FoneTool®

User Manual

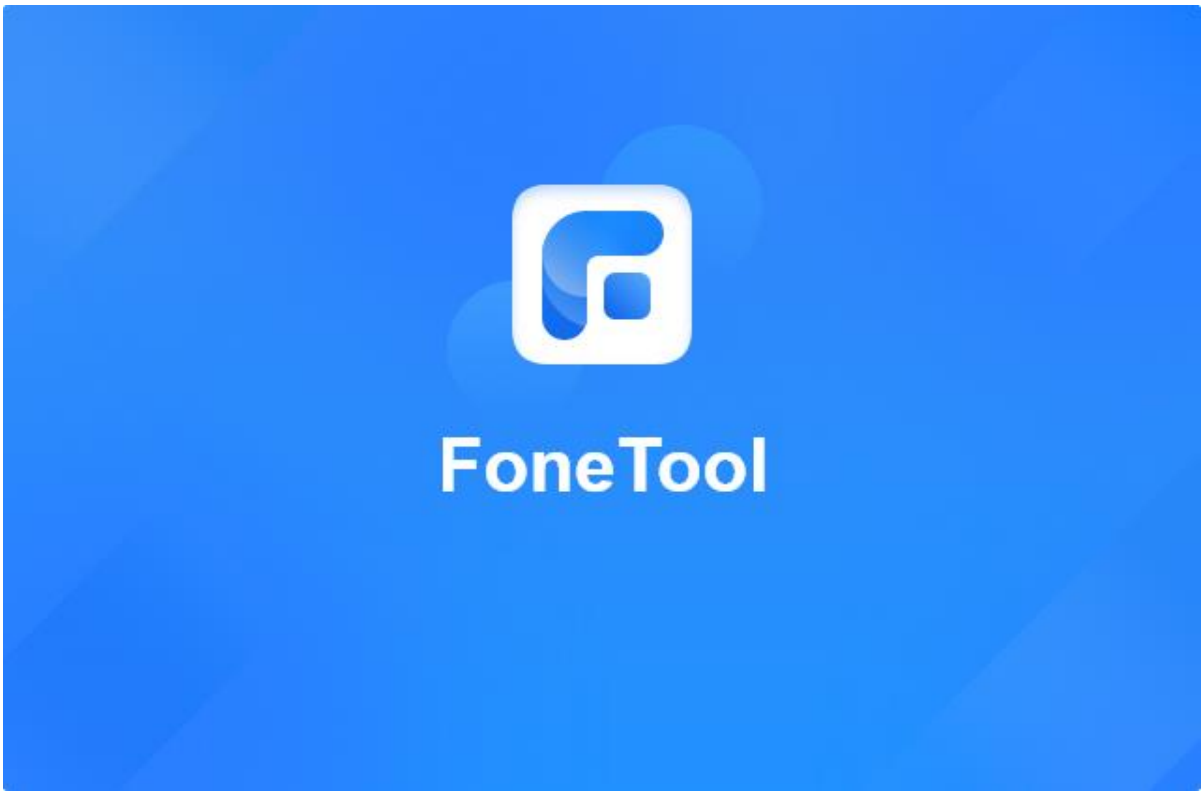


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1 Getting Started

This Chapter describes FoneTool's main features, the system requirements and storage media.Please take the time to become familiar with FoneTool's powerful and comprehensive features before using FoneTool for the first time.

1.1 Overview of FoneTool

FoneTool is a software based on Windows platform. With the help of FoneTool, we can browse Photos, Music, Videos, Contacts, Messages on iPhone, iPad and iPod touch devices. In addition, you can backup data in these devices to your computer. When the data in the device is accidentally deleted or lost, or when you need to transfer data to a new device, you can restore these data from the computer to the device.

1.2 System Requirements and Supported OS/Devices

Minimum Hardware requirements

- 1 Ghz x86 or compatible CPU
- 256MB RAM
- Mouse or another pointing device (recommended)
- 300 Mb of available disk space of installation

Supported Windows Operating Systems

- Microsoft Windows 11 (all editions, 32-bit and 64-bit)
- Microsoft Windows 10 (all editions, 32-bit and 64-bit)
- Microsoft Windows 8/8.1 (all editions, 32-bit and 64-bit)
- Microsoft Windows 7 (Service Pack 1, 32-bit and 64-bit)
- Microsoft Windows Server 2022 (all editions)
- Microsoft Windows Server 2019 (all editions)
- Microsoft Windows Server 2016 (all editions)
- Microsoft Windows Server 2012 and 2012 R2 (all editions)
- Microsoft Windows Home Server (WHS) 2011
- Windows Small Business Server (SBS) 2011

Supported iOS Devices

- iPhone 4s/5/5s/6/6s/6 Plus/6s Plus/SE/7/7 Plus/8/8 Plus/X/XS/XS Max/XR/11/ 11 Pro/11 Pro Max/SE2/12 mini/12/12 Pro/12 Pro Max/13 mini/13/13 Pro/13 Pro Max/SE3/14/14 Pro/14 Pro Max/14 Plus/15/15Pro
- iPad /iPad mini/iPad Air/iPad Pro
- iPod touch 1/2/3/4/5/6/7

Supported iOS System

- Requires iOS 8 and above

Supported File Types

- Audio: Music
- Images: Camera Roll, Photo Library, Photo Video, and Photo Stream
- Videos: Movies, TV Show, Home Videos, Music Videos
- Other: Contacts, Messages

Supported File Formats

- mp3, m4a, m4b, m4p, m4r, aif, aiff, flac, wav, aac
- jpg, jpeg, png, bmp, gif, tif, tiff, heic, raw
- mp4, mov, m4v
- csv, vcf

1.3 Install and Uninstall FoneTool

Install

Run FoneTool setup program **FoneTool_setup.exe**.

When the popup window appears, select "**Install**" and follow the wizard installation instructions.

Uninstall

FoneTool can be uninstalled using one of the following two methods.

1. Go to the Start Menu -> FoneTool -> Uninstall FoneTool

   Or

2. Go to the Windows Control Panel -> Uninstall Program, right-click FoneTool and uninstall it.

To completely uninstall FoneTool, a prompt may appear requesting the computer be restarted, which can be deferred until a later time.

2 My Devices

Manage iPhone, iPad, iPod touch devices and data conveniently and efficiently.

2.1 iOS Device Operations

Click the device menu button , support viewing device details, restarting\closing devices and existing the connection to the device.

2.2 iOS Device Data Explorer

Click the "**Data Explorer**" button, or click the device animation to enter the browse device data page, which supports browsing of photos, music, videos, contacts, and text messages in the device. If there is too much data, you can also conduct targeted searches. More importantly, it supports device data export and import data to devices.

3 Phone Backup

FoneTool provides two backup methods to meet your different backup needs. You can backup only a certain type of data, such as photos, or you can backup all data with one-click.

3.1 Selective Backup

More targeted backup of device data, including photos, music, videos, contacts, text messages, you can freely choose the backup data according to your own needs.

To backup device data:

1. Connect your iOS device and computer via USB cable, then run FoneTool.
2. Click "**Phone Backup**" in the left navigation bar, then select the backup method.
3. Select "**Selective Backup**" backup way. Then, please select the backup data according to your own needs, including Photos, Music, Videos, Contacts, Messages.
4. Click "**Backup Storage Path**" to select a local location to store the backup data.
5. Click "**Start Backup**" button to start the backup process.

3.2 Full Backup

One-click backup of all important data in the device, including photos, contacts, text messages, application data, private data, user settings and so on, consistent with iTunes backup.

To backup device data:

1. Connect your iOS device and computer via USB cable, then run FoneTool.
2. Click "**Phone Backup**" in the left navigation bar, then select the backup method.
3. Select "**Full Backup**" backup way. It will default back up photos, contacts, call history, text messages, memos, calendars, Safari (history, bookmarks), applications (data files, preference), system settings.

Tips: These data will not be backed up:

Contents of iTunes Store, App Store, Apple Music, Apple TV.

PDF, books, audiobooks and other files in Apple Books.

Contents synced from Finder or iTunes, such as imported music, videos and photos.

Data that has been stored in iCloud, such as photos, text messages and contacts in iCloud.

Lock screen password, Face ID and Touch ID settings.

Apple Pay information and settings.

Contents of Mail.

4. You can choose whether to "**Enable Backup Encryption**". After setting the backup password, the backup data will be encrypted, and the backup of private data is also supported.
5. Click "**Backup Storage Path**" to select a local location to store the backup data.
6. Click "**Start Backup**" button to start the backup process.

Note:

- There will be a task named by "device name" after backup, and all backup versions will be listed in this task.
- When deleting any version in the task, it will not affect other backup versions.
- If you change the storage path and then perform backup, there will be a new task named by "device name".
- When the device is uploading photos to iCloud or updating photos to the device from iCloud, FoneTool will skip these photos to back up.

4 My Backups

When you create backups under Phone Backup, these backup task will be listed under **Backup History**. You can manage tasks from here.

And, each time a backup is performed successfully, a new backup version will be generated. You can also manage backup versions.

4.1 Cancel Backup

When a backup task is running, you can cancel the backup by clicking the "**Cancel**" button when you don't want to continue the backup.

4.2 View Backup

When the backup is completed, you can click the "" button on the task to view the backed up data.

4.3 Locate Backup

After a backup is completed successfully, we can quickly locate the storage location of the backup files by clicking the "**Locate Backup**" button.

4.4 Delete Backup

When you no longer need a backup, you can choose to delete the backup file. There are two ways to delete it: delete one backup version and delete all backup versions.

1. Delete one backup version

Click "**Manage Version**" to enter the version management screen.

Choose a backup version and click "**Delete**". It should be noted that if the data of this backup version is associated with the data of other backup versions, only the task of this backup version will be deleted, the data will not be deleted.

2. Delete all backup versions

Click the "**Delete**" button on the task to delete all backup versions of the device. This function will only remove all backup versions without deleting corresponding files. In this case, you can import files into the program when necessary.

4.5 Import Backup

When we need to restore the data in the device, we can choose to import the backup task of the device. In addition, importing iTunes backups is also supported.

1. Click the menu button ☰ at the top of the main interface, select the "**Import Backup Files**" option.
2. Find the location of the backup library where the backup data is stored, select the library file mblibrary.db (If you need to import the iTunes backup, select the Manifest.db or Manifest.mbdb file), and wait for the associated backup task to be loaded.
3. Select the backup task of the device to import. After the import is complete, the data can be restored to the target device through the restore function of the task.

5 Restore

When the data in the device is accidentally lost or deleted, the backup data can be restored to the device through “Restore” function. And, you also can restore the data of a device to another device to use.

4. Connect the device through a USB cable, start FoneTool.
5. Choose one backup task under **Backup History**, click the “•••” button, and then choose “**Restore**” to enter the restore interface.
6. In the restore interface, all backed up data is listed. You should choose one backup version first, and check items you want to restore, and then click the “**Start Restore**” button to continue.

Note:

- Restore the backup data from a “selective backup” task to the device, will not overwrite or clear the original contents on the device. If you restore the same contents to the device more than once, it will result in duplicate contents on the device.
- Restore the backup data from a “full backup” task to the device, will overwrite or clear the original contents on the device.
- When the photos in the device are in synchronization state, please do not perform any restore operations of photos, which may cause restore failure.

6 Phone Transfer

You can transfer data between iOS devices, or between iOS device and computer, such as photos, music, videos, contacts and so on.

6.1 PC to iPhone

1. Download and install FoneTool App in App Store to your iPhone.
2. Connect the iPhone device to your computer through a USB cable, and start FoneTool on this computer.
3. Click the “**Phone Transfer**” in the Left-Navigation-Bar.
4. Select the “**PC to iPhone**” function, and click “**Start Transfer**” button to enter transfer interface.
5. Select one item from “Photos”, “Music”, “Videos”, “Contacts”, which means the files you selected from computer will be transfered to that application on the iPhone.

6. Click to add photos, music, videos or contacts files/folders you want to transfer, or you can directly drag photos, music, videos or contacts files/folders to the interface.

   Tips: Only the following file types are supported:

   Photos:"**.jpg .png .gif .heic .bmp .jpeg .tif .tiff .raf .crw .cr2 .cr3 .kdc .mrw .nef .orf .dng .ptx .pef .arw .x3f .rw2**".

   Videos: "**.mov .mp4 .m4v**".

   Music: " **.mp3 .wav .m4r .m4a .m4b .m4p .m4b .aac .aif .aiff .flac**".

   Contacts: "**.vcf .csv**".

7. Run FoneTool App on the iPhone. If you don't install the App, it will prompt you to download and install it. You can download FoneTool App from the App Store or scan the QR code in the prompt window to download or update the App.
8. Click "**Start Transfer**" on the FoneTool of the computer to start the process.

6.2 iPhone to PC

1. Connect iPhone device to your computer through a USB cable, and start FoneTool.
2. Click the "**Phone Transfer**" in the Left-Navigation-Bar.
3. Select the "**iPhone to PC**" function, and click "**Start Transfer**" button to enter transfer interface.
4. Click "**+**" button to add Photos, Music, Videos or Contacts in your iPhone.
5. Click "**Transfer Settings**" to set transfer destination, and other useful settings.
6. Click "**Start Transfer**" to start the process.

6.3 iPhone to iPhone

This function will make a full backup of the source iOS device and then restore to the target iOS device, so all original data in the target iOS device will be overwritten.

1. Connect iPhone devices to your computer through the USB cable, and start FoneTool.
2. Click the "**Phone Transfer**" in the Left-Navigation-Bar.
3. Select the "**iPhone to iPhone**" function, and click "**Start Transfer**" button to enter transfer interface.
4. The source and target devices will be listed. You could enable backup encryption to encrypt data in source device. Click "**Start Transfer**" to begin the transfer.

5. When the transfer is complete, your target device will be restarted automatically.
6. After restarting, you will find that all the contents have been copied from the source device to the target device.

Notes:

- After the transfer is completed, the backup password of the source iOS device will be saved to the target iOS device.
- The system version of the target iOS device cannot be lower than the source iOS device.
- The remaining space of the target iOS device cannot be less than the used space of the source iOS device.
- Since a full backup of the source iOS device is required during the transfer process, please make sure your computer has enough disk space.

7 My iCloud

FoneTool's "Manage iCloud" feature simplifies the management of one or multiple iCloud accounts. It allows you to upload, download, and delete Photo, Contacts, Notes, Videos, and iCloud Drive data within iCloud accounts. Additionally, it supports data synchronization between different iCloud accounts.

7.1 Managing iCloud Data

1. Launch FoneTool and select "**Manage iCloud**" from the left-side navigation panel to access the "**My Cloud**" interface.
2. In the "My iCloud" interface, enter your Apple ID and password, and click "**Sign up**." A verification code will be sent to your iOS mobile device associated with the provided Apple ID. Enter the code in the pop-up window and click "**Sign up**" to link your iCloud account.

Tip: "**Manage iCloud**" supports multiple iCloud accounts, and there's no limit on the number of accounts.

3. Click the "**Manage iCloud**" button on the right to enter the iCloud management interface. In the "**Current iCloud**" section, select and switch to the iCloud account you want to manage. Data under this account, including Photo, Contacts, Notes, Videos, and iCloud Drive, will be listed.
4. Access the **"Setting"** button in the upper right corner to configure the storage path for transferred data and set file names. You can also click "**Refresh**" at any time to update the iCloud data listed by FoneTool.

5. After setting up, select the options you want to manage on the left side of Photo, Contacts, Notes, Videos, iCloud Drive, and select specific files or folders. You can "**Upload**", "**Download**", and **"Delete"** the selected data.
6. Upon completing your tasks, click the upper left arrow icon to return to the "**My Cloud**" interface and continue managing other iCloud accounts.

7.2 iCloud Sync

Manage iCloud can easily synchronize data between two iCloud accounts. Synchronization cannot select individual files for synchronization, only the entire Photos, Contacts, Notes, Videos, iCloud Drive can be selected for synchronization. Note that iCloud Sync is a paid feature and you need to upgrade to the paid version of FoneTool to use it.

1. Launch FoneTool, select "**Manage iCloud**" to access the "**My Cloud**" interface, and click the "iCloud Sync" icon at the bottom to enter the synchronization page.
2. Click on the device name on the page and select the target iCloud account for data synchronization.
3. Choose the data folders you want to sync within Photo, Contacts, Notes, Videos, and iCloud Drive. You can select individual items, multiple items, or choose to sync all. Once your selections are made, click "**Start Sync**" to initiate synchronization.
4. After synchronization is complete, return to the "**Manage iCloud**" interface, and click "**Refresh**" in the upper right corner to verify the synchronized iCloud data.

Notes:

1. iCloud Sync only supports data synchronization between two iCloud accounts that have been added to the My Cloud list.
2. Synchronization will not affect the existing data in the target iCloud account.
3. When performing Photo synchronization, the program will automatically filter out photos that are already present in the target iCloud account and match those in the source iCloud account.
4. Due to official iCloud restrictions, photos in formats such as HEIC, PNG, GIF, BMP, etc., are automatically converted to JPG format when uploaded or synced in the photo category.
5. Synced photos will be associated with the corresponding user albums to maintain consistency with the source iCloud account. However, please note that due to iCloud limitations, synced photos will not be associated with system albums such as "Favorites" and "Hidden." Additionally, existing photos in the target iCloud will not be linked to the corresponding user albums.

6. iCloud does not support uploading TIF, TIFF, RAW (e.g. *.DNG, *.RAF, *.CRW, *.CR2, *.CR3, *.KDC, *.MRW, *.ORF, *.PTX, *.PEF, *.ARW, *.X3F, *.RW2) formats in the photo category. To prevent photo loss, FoneTool creates a folder named 'FoneTool Sync Files' in the iCloud Drive to store these photos. You can browse and manage these photos in iCloud Drive using FoneTool.
7. After uploading or syncing, these photos will be sorted by upload or sync date if no capture date is available. If a capture date is available, the photos will be sorted accordingly.
8. Please note that memos uploaded or synced to iCloud will only display text content without attachments. This is because during the upload or sync process, iCloud servers only recognize and sync the text content of the memo, not the attachments. This is a limitation of iCloud. We are working on addressing this compatibility issue in future versions.

8 WhatsApp Manager

This chapter will introduce you how to back up the data of WhatsApp/WhatsApp Business on your iOS device and transfer WhatsApp/WhatsApp Business data between two iOS devices by FoneTool. This will be very helpful for users who want to prevent data loss or transfer their WhatsApp data to a new device.

8.1 WhatsApp Backup and Restore

FoneTool's WhatsApp Manager feature allows you to back up your WhatsApp and WhatsApp Business data to prevent any data loss due to accidental deletion, device damage, or other reasons. The backup process is easy to perform and can be completed quickly using FoneTool's intuitive interface.

1. Connect your iPhone to your computer using a USB cable.
2. Launch FoneTool, then click “**WhatsApp Manager**” on the left menu bar. And choose “**Backup WhatsApp**” or “**Backup WhatsApp Business**” depending on the type of account you used.
3. Click “**Get Started**” into the next interface which will list the “WhatsApp” data types that can be backed up. Currently, messages, documents, photos, stickers, videos, audios and links are supported to back up by default.

   In addition, you can also configure more settings:

   Enable Backup Encryption: encrypt this backup for data security. It's important to remember the password you set, as it will be required to access and restore the backup later.

Currently Selected Device: select the device to be backed up when there are multiple iso devices are connected.

4. Click the "**Backup Storage Path**" option to choose a local storage location for backup, then click "**Start Backup**" to initiate the backup process.
5. Once the backup is completed, click on "**View**" to check the backup details. And, you can browse backup data in FoneTool directly.

After that, you can restore backup data of WhatsApp back to the iOS device easily via FoneTool.

1. Connect the original or new iPhone device to your computer via USB cable.
2. Launch FoneTool, then choose this WhatsApp backup task under "**Backup History**", click "**Start Restore**" to begin the restore process.
3. After restore, you can normally use WhatsApp and check these data.

Notes:

- WhatsApp restore will overwrite the WhatsApp data of the target device.
- Before restoring, please close WhatsApp's backend program on the target device, and do not use WhatsApp during the restoration process to prevent the restored data from conflicting with the target device's WhatsApp.
- If WhatsApp does not run properly after restoration, you can save the data of the application and reinstall WhatsApp to run again.

8.2 WhatsApp Transfer

FoneTool's WhatsApp Manager feature allows you to quickly transfer your WhatsApp data between two iOS devices, which can be very helpful when you need to switch to a new iPhone or iPad. This ensures that you don't lose any important WhatsApp chats, photos, videos, or other data during the transition. The process is simple and straightforward, and FoneTool makes it easy to transfer your data with just a few clicks.

1. Connect your iPhone to your computer using a USB cable.
2. Launch FoneTool, then click "**WhatsApp Manager**" on the left menu bar. And, choose "**Backup WhatsApp**" or "**Backup WhatsApp Business**" depending on the type of account you used.
3. Click "Get Started", select the source and target devices from the listed devices, and then click "Start Transfer" to begin the transfer process.
4. Then, an alert message will pop up, please read the note carefully, and then click the "Confirm" button to continue the transfer.

5. When the transfer is completed, your target device will be restarted automatically. You need to do the activate iPhone settings so that access home screen.

   Please pay particular attention to the following options:

   "**App & Data**": Please select "Don't Transfer Apps & Data" to keep the existing data of the target device.

   "**Make this your new iPhone**": Please select "Continue" to proceed to the next step.

6. After restarting, you will find that all the contents in WhatsApp have been copied from the source device to the target device.

Notes:

- Please disable "Find My iPhone" on the target device before transfer.
- WhatsApp data on the target device will be overwritten after transfer.
- WhatsApp versions are different between the source and target device may cause abnormal data after transfer. It is recommended to upgrade WhatsApp on the source and target device to the latest version first.
- Please exit WhatsApp on the target device before transfer to prevent WhatsApp not working properly after transfer.

9 Toolbox

FoneTool offers an array of enhanced utility tools to cater to your diverse needs.

9.1 Data Eraser

While FoneTool provides you with the service of backing up and transferring iOS device data, it also provides you with the service of completely erasing iOS data, ensuring your data privacy and security to a great extent. We have provided you with two erasing features. You can use the "**Erase All Data**" feature to erase the entire device at once, or selectively erase the data you wish to clear for privacy using the "**Erase Private Data**" option.

8.1.1 Erase All Data

1. Connect the iPhone device to your computer through a USB cable, launch FoneTool.
2. Click the "**Toolbox**" button in the Left-Navigation-Bar.
3. Choose "**Data Eraser**" on the right and click "**Get Start**" on "**Erase all data**".

4. Tick the option "**I am aware of the consequences of erasing data, and am sure I want to erase it**" and there will be three options available:

   Automatically activate the device and skip the setup wizard: Supports automatic activation of iPhone after erasing data, without the complicated activation process of iPhone. This function does not currently support iOS systems above iOS 14.0 and will be supported in subsequent versions.

   Tips: This function does not currently support iOS systems above iOS 14.0 to skip setup wizard, and will be supported in subsequent versions.

   Enable Deep Erase technology: If you don't tick the option, FoneTool will restore iPhone to factory settings, but there is no guarantee that the data will not be restored. If you tick the option, FoneTool will erase deeply, overwrite and erase the data multiple times to ensure that the privacy files in iPhone are not at risk of being restored.

   Apple ID and password are remembered, wipes data even when turned on "**Find My iPhone**": If you tick this option, you don't need to enter your current Apple ID and password to erase the phone even when "Find My iPhone" function is enabled.

5. Click "**Start Erase**" to begin the process, you will see a warning message, click "**Yes**" to continue.

Note:

- FoneTool does not support iPhones under iOS 8 at present, so it does not support backup, restore, transfer or erase of such iPhones.
- If the "Find My iPhone" function is enabled, you need to enter your current Apple ID and password to erase the phone.

8.1.2 Erase Private Data

1. Connect the iPhone device to your computer through a USB cable, launch FoneTool.

2. Click the "**Toolbox**" button in the Left-Navigation-Bar.

3. Choose "**Data Eraser**" on the right and click "**Get Start**" on "**Erase Private Data**".

4. At this stage, the software will navigate to a different page, you can select specific data for erasing.

Tips:

Currently supports wiping these iOS device data: Photos, Music, Videos, Contents, Messages, Call History, Calendar, Notes, Notes, Audiobooks, Safari Bookmarks, Safari History.

You can select single, multiple or all categories for privacy erasing.

The deep erase technology can be enabled to achieve more comprehensive privacy erasure.

5. Click “**Start Erase**” to start the erasing process.

Tips:

The selected data type has privacy-protecting feature that require you to encrypt before you can erase the data. After clicking “Start Erase” a pop-up window will appear, reminding you to set up a password. Remember to keep this password in mind, you may need this password to decrypt your device when you use other backup, transfer, and similar functionalities later on.

During the erasure process, your device will automatically restart once and prompt you to enter your screen unlock password to complete the process.

If you want to stop the erasure, you can click “**Cancel**” at any time.

Please make sure that your device stays connected throughout the erasure process.

6. When the erasing process is completed, the operating result will show “Erase successfully”, click “**OK**” to finish the privacy erase.

Note:

- Private Date Erase will delete all data in the selected category. Before that, please make sure that the category you have selected no longer contains important data, as it will be permanently unrecoverable once erased.
- To ensure complete data erasing, please make sure you sign out of Apple ID or disable iCloud sync services for relevant apps on the device before erasing. Otherwise, your iCloud data may be synced back to your device later, posing a risk to privacy.

9.2 HEIC Converter

1. Start FoneTool on your computer first.
2. Click the “**Toolbox**” in the Left-Navigation-Bar.
3. Click “**HEIC Converter**” function on the interface.
4. Click the “**Add Photos**” button to select the HEIC format pictures you want to convert, or directly drag the picture to the interface.
5. Choose “**Photos Format**” and “**Photo Quality**”.

   Supported format for conversion: “.JPG .JPEG .PNG”

   Supported picture quality: medium (50%), high (70%), extremely high (100%)

Choose “**Conversion Speed**”. The faster the conversion speed is, the higher the system resources will be occupied. Please choose reasonably according to your own needs.

6. Choose “**Storage Path**”, the converted image will be stored in that location.
7. Click the “**Start Converting**” button to execute the conversion.

9.3 Photo Deduplication

With this function, you can scan and compare photos in iOS devices or computers, and then delete or migrate duplicate photos according to your needs.

8.3.1 Scan and compare photos in iOS devices

1. Connect iOS device to your computer through the USB cable, and start FoneTool.
2. Click the “**Toolbox**” in the Left-Navigation-Bar.
3. Click “**Photo Deduplication**” function on the interface.
4. Click the “**Scan iOS Device**” button.
5. Specify the shooting time range, and then click the “**Start scanning**” button to scan and compare the photos taken during this time period.
6. On the matching result page, select the photos, if you click the “**Delete**” button, you can delete the corresponding photos on the phone. If you click the “**Migrate to**” button, you can export the selected photos to the specified path on the computer, and then the corresponding photos on the phone will be automatically deleted.

8.3.2 Scan and compare photos in computers

1. Start FoneTool on the computer first.
2. Click the “**Toolbox**” in the Left-Navigation-Bar.
3. Click “**Photo Deduplication**” function on the interface.
4. Click the “**Scan Computer**” button.
5. Select the folder to be scanned and click the “**Start scanning**” button.
6. On the matching result page, select the photos. If you click the “**Delete**” button, the selected photos will be moved to the “Photo_Deduplication_XXXX” folder in Recycle Bin. If you click the “**Migrate to**” button, the selected photos will be moved from the original location to the designated computer path.

Note:

1. Currently only supports comparison and deduplication of photos/pictures in HEIC\JPG\JPEG\PNG\BMP\TIFF\JPE\PBM\PGM\PPM\XBM\XPM format.
2. When deleting photos through this function, the photos will not be deleted directly, they will be moved to the “Photo_Deduplication_XXXX” folder in Recycle Bin. If you delete photos by mistake, you can restore the “Photo_Deduplication_XXXX” folder. After restoring, the folder will be stored in the root directory of the partition with the largest remaining space by default.

10 Technical Support

If further assistance is required, then please send an email to support@fonetool.com.

To assist with a problem, please compress (zip) the “**log**” folder located in the FoneTool installation directory, and send it to support@fonetool.com.

Or, you click the three-line icon on the upper right side of the main window, then click “**Feedback**” to submit your feedback.

Part FAQs are as follows:

Q: After restoring the text message, how to set it correctly and return to the desktop of the iOS device?

A: After restoring the text message, the iOS device will restart and enter the boot setting interface. At this time, you need to perform simple settings to return to the desktop, including network settings, language settings, set as a new iPhone, Apps & Data settings, Apple ID settings, etc.

Please follow these two steps carefully:

“Make This Your New iPhone”: Please select “Customize Settings” instead of “Continue” as selecting “Continue” will restore data directly to the device from an iCloud backup, overwriting existing data on the device.

“Apps & Data”: Please select “Don’t Transfer Apps & Data” to keep the existing data of the device.

Q: Can't import music to the specified playlist? No associated playlist created when restoring music?

A: If iCloud music library synchronization is enabled on the iOS device, the music cannot be imported to the specified playlist, and the associated playlist will not be created when restoring the music.

Q: Backup the Music and Music Videos downloaded from iTunes Store, and then restore them to the device, but they cannot be played normally.

A: Please check the following items:

(1) Make sure your Apple ID purchases the Apple Music service.

(2) Open Settings on your device, find iTunes & App Store and login to iTunes & App Store with your Apple ID.

(3) Restore the Music and Music Videos downloaded from iTunes Store to the device and then you can play them normally.

Q: Backup the Movies and TV Shows downloaded from iTunes Store, and then restore them to the device, but they cannot be played normally:

A: Please check the following items:

(1) Make sure your Apple ID purchases the Movies or TV Shows service.

(2) Open Settings on your device, find iTunes & App Store and login to iTunes & App Store with your Apple ID.

(3) Restore the Movies and TV Shows downloaded from iTunes Store to the device and then you can play them normally.

Q: The reason why photos / videos can't be displayed or played normally after being restored to devices below iOS 11:

A: Apple has brought us two new media formats “HEVC and HEIF” in iOS 11. In video aspect, HEVC (H.265) is used to replace HEVC (H.264), while HEIF is used to replace JPEG for pictures. Therefore, photos and videos in media format “HEVC and HEIF” are not supported for devices under iOS 11.

Q: Why do you get the error “AMdeviceSecureStartService failed” when using FoneTool?

A: During the backup/restore/browse operation of the device, if the current operation is interrupted abnormally for many times and FoneTool has not yet closed the connection with the device, you may encounter the “AMdeviceSecureStartService failed” error when a new operation is performed. To solve the problem, please try restarting FoneTool or the device, and then operate again.

Q:Why can’t you delete some photos directly from iPhone?

A: Generally, photos shoot via iPhone/iPad/iPod will be saved to Camera Roll of Photos app, which can be deleted directly via the iPhone. However, when syncing photos from computer to iPhone via iTunes or third-party tools(such as FoneTool), they will be saved to Photo Library, which can't be deleted directly on the iPhone. If you want to delete photos from Photo Library, you can sync an empty folder from computer to the device via iTunes, so it will overwrite Photo Library with the empty folder to indirectly delete all photos.

Q: Does it support backup and restore of photos, videos, animoji and other attachments in SMS?

A: The current version does not support backup or restore of photos, videos, animoji and other attachments in SMS.

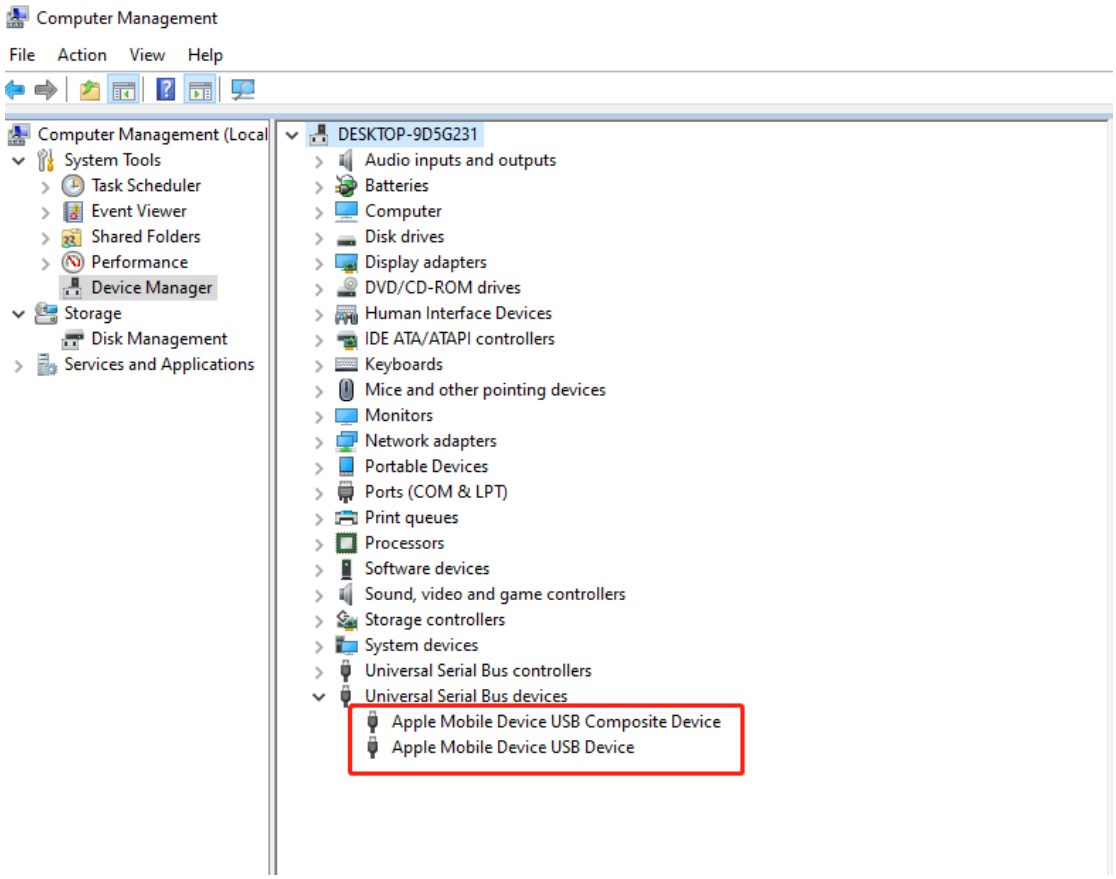
Q: When you connect iPhone, iPad or iPod touch device to your PC through a USB cable, FoneTool fails to correctly recognize the device.

A: Please try the following methods to solve the problem:

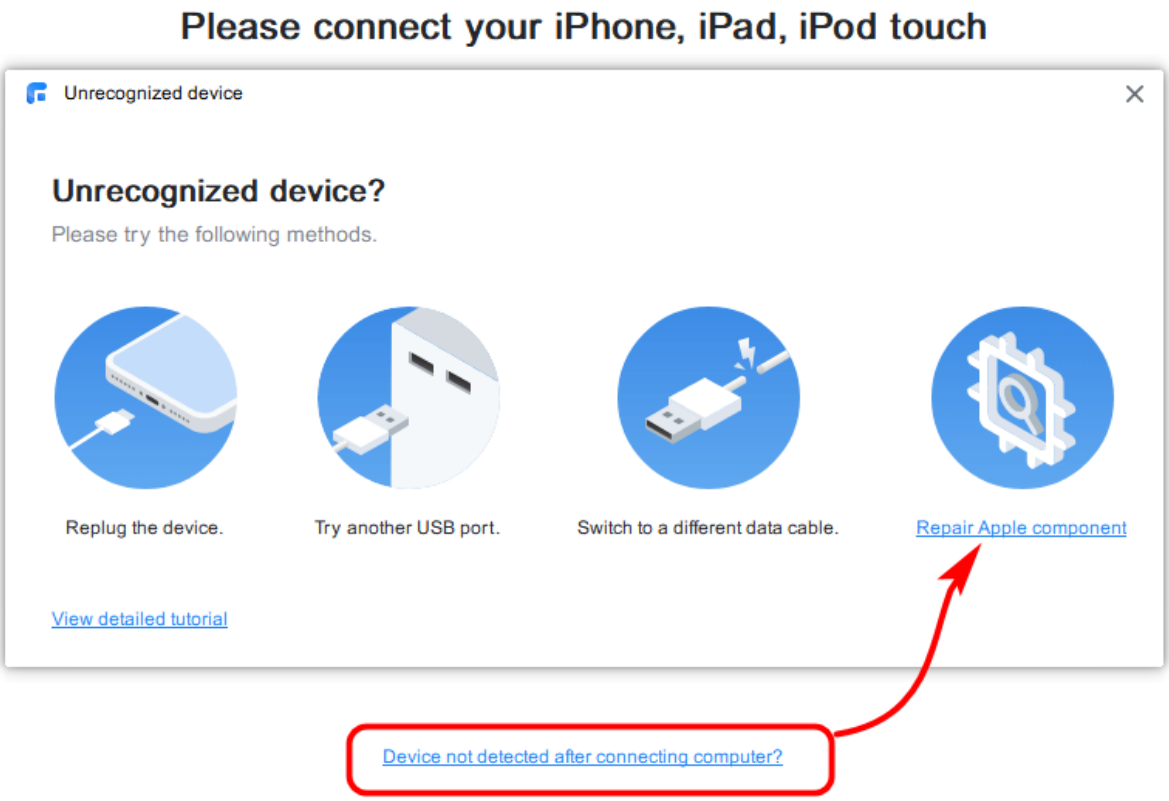
1. Try to reconnect the device using the USB cable.
2. Confirm that the USB cable is intact, or try to connect the device with another USB cable.
3. Confirm that the USB port of the PC can be connected normally, or try to connect the device to another USB port.
4. If the device connected to the PC is in locked screen state, please keep the device in unlocked state during the operation.
5. If the connection between the device and PC is normal but the device is still unrecognized, it may because the FoneTool service doesn't detect the device in time, please try to restart FoneTool.
6. After the device is connected to the PC via a USB cable, please check whether the drivers of the device are installed and enabled on the PC. If the device cannot be recognized normally after connecting, you can try to manually reinstall or update the device drivers.

   Please follow the steps below to check the device drivers:

   This PC->Manage->Device Manager->Universal Serial Bus devices->check whether the drivers "Apple Mobile Device USB Composite Device" and "Apple Mobile Device USB Device" are installed and enabled.



7. If the device is connected normally but FoneTool still cannot recognize the device, please try FoneTool's repair driver function to check whether there is a problem with FoneTool's driver.



8. If the device is connected normally and there is no problem with FoneTool driver, but the device is still unrecognized, please check if the Security Protection or Anti-virus software blocks the program. You can add mBackup.exe to the whitelist of Protection or Anti-virus software.
9. Check whether FoneTool is the latest version. The previous FoneTool version may not support the new iOS system.

Q: Why can't some of the videos be successfully restored to other devices?

A: With the upgrade of hardware, the resolution of video has reached 4K. If you restore a high-resolution video to an earlier phone model, such as restoring a 4K video taken by iPhone 11 to iPhone 6, the video cannot be restored successfully or the restored video cannot be played.

Q: Does the old version of FoneTool support the backup created by the new version of FoneTool?

A: The old version FoneTool can't operation backups created by the new version, such as importing and restoring the backup created by the new version of FoneTool.

Q: **Why can't WhatsApp\WhatsApp Business run normally when restore or transfer WhatsApp\WhatsApp Business data to an iPhone via FoneTool?**

A: Please check the following items:

1. Please confirm if WhatsApp is sending/receiving message (or message is just sent/received completely) on the target iPhone when you start restore or transfer WhatsApp\WhatsApp Business data to the target iPhone. If so, it might cause WhatsApp run abnormally after restore/transfer. In this case, you can reinstall WhatsApp on the target iPhone, and temporarily don't login WhatsApp account, then restore or transfer WhatsApp data again. After that, you can log in WhatsApp to check.
2. Please check if the version of WhatsApp on the source and target iPhone are different. If so, it might also cause WhatsApp run abnormally after restore/transfer. In this case, you can firstly upgrade WhatsApp on the source and target iPhone to the latest version, and then do backup/restore or transfer again.

   But, if you only have a previous backup of WhatsApp data and the source device has not existed, it can't restore the data to the target iPhone when the version of WhatsApp on target iPhone is higher than the source one. In this case, you can use FoneTool to browse the backup data and export important data to the computer.

Q: **Why does WhatsApp/WhatsApp Business occupy more iphone space than the one seen in the application after transferred or restored WhatsApp\WhatsApp Business data to the target iphone?**

A: It might be that some Chat records and attachments generated before transferring or restoring WhatsApp data aren't overwritten. But, these records are not visible in WhatsApp sessions. So, the used space showed in WhatsApp will be less than the actual space occupancy of the application on iPhone. For example, if there is a 300MB A file on the target iphone and there is no a backup file corresponding to the A file when restoring WhatsApp data, so it will still retain the A file after retore.

If you want to clear the space occupied by these previous files, you can reinstall WhatsApp on the target iphone and then restore\transfer WhatsApp data again.

Q: How to correctly configure the settings to prevent data loss when entering the user settings process on an iOS device?

A: After performing operations such as SMS restoration, WhatsApp restoration, WhatsApp transfer, privacy erasure, and full device erasure using FoneTool, the target device will need to do initial setup. Here are the steps to pay special attention to:

1. “Written and Spoken Languages”: Click on “Continue” to use the language preference set on the phone before, or click on “Customize Settings” to customize it again.
2. “Choose a WLAN Network”: In most cases, the device will automatically connect to the same Wi-Fi network it was connected to before the ios device restart. If it hasn't connected to Wi-Fi before the restart, please select a Wi-Fi network to join.
3. “Data & Privacy”: Click on “Continue”.
4. “Make This Your New iPhone”: Set this as your new iPhone, you can choose “Continue” or “Customize”, but please choose “Customize” to enter the “Apps & Data” page, you must choose “Don't Transfer Apps & Data”, enter the “Face ID” page, select “Set Up Later”, enter the “Apple ID” page, select “Skip This Step”, return to the “Make This Your New iPhone” page, select “Continue”, Enter the “Messages Access to Contacts” page, click “Continue”, enter the “Settings Access to Contacts” page, click “Continue”, enter the “Welcome to iPhone” page, Swipe up to get started.

Q: Why does the target device need to reinstall applications after privacy erasure?

A: When performing privacy erasure using FoneTool, which includes erasing contacts, messages, memos, Safari bookmarks, and Safari history, these applications themselves are also deleted. Therefore, after privacy erasure, these applications need to be reinstalled.

Q: Why do applications fail to function properly after privacy erasure?

A: After performing privacy erasure using FoneTool, the device typically undergoes a restart. If the device is not restarted, it may lead to the absence of crucial files within the applications or abnormal access, resulting in the applications being unable to function properly. In such cases, manually restarting the device can resolve this issue. Additionally, please refrain from running applications during the privacy erasure process.

Q: Why wasn't the data successfully erased after privacy erasure?

A: To ensure thorough data erasure, please ensure that you sign out of your Apple ID on the device or disable iCloud sync services for relevant apps before performing the data erasure operation. Otherwise, it may result in data being synced back to the device from iCloud after erasure.

If you have already signed out of your Apple ID and selected data types for privacy erasure but they were not successfully erased, it might be because related apps are running in the background. Please close the apps and try the erasure again.

Q: Why can't I find some of the photos in the target account's photo library after syncing through iCloud management?

A: After syncing with iCloud, these photos have been stored in the iCloud account of the target account. However, due to iCloud's official restrictions, the upload of TIF, TIFF, RAW (e.g. *.DNG, *.RAF, *.CRW, *.CR2, *.CR3, *.KDC, *.MRW, *.ORF, *.PTX, *.PEF, *.ARW, *.X3F, *.RW2), and other formats of photos to the photo library is not supported. To prevent the photos from being lost, FoneTool creates a folder named 'FoneTool Sync Files' in the iCloud Drive to store these photos. You can browse and manage these photos in the iCloud Drive using FoneTool.

Q: Why can't I find video files in the photo library after uploading and syncing with iCloud through iCloud management?

A: Due to iCloud's official restrictions, uploading videos to the photo library in iCloud is not supported. FoneTool creates a folder named 'FoneTool Videos' in the iCloud Drive to store these videos. You can manage these videos in the "Videos" category in iCloud management.

Also, due to iCloud's official restrictions, syncing iCloud does not support storing video files from photos in the target account's photo library. To prevent the videos from being lost, FoneTool creates a folder named 'FoneTool Sync Files' in the iCloud Drive to store these videos. You can manage these videos in the 'FoneTool Sync Files' folder in the iCloud Drive.

Q: Why can't I find the data synced from my phone to iCloud in the iCloud management?

A: If you are using FoneTool to manage iCloud and you cannot find the corresponding content in FoneTool's iCloud management after syncing data from your phone to iCloud, we recommend that you first log in to the official iCloud website (http://www.icloud.com) to check if the data has been synced. If the sync is completed, we suggest you return to FoneTool and try refreshing to view the data.

Q: Why does the program prompt "Please log in to the iCloud web portal, enter the specified category application to load the data completely, and then return to FoneTool to perform operations" during iCloud sync?

A: Your Apple account may have never used the corresponding category data on the iCloud server. The program prompts you to log in to the iCloud web portal, enter the specified category application to load the data completely, and then return to FoneTool to perform operations. This is done to ensure that the cloud data is complete before performing operations in FoneTool, to avoid data loss or inconsistency.