

**AOMEI<sup>®</sup> FoneTool**

**User Manual**



**FoneTool**

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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
- 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\_install.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 Device Manager

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 Operations

Click the "**Device Management**" 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 Device 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 and other categories, 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 to enter the page for selecting a backup method.
3. Select "**Selective Backup**" to enter the create backup page. Select the backup data according to your own needs, including photos, music, videos, contacts, text messages and other categories. You can click the category icon to enter the preview page, and partially check the data in the category.
4. Select the backup repository to store the backup data, and then click the "**Start Backup**" button to start the backup.

## 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 to enter the page for selecting a backup method.

3. Select "**Full Backup**" to enter the create backup page. You can choose whether to set a backup password according to your own needs. After setting the backup password, the backup data will be encrypted, and the backup of private data is also supported.
4. Select the backup repository to store the backup data, and then click the "**Start Backup**" button to start the backup.

**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 Backup Manager

In FoneTool, it manages all backups of a device by versions. Each time a backup is performed successfully, a new backup version will be generated.

### 4.1 Cancel Backup

You can cancel a backup by clicking the "**Cancel**" button or "**Back**" button when a backup is running.

### 4.2 Browse Backup

There are two ways to browse a backup: browse the data corresponding to a backup version and browse all the backup data.

#### 1) Browse the data corresponding to a backup version

Click the "**Browse**" button (eye icon) on the task, select one backup version (based on back up time) to view the data.

#### 2) Browse all the backup data

Click the "**Browse**" button (eye icon) on the task, select "**All**" to view the data in all backup versions of the current device.

## 4.3 Locate Backup

After a backup is completed successfully, we can quickly locate the storage location of the backup files by clicking the “**Path**”.

## 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

#### Selective backup task:

Select a “selective backup” task, click the “...” button, and choose “**Version Management**” option to view backup versions, then select one backup version to delete. It should be noted that if the data of this backup version is associated with the data of other backup versions, only this backup version will be deleted, the data will not be deleted.

#### Full backup task:


Select a “full backup” task, click the “” button to view backup versions, then select one backup version to delete.

### 2) Delete all backup versions

Select a backup task, click the “...” button, and choose “**Delete**” option, then you can delete all backup versions in this task. This function supports 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**” 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, 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 backed up 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 backed up 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 Data 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 “**Data 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 transferred to that application on the iPhone.



6. Click to add photos, music, videos or contacts files you want to transfer, or you can directly drag photos, music, videos or contacts files 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 “**Data 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 “**Data 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.

Note:

- 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 More Tools

FoneTool provides you with more useful tools.

### 7.1 Erase iPhone

1. Connect the iPhone device to your computer through a USB cable, and start FoneTool.
2. Click the "**More Tools**" in the Left-Navigation-Bar.
3. Click "**Erase iPhone**" function on the interface.
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.

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

**Deeply erase data:** 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.

**Erase data even if "Find My iPhone" is enabled:** If the "Find My iPhone" function is enabled on your iPhone, and if you don't tick this option, FoneTool will prompt you to think twice before erasing iPhone, because you need to input Apple ID and password to activate iPhone after erasing. If you don't remember Apple ID

and password used by iPhone, we don't recommend that you perform the erase operation.

5. Click "**Erase Data**" 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.

## 7.2 HEIC Converter

1. Start FoneTool on your computer first.
2. Click the "**More Tools**" 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. you want to convert, or directly drag the picture to the interface.
6. 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.

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

## 7.3 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.

### 7.3.1 Scan and compare photos in iOS devices

1. Connect iOS device to your computer through the USB cable, and start FoneTool.
2. Click the "**More Tools**" 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.

### 7.3.2 Scan and compare photos in computers

1. Start FoneTool on the computer first.
2. Click the "**More Tools**" 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.

## 8 Technical Support

If further assistance is required, then please send an email to [support@fonetool.com](mailto: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](mailto: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 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.**

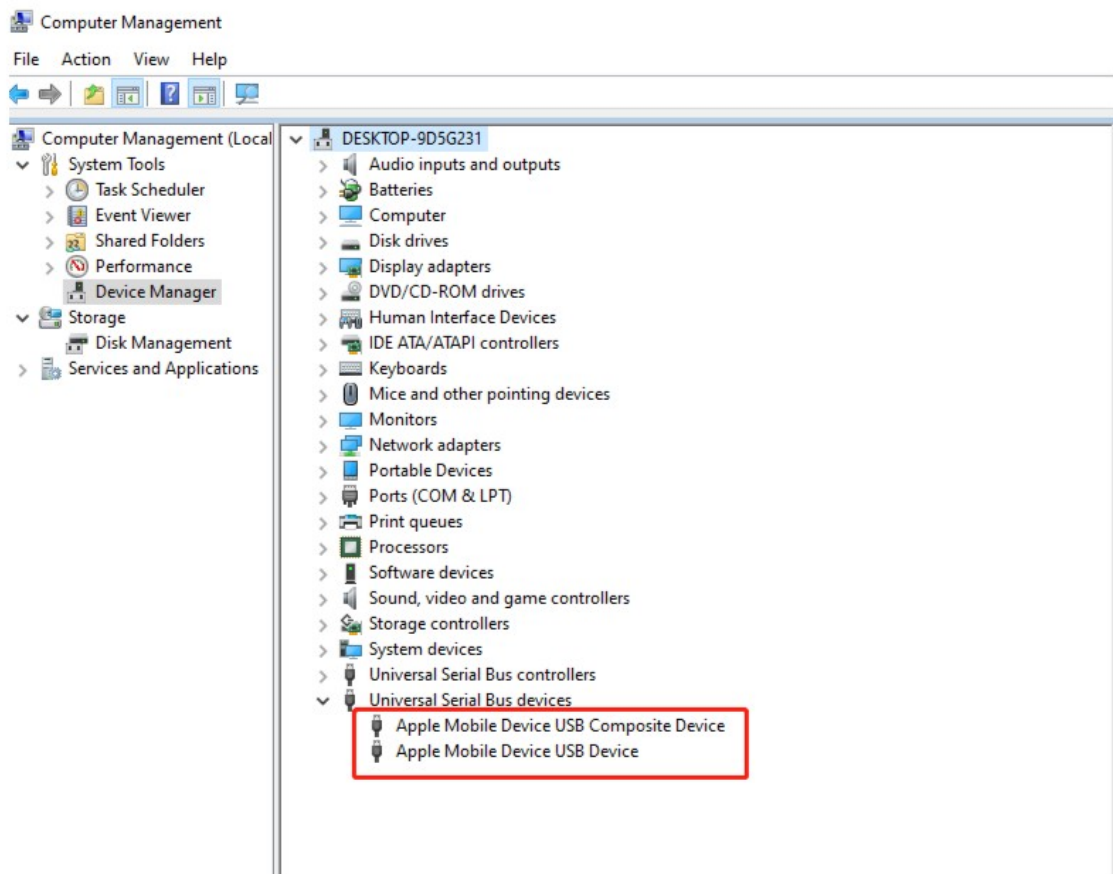
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A: please try the following methods to solve the problem:

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 be 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:

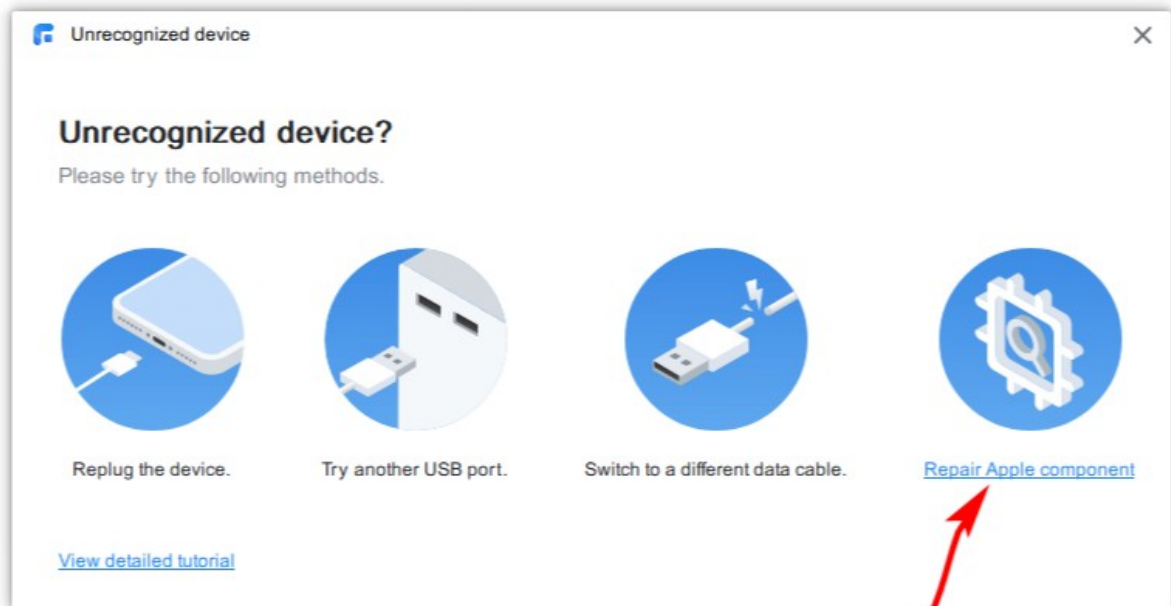
This PC->Manage->Device Manager->Universal Serial Bus devices->check whether the drivers "Apple Mobile Device USB Composite Device" and "Apple Mobile Device USB Device" are installed and enabled.



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.



## Please connect your iPhone, iPad, iPod touch



Device not detected after connecting computer?

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.