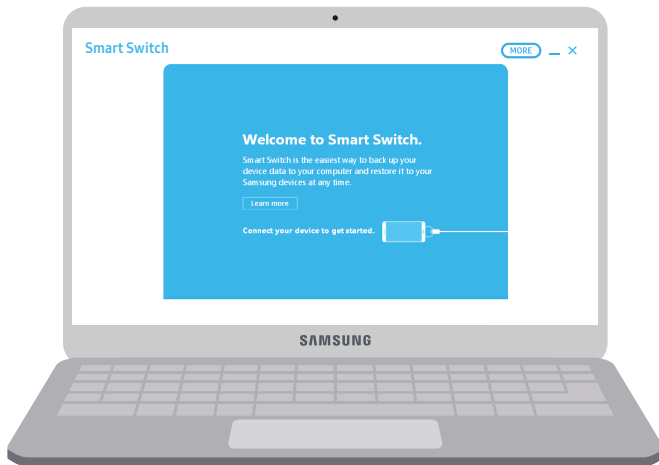
6 Step

Lastly, you'll have the option to use the Wired or PC/Mac Backup options if you would like to transfer other content.

3. Smart Switch via PC/Mac



Before you start, please follow the pre-Switch checklist on **page 4**.



1 Step

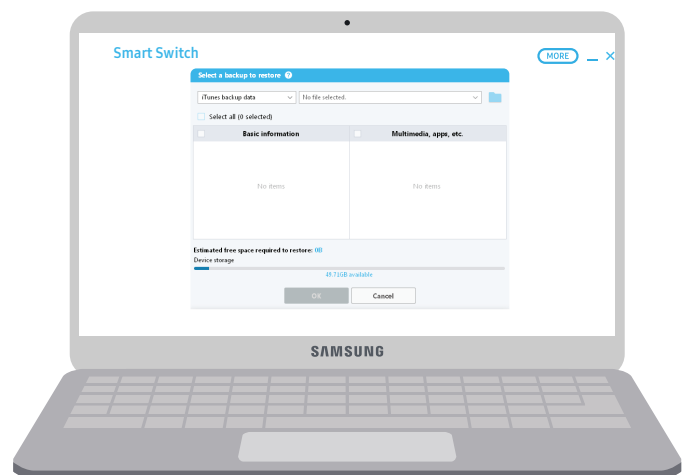
On your Mac or Windows PC, visit the [Samsung Smart Switch website](#) to download and install the Samsung Smart Switch software.

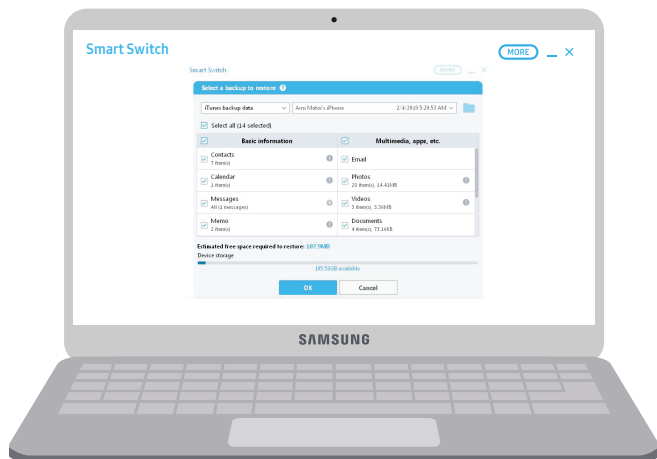
2 Step

Open Smart Switch on your Mac or Windows PC. Connect your new Galaxy smartphone to your PC via USB.

3 Step

- A. Make an unencrypted iTunes backup before proceeding.
- B. On your PC, tap **>Restore**, then **>Select Your Backup Data**. In the upper left, change **>Samsung device data** to **>iTunes backup data**.
- C. Use the Folder icon in the upper right to navigate to the iTunes Backup folder.





4
Step

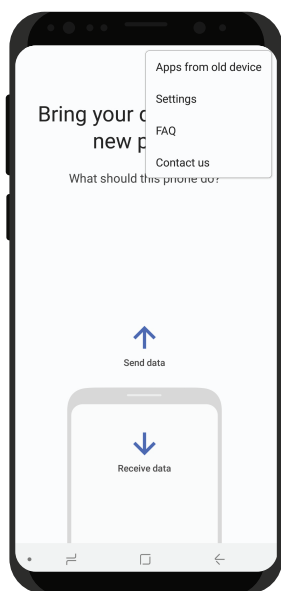
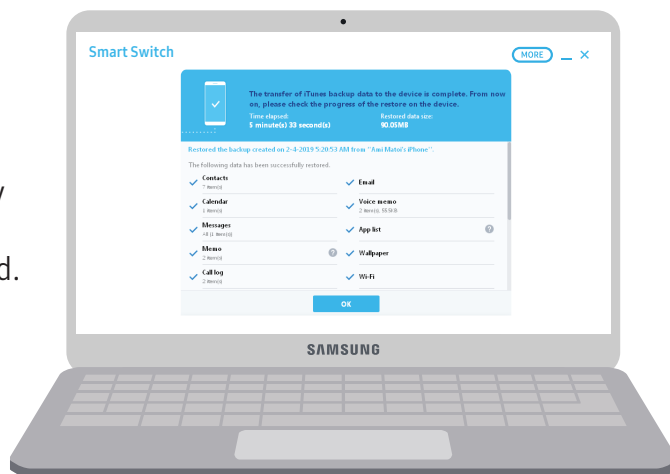
Select the content you would like to transfer from the list, including Contacts, Messages, Photos, Videos, App list, Memos, Alarms, Bookmarks. Click on **>OK** to confirm your selection and **>Restore Now** on the following screen.

5
Step

You'll be prompted to temporarily allow some permissions for the transfer of content. Tap **>Allow** when prompted.

6
Step

Content will begin transferring from your PC/Mac backup to your new Galaxy smartphone. Once complete, you'll see a summary of all the content transferred.



7
Step

Disconnect your cable from your phone.

To install Android equivalents of your old iOS applications, open Smart Switch on your new Galaxy smartphone. Tap the three dots in the upper right, and then tap **>Apps from old device**. You'll then be presented with Android apps which match your iOS apps and can select those you want to install.

Frequently Asked Questions

When should I swap the SIM Card to the new Samsung device?

Don't swap your SIM card until the entire transfer process is complete. Also, SIM cards are very small, so please take care when handling. These cards only fit into the SIM card trays one way, and the SIM card trays only fit into the device one way. Take note of the direction the tray is facing when removing it from your device. Ejecting the tray may take some pressure from the SIM removal tool. Give it a firm push to eject the tray. Also, make sure the SIM tray is inserted fully when reinserting it.

How can I check to make sure I'm running the most recent version of Samsung Smart Switch?

Navigate to **Settings** within the Smart Switch app, then **About Smart Switch**. The last screen will indicate if there is an update available, or if you are running the most recent version.

How can I create an unencrypted iTunes backup for the PC/Mac transfer method?

Connect your iOS device to your computer via Lightning to USB cable. Open iTunes. Click on phone icon in the upper left. Make sure **Encrypt iPhone backup** is unchecked, then click **Back Up Now**.

How can I deregister iMessage?

To deregister iMessage, follow the instructions [here](#).

Are there any alternative ways to transfer photos?

If you use Google Photos on iOS, this can be used as an alternative to sync photos.

My contacts are transferred to a new device, but the number does not seem to be correct. What caused the discrepancy?

If multiple contacts in the Contact app on your device are considered the same contact, they will be combined and displayed as one contact.



Do I need to keep Smart Switch open while transferring content?

No. When the transfer begins, you can minimize the Smart Switch mobile app and do other tasks. Data will be transferred in the background, and the progress will be displayed in the alerts panel.



How does Smart Switch handle my old apps?

If you are switching from an iOS device to a Galaxy device, Smart Switch will search for a list of apps installed on your iOS device. Then, Smart Switch will find free apps in the Google Play store that match the apps in the list and allow you to select those you wish to install on your new Galaxy device. If there are no matching apps, Smart Switch will recommend similar apps. For example, for the Find My iPhone app, which is only available on Apple's App Store, Smart Switch will find you Android apps with the same functions, such as Find My Phone.



Smart Switch asked for my Apple ID and password. Is that safe?

Security and privacy are our highest priorities. The Apple ID and password you enter will only be used for you to log into iCloud's backup server. Your password will not be stored anywhere, including your smartphone.



Is my personal iOS device content, such as contacts and photos, safe with Smart Switch?

With Smart Switch, your personal data is always safe. All the data sent to iCloud's backup server will be encrypted and will not be exposed to any other devices.



I transferred my Notes from an iOS device, but I do not see any transferred items. What should I do?

When restoring Notes from an iOS device, files that include images may not always be restored. When restoring Notes that include videos from an iOS device, the videos will be saved as separate files.



Why do I see differences between content on my iPhone and migrated content?

If you have not backed up the data on your iOS device recently, there may be a discrepancy between this data and the data actually transferred. If this happens, please back up to iCloud from your iOS device.



Why can I not play videos transferred from an iOS device?

Videos recorded using iOS devices, or attached via MMS or Notes, are .mov files which are not supported by Samsung's default video player. To watch these videos, download a video player app that supports .mov files from Google Play Store.



While trying to use the Wireless transfer method, I am seeing the error "Connection lost" error or a "Can't sign in" while trying to sign into iCloud. How do I resolve this?

For older versions of Smart Switch, you need to have two factor authentications or two step verification disabled before this point for the process to work. It's recommended to update to the newest version of Smart Switch. If this is not possible, disable two-factor authentication on your iCloud account. For details, visit this [support page](#). If two-factor authentication cannot be disabled, consider using the Wired transfer method for Smart Switch.



While using the Wired transfer method, I am being asked for a password to decrypt the backup to proceed. How do I resolve this?

If previous iTunes backups were encrypted, this password is required for the wired transfer method to work. If this password is not known, there are instructions for how to remove the password on iOS [here](#).

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