SAMSUNG

# Making the Smart Switch

An Enterprise Administrator's Guide to Switching from an Apple iPhone to a Samsung Galaxy Smartphone

# Table of Contents

iOS to Android Device Switch Basics		
Minimum Requirements		
3 Methods to Migrate data with San	nsung Smart Switch	
Migration Steps:		
Admin Resources		7
Smart Switch Compatibility Matrix (	iOS > Android)	
Smart Switch Data Migration Comp	atibility	
Helpful Links		
Videos		
End User Training Material - Post Mig	ration	
Android How to basics: (back buttor	n, close app, finding items, turn off/on phone, etc)	
How to share files (Share Nearby &	Private Share) via Android compared to AirDrop	
How to enable and use RCS Messag	ing via Android compared to iMessage	
How to make video calls (Google Me	eet) compared to FaceTime	
How to use Google Voice / Bixby co	mpared to Siri	
Pairing your earbuds, phone, tablet	and switching between them	
Using your PC as an extension of yo	ur phone (Phone Link)	
Google Email Templates (adjust for	Samsung devices if needed)	
Google Office Flyers (adjust for Sam	isung devices if needed)	
User adoption slides (adjust for Sam	sung devices if needed)	
Step by Step Guides		
Wireless (import from iCloud after o	out of box experience)	
Migration Via Cable during out of bo	ox experience	
Migration via Cable (After initial OC	IBE)	
Migration via Desktop		

# iOS TO Android Device Switch Basics

### Objective

A guide to assist with tasks to migrate iOS users to Android by leveraging Samsung Smart Switch.

### **Target Audience**

System Administrators / Engineers / Project Managers

### **Minimum Requirements**

For the latest requirements visit: <u>Samsung Smart Switch</u>

- Android Version: OS11+
- iOS device (managed or unmanaged)
  - o OS 4.3+
  - Deregister iMessage: <u>https://support.apple.com/en-us/HT203042</u>
- MDM / EMM
  - Device Policy: Allow for USB data transfer enabled (Wired & Desktop)
  - Enable "Allow Smart Switch Run" under Android Enterprise Settings Configuration
    - <u>How to enable Smart Switch</u> <u>on Fully Managed (DO)</u> <u>devices (samsungknox.com)</u>
- Enable Smart Switch App on Android
  - Migration via Cellular/ Wi-Fi
    - Must have an iCloud account
    - Turn on iCloud Syncing for all data (note: PIM and Photos settings sync is different)



### **Version Note**

The information contained in this document at time of publication was:

- Smart Switch App version: 3.7.28.2
- Smart Switch Desktop version: 4.3.22083\_3
- Future versions may act and appear differently

# 3 Methods to Migrate data with Samsung Smart Switch

- Wireless (iCloud login required)
- Cable (Phone to Phone)
- Wired Desktop App/ iTunes Backup file

### **Migration Steps:**

Choose the right migration method



### Cellular/Wi-Fi

#### a. Pro

- 1. No cables needed
- 2. Faster (but less items transfer)

b. Con

- 1. Everyone has to have an iCloud account and know their account password. This may cause additional calls to the help desk
- 2. Not all items transfer wirelessly
- 3. Depending on the size and quantity of files/pictures this can take a long time
- 4. Need a fast constant signal



#### **Cable** a. Pro

- 1. All transferable data will transfer\*
- 2. No iCloud account needed
- 3. Same experience for all users
- b. Con
  - 1. Need to have a: USB-C to Lighting cable, Lighting to USB with USB-OTG adapter
  - 2. Some images may not transfer. This may be due to an iOS Photos Setting. iOS allows a user to choose to Optimize iPhone Storage (which will offload photos & videos to iCloud to keep space open on the device this does not save full files on the device), or Download and Keep Originals which will store the full files on the device.



### Desktop (PC or Mac)

- a. Pro
  - 1. All transferable data will transfer\*
  - 2. No iCloud account needed
  - 3. Same experience for all users
- b. Con
  - 1. Need to create an iTunes backup file of the device
  - 2. Need to install Smart Switch Desktop App
  - 3. Need to have Android Cable
  - 4. Computer has to allow for connected devices

### Suggestion:

Use the Cable method as it provides the ability to transfer more items quickly, without having to take additional steps to install/backup using a PC or getting additional support calls on helping sort out iCloud accounts questions.

4

### Setting up your MDM and Device profile

- a. Create your MDM Profile. Migration of the data will be to either the personal side of the device OR if it's a fully managed device (no-personal side) to the managed part of the device.
  - This is important because if you plan on offering a COPE (Corporate owned Personally Enabled), the data being transferred will NOT be transferred into the corporate side.
- b. If you are creating a fully managed profile (no personal) you must enable the security policy "Allow Smart Switch Run".
  - How to enable Smart Switch on Fully Managed (DO) devices (samsungknox.com)

### **3 Deploying Wires?** (Wireless or Desktop)

a. If you select Wired/Desktop, you will need to plan how everyone will obtain a transfer cable.

### Deploying devices / When will users switch?

- a. Directly out of the box, not configured
  - This is the most convenient for the end user as they don't need to download the smart switch app and click to start the process.
- b. After Out of the Box Experience (OOBE)
  - Device already has profile setup, ensure that the latest version of smart switch is installed. <u>Samsung Smart Switch</u>

# **De-register iMessage** (IF THIS STEP IS SKIPPED MESSAGES WILL NOT BE RECEIVED BY THE NEW DEVICED)

a. It is recommended to deregister iMessage (<u>https://support.apple.com/en-us/HT203042</u>) before switching to Android to ensure that the new device receives any messages via SMS during and after the switch.

### Swap SIM Card from iOS to Android

a. Note: This could be physical or eSIM

### User Communication

- a. Create your own or use Samsung's switch video guide to assist in the transfer:
   <u>https://www.youtube.com/watch?v=kTmcBDppwgU</u>
- b. iOS users may not know how to navigate around the new operating system, or be familiar with some of the new features of Android, we recommend creating links to some of our created videos. (included below)
- c. iOS users may be used to iMessage, FaceTime, Airdrop, etc. that are not available on Android, but have complementally solutions. We recommend including video links of some of our created videos. (Included below)

6

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### 8 Deregister the iOS Device in MDM

### **9** Dispose of the iOS Device with your favorite e-cycle company

### Tips

- If images are not showing up, users may be synchronizing with Google photos and not iCloud
- When restoring Note items from an iOS device, the items that include images may not be restored with some Galaxy Note apps.
- When restoring Note items that include videos from an iOS device, the videos will be saved as separate files.
- 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, you need to download a video player app that supports .mov files from Google Play Store.
- Some Apple purchased content will transfer such as music purchased without DRM.
- iTunes Backup: 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 iOS11 at this link (<u>https://support.apple.com/en-us/HT205220</u>)
- When using Smart Switch users are able to selectively choose data that they wish to transfer. Users are able to run Smart Switch multiples times if they would like to move over newly added data or a data category they may have missed in a prior switch.

# Admin Resources

Smart Switch Compatibility Matrix (iOS > Android)

From Apple	To Android	Supported
Supervised	COBO / Company Owned / Fully Managed / Full Managed for work-only company-owned devices	Yes
Supervised	BYOD (Bring your own device) / Work Profile for Personal Owned Devices	Yes, Data migrated to Personal Profile
Supervised	COPE (Corp owned, Personally Enabled) / Work profile for mixed-used company owned devices	Yes, Data migrated to Personal Profile
Unsupervised	DO (Device Owner) / Company Owned / Fully Managed / Full Managed for work-only company-owned devices	Yes
Unsupervised	BYOD (Bring your own device) / Work Profile for Personal Owned Devices	Yes, Data migrated to Personal Profile
Unsupervised	COPE (Corp owned, Personally Enabled) / Work profile for mixed-used company owned devices	Yes, Data migrated to Personal Profile

# Smart Switch Data Migration Compatibility

		Ŭ		/
	iOS	Migrate to Android via Wi-Fi	Migrate to Android via Cable	Migrate to Android via Desktop
iOS Health	Health App information	Ν	Ν	Ν
	Historical Emails	Ν	Ν	Ν
Email	3 <sup>rd</sup> Party Email accounts	Ν	Ν	Ν
	Settings	Ν	Ν	Ν
	3rd party apps	Ν	Y (Sign into Google account to download Android versions; won't work with Managed Google Play)	Y (Sign into Google account to download Android versions; won't work with Managed Google Play)
	3rd party data	Ν	Ν	Ν
Apps	Notes	Y (Locked notes won't be transferred)	Y (Locked notes won't be transferred)	Y (Locked notes won't be transferred)
	Reminders	Ν	Ν	Ν
	Clock alarms/World time	Ν	Ν	Ν
	Calendar	Y	Υ	Υ
	Some accounts in apps	Ν	Ν	Ν
	Safari Favorites	Ν	Υ	Y
	Safari Bookmarks	Ν	Y	Y
	Contacts	Y	Y	Y
	Call history	Ν	Ν	Ν
Phone	FaceTime Call History	Ν	Ν	Ν
	SMS/MMS	N	Y	Y
	iMessage	N Y	Y Y	Y Y
Files	Documents Images	Y	Y	Y
	Videos	Y	Y	Y
	Voice Memos	N	Y	Y
	Wi-Fi Connections	N	Ŷ	Ŷ
Settings	Bluetooth devices	Ν	Y	Y
	Saved passwords	Ν	Ν	Ν

### Data that can't be transferred:

- Call and Contacts FaceTime and voice call history
- Messages Messages with iMessage effects and emergency alert messages
- Data from iPhone Apps Notes: Locked notes
- Home Screen Default Wallpaper

# Helpful Links

- <u>Samsung Smart Switch: Transfer Contacts, Music and More I Samsung US</u> Consumer Switching Site
- <u>Steps to a Smarter iPhone Switch (samsung.com)</u> iOS to Android
- <u>Samsung Smart Switch</u> Owners Support
- Deregister and Turn Off iMessage Apple Support
- How to enable Smart Switch on Fully Managed (DO) devices (samsungknox.com)
- <u>Smart Switch compatibility on different Android Enterprise activations (samsungknox.com)</u>
- <u>Switch Devices | Samsung Device Switch | Samsung Business</u> Overview
- <u>https://www.android.com/switch/</u>
- Switch From iPhone to Android Seamlessly Android
- Android Enterprise Deployment Guide

# Videos

iOS to Android Smart Switch

# End User Training Material - Post Migration

We recommend providing training to your newly switched users in order to get comfortable with navigating around the device, apps, and the comparable features they were used to and how to use them on Android.

#### Android How to basics: (back button, close app, finding items, turn off/on phone, etc.)

- a. <u>Get Around in Android</u> (Google)
- b. Why Switch to Samsung
- c. Discover Samsung's Apps and Services

#### How to share files (Share Nearby & Private Share) via Android compared to AirDrop

- a. Nearby Share & Files by Google
- b. Using private share
- c. Quick Share

#### How to enable and use RCS Messaging via Android compared to iMessage

- a. How to enable RCS Messaging
- b. <u>Get started w/ Messages</u>
- c. <u>Messages new features</u>
- d. End-to-End Encryption
- e. iPhone Reactions
- f. <u>Schedule Send</u>
- g. <u>Star messages</u>

#### How to make video calls (Google Meet) compared to FaceTime

- a. Google Duo/Meet
- b. <u>Samsung Google Duo</u>
- c. <u>How to FaceTime on Android (receive only)</u>

#### How to use Google Voice / Bixby compared to Siri

- a. Setup Bixby & Google Assistant
- b. <u>Setup Google Assistant</u>
- c. <u>Talk to your favorite apps</u>
- d. <u>Google Assistant</u>

#### Pairing your earbuds, phone, tablet and switching between them

- d. Connect through Bluetooth
- e. Audio Switch

#### Using your PC as an extension of your phone (Link To Windows / Microsoft Phone Link)

a. How to use Link to Windows on your Galaxy smartphone

#### Google Email Templates (adjust for Samsung devices if needed)

Start sending out emails at least two weeks before deployment to build anticipation amongst employees about the new devices. There are three email templates in this kit that will help to generate buzz in the lead-up to launch

- a. Email 1: A new mobile experience is coming
- b. <u>Email 2: Android Enterprise is here</u>
- c. Email 3: Connect your Android device today

#### Google Office Flyers (adjust for Samsung devices if needed)

At the same time as the emails above, print and display flyers around the office to raise awareness of your upcoming launch. This kit contains flyers for Work Profile, fully managed, and fully managed with Work Profile deployment modes.

- a. Work Profile
- b. Fully Managed with a Work Profile
- c. Fully Managed
- d. Work Profile on Company Owned Devices

#### User adoption slides (adjust for Samsung devices if needed)

Just ahead of launch, send one of these short slide decks to your users (there is one deck for each deployment mode). Each deck contains useful information about the benefits, features, and scope of device management once a device has enrolled into Android Enterprise. You can customize the decks as necessary

- a. Choose how to get around on your Android phone
- b. <u>Backup & Restore data from Google Drive</u>
- c. <u>Backup & Sync device contacts</u>
- d. Keep your Google account secure
- e. Using Google Assistant
- f. <u>Migrate from iOS</u>
- g. <u>Work Profile</u>
- h. Fully managed with a work profile
- i. Fully Managed
- j. <u>Zero Touch</u>
- k. Work Profile on Company Owned Devices

#### Google's End User Videos on Profiles

- a. <u>Work Profile</u>
- b. Managed Google Play
- c. Zero Touch Enrollment

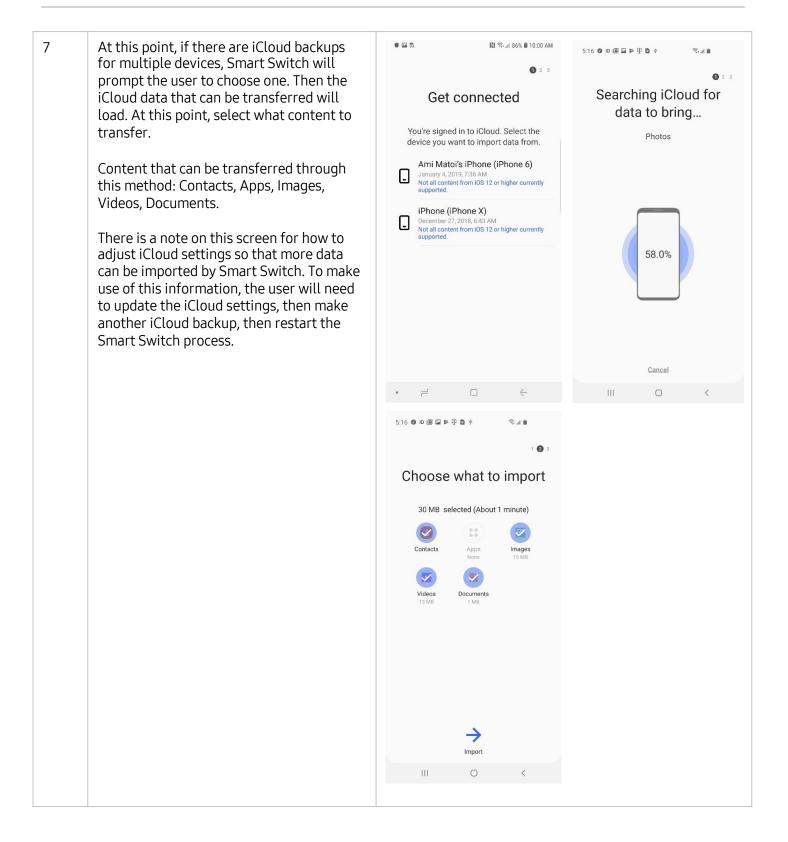
# Step by Step Guides

Wireless (import from iCloud after out of box experience)

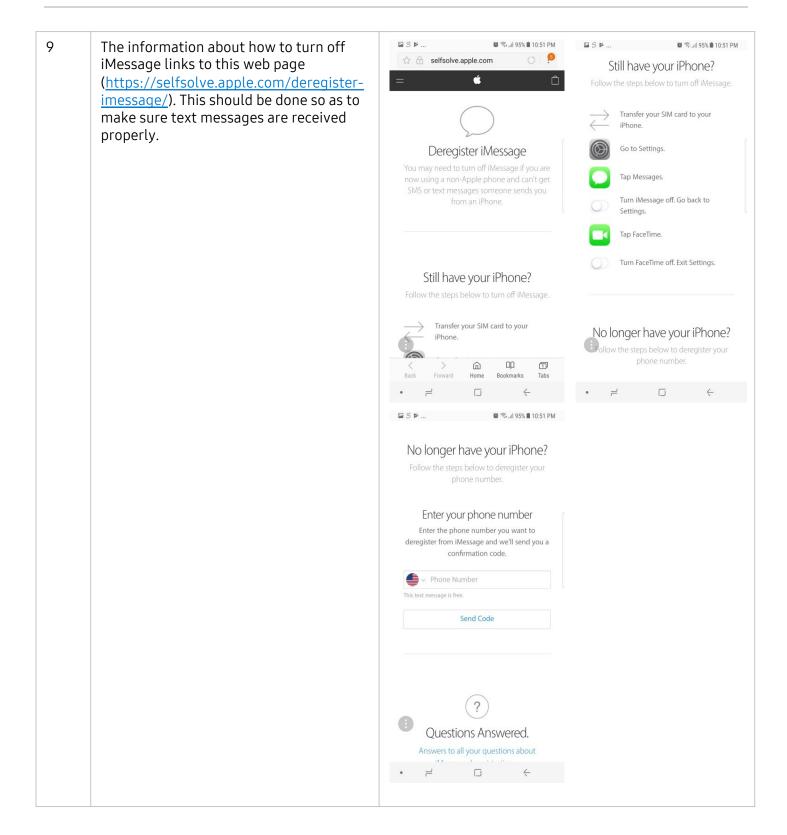
Step	Instructions	Screenshots
1	First Step - locate Smart Switch on your new Samsung device. If this application is not available, please visit either the Google Play Store, or the Galaxy Apps Store. The Smart Switch Application is available from both of these locations, and is often preinstalled on Samsung devices. Additionally, please consider checking to make sure you are using the most recent version of Smart Switch, and if you have not done so already, consider logging into a Google account on the device before starting this process.	Image: Control of the second secon
2	Navigate to the Smart Switch app, and tap to open. You'll need to agree to the Terms of Service and allow the permissions requested by the app.	<ul> <li>A definition of the set of the set</li></ul>

3	Next, the app will show the choice as to what the device should do. Select "Receive data". This will have the Smart Switch app receive data from the iOS device.	● ▶ ⊕ ₪ ■ : Bring your data to your new phone What should this phone do?
		Image: Constraint of the second s
4	Smart Switch will then prompt for how to connect. Choose "Wireless" at this stage.	● ■ ▶ @ ® Get connected How do you want to connect?
		Cable Wireless
		•

5	Next, select "iPhone/iPad" when prompted to select the old device.	● 🖬 🔃 🕅 🧐 2 3	
		•	
		Get connected	
		What's your old device?	
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		Galaxy	
		Galaxy/Android	
		si.	
		iPhone/iPad	
		- 19:	
		Windows Phone/BlackBerry	
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,	There (1) since into iCloud and		
6	Then, (1) sign into iCloud, and	🛡 🖾 📴 💦 🚺 🕄 🔊 🖬 10:00 AM	🖬 🔃 🔊 🔊 🕼 🕄 🛍 10:00 AM
	complete the (2) 2FA or 2 Step Verification prompts if required.	0 2 3	2 3
			Get connected
		Get connected	
		You can import data wirelessly if it's	Two-factor authentication Enter the verification code sent to your
		been backed up to iCloud. Sign in to iCloud to get started.	trusted devices to continue.
		icioud to get statted.	
		-	
			Didn't get a verification code?
		Apple ID or email address	<u>Login non</u>
		Password 🔌	Cancel OK
		Forgot password?	1 2 ABC 3 DEF
		Sign in Connect by cable instead	4 GHI 5 JKL 6 MNO
		connect by cable instead	7 PORS 8 TUV 9 WXYZ
			X 0 + Done



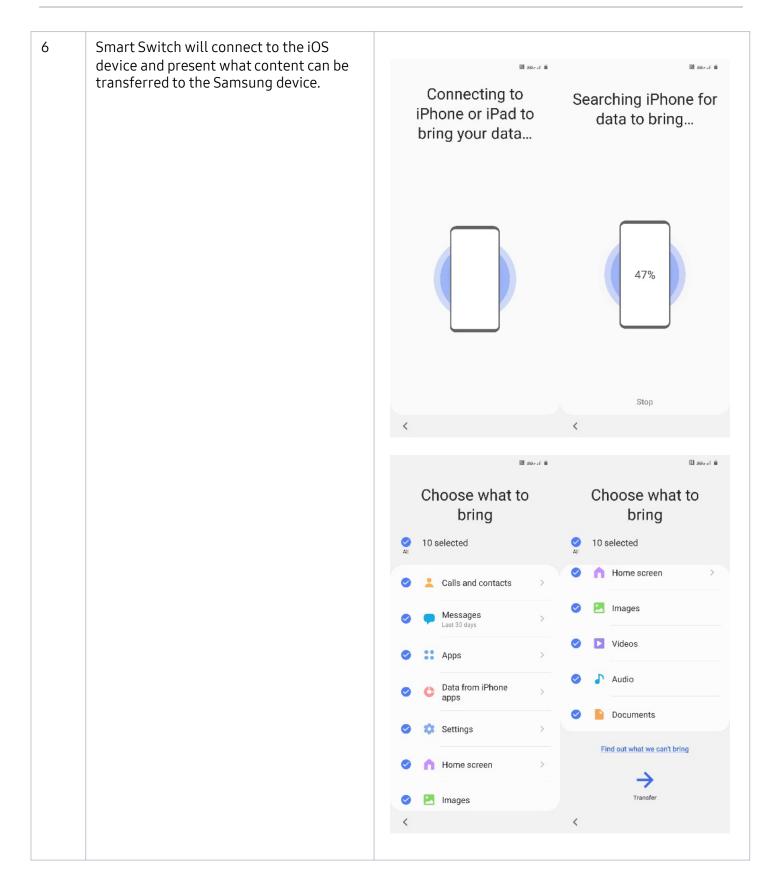
Bring stuff from your iPhone or iPad	8	Smart Switch will then transfer the data, and display a completion screen when it is finished. There are options presented to see more about the transferred data, learn about turning off iMessage, and to transfer more data via the wired or computer transfer methods.	5:17 • ID III III III IIII IIIIIIIIIIIIIIII	<ul> <li>5:17 8 • • • • • • • • • • • • • • • • • •</li></ul>
III ○ ✓   5:17 \$ ● □ @ □ ▷ ₽ □ ₽ 1 ● ●   ✓ Copied items   ✓ Copied items   7 items All contacts saved to internal storage, even if they were offmally in synced accounts.   Photos 27 items/15 MB   Videos 4 items/13 MB   Documents Documents		Photos	Bring stuff from your iPhone or iPad Use a USB cable to get more content from your	
5:17 9 ● 10 画 単 単 ● 単 く Copied items Contacts 7 Items All contacts saved to internal storage, even if they were originally in synced accounts. Photos 27 Items/15 MB 27 Items/13 MB Videos 4 items/13 MB			Cancel	Done
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III O <		<ul> <li>Copied items</li> <li>Contacts</li> <li>Items</li> <li>A items and a coounts</li> <li>Photos</li> <li>27 items/15 MB</li> <li>A items/13 MB</li> <li>Documents</li> <li>A items/1 MB</li> </ul>		

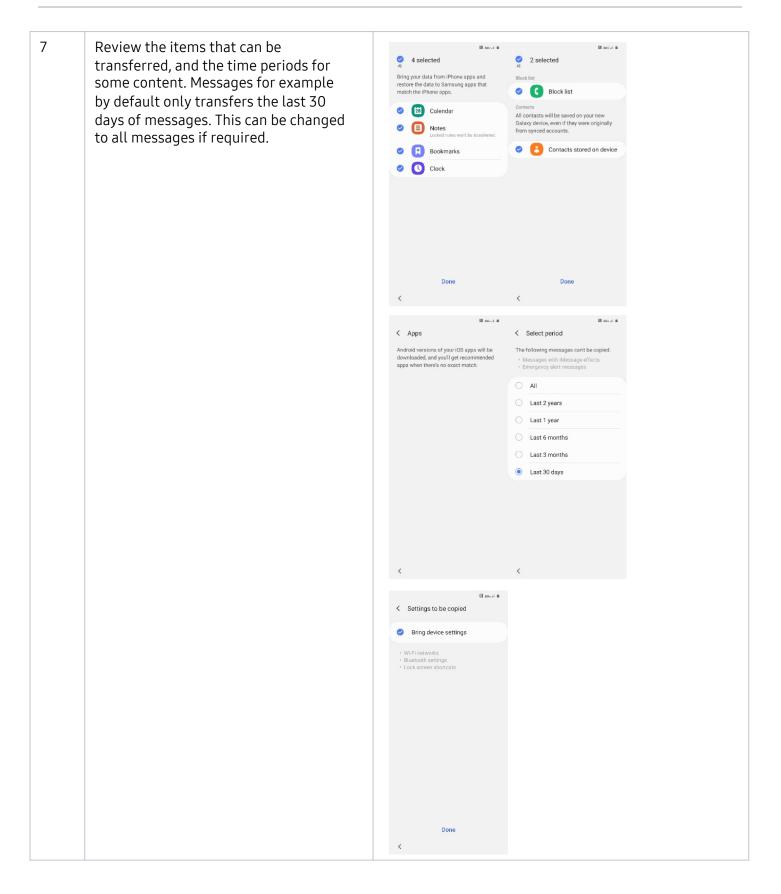


# Migration via Cable during out of box experience

Step	Instructions	Screenshots
1	Log into a Google account or create one as part of the initial OOBE setup.	
2	Select to proceed with Transferring content. This will then download and install Smart Switch.	Download Smart Switch? Installing Smart Switch 17.75MB/29.66MB 595 Cancel
3	Select the old device that content will be transferred from and Agree to the Terms of Service and Permissions.	Image: Contract of the system of

4	Connect to the old device with a USB Adapter or a USB-C to Lightning Cable.	Connect to iPhone or iPad iPad	Based B
	Te	ap Trust on the pop up on your IPhone, en tap Next on this phone. Next	
		< < <	
5	Accept the Trust prompt on the iOS device to proceed.	Image: State of the state	er be accessible connected.





8	Review what content cannot be transferred.	<ul> <li>Choose what to bring</li> <li>a calculate</li> </ul>	
9	Review what apps should be transferred.	CU 552 et a	Di seo el la
,	Review what apps should be transferred.	Select apps	N 10 selected
			Inture Company Portal     Yo May Microsoft Capperation     App vill as K for commissions
			Microsoft Authenticator     29 MG / Microsoft Companian     App will ask for permissions
			Slack Slack at Md / Slack Inchnologies Inc. App will ask for permissions
		Checking for matching apps	Starbucks 67 MB / Starbucks App will ask for permissions
			Control Contro
			Samsung Voice Recorder 11 MB/_requiring liferrorists Co., Ltd. (X) or permissions
		,	Install
		(U sourd in	< Di cor el #
		O selected N Select and install the free Android versions of your IOS apps. You can also install the paid Android versions of your IOS apps after you finish transferming your data.	Conly free IOS apps can be matched to Android apps. Most in-app purchases won't transfer. You can find more apps in the Google Flay Store.
		Learn more Apps provided by Google Play.	Required permissions are listed for each app below. By selecting an app for installation unarises these
		Apple Music     Apple Inc.     App will ask for permissions	for installation, you're accepting these permissions.
		Confluence Server	Camera Uses the device's camera(s) Photos/Media/Files
		App will ask for permissions	Unes one or moch files on the device, such as images, videos, or audio; the device's external storage
		65 MB / Mozilla App will ask for permissions	
		SitHub 7 MB / GitHub App will ask for permissions	
		Install	
		<	<

10	Smart Switch will then transfer the content. Please keep the cable connected until the content is copied. The device will continue through setup.	
11	At that point the device will notify that it is organizing content in the background. When it is finished it will send a notification that Smart Switch has finished copying.	<page-header></page-header>

10	When finished the device will	
IZ	12 When finished, the device will prompt with what information has	8 Smart Switch     III social in     10:44 8 • R • III social in       Done copying     Copied items
	been transferred, and offer to	Tap here to see the results.
	gather images and videos from	Contacts
	iCloud via wireless transfer.	your new Galaxy S20 5G
		Copied items B contacts, block list, D messages, Data fro Block list Block list
		Get images and videos from Ditems
		iCloud     37 images, 4 videos         Data from iPhone apps     4 items
		Get Samsung Notes to open your iOS notes Download Samsung Notes to open the memors that have been transferred. Settings Wi Fi networks, Lock screen shortouts
		Get Android apps that match your iOS apps.
		Images 0 items
		Videos Ditems
		Next Ditems
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		0 2 3
	Get data from iCloud?	
		lolodu.
	It's slower than a cable and leaves out key data. You can also use a cable later. Learn more	
		Apple ID or email address
		Password The Forgot password?
	Sign in to iCloud	
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# Migration via Cable (After initial OOBE)

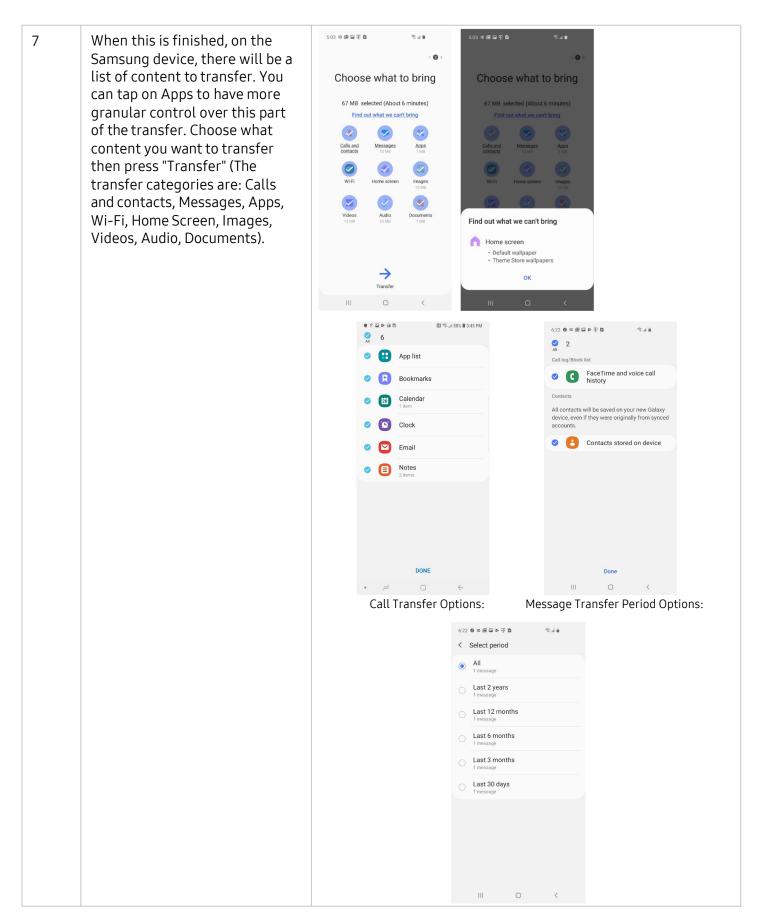
Step	Instructions	Screenshots
1	First Step - locate Smart Switch on your new Samsung device. If this application is not available, please visit either the Google Play Store, or the Galaxy Apps Store. The Smart Switch Application is available from both of these locations, and is often preinstalled on Samsung devices. Additionally, please consider checking to make sure you are using the most recent version of Smart Switch, and if you have not done so already, consider logging into a Google account on the device before starting this process. This will also allow for installation of apps in the Smart Switch process. You'll also want to locate a USB-C transfer adapter and an iOS USB to Lightning or a USB-C to Lighting cable for use in the transfer.	Samsung   Calculator   Glauxie   Calculator   Galaxie   Calculator   Galaxie   Balaxie   Balaxie </td

2	Navigate to the Smart Switch app, and tap to open. You'll need to agree to the Terms of Service and allow permissions to proceed.	♥₩₽ № # 85% # 10.05 AM
		Your data will be used in accordance with our Privacy.   Disc.   By continuing, you agree to the Terms of Service.   Agree   Agree   4.44 D I I I I I I I I I I I I I I I I I I
		<ul> <li>Storage Used to transfer images, media, and files.</li> <li>Microphone Used to connect Galaxy devices by receiving high-frequency audio.</li> <li>Deny Allow</li> <li>III</li> </ul>

3	Next, the app will show a choice for what the current device should do. Select "Receive data." Smart Switch will then ask how you want to connect. Select "Cable" at this point.	● ▶ ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ● ●
		Send data
		● 届 ⊭ @ ℝ N 常di 89% ₪ 3:42 PM
		Get connected
		How do you want to connect?
		Cable
		Wireless
		• +

4	Smart Switch will then show a diagram on how to connect the devices. To proceed, plug in the device using the Apple lightning to USB cable on the Samsung device, Smart Switch will show the screen "Transfer from iOS device."	4:44 DEE 2 D Solution	دین کی بینی کی مرد می بینی کی بینی مرد می بینی کی بینی کی بینی کی بینی کی بینی کی بینی کی بینی بین
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		Can't connect?	III O <
		III O < ● 🖬 ⊭ 🐼 🖏 🔊 🖏 3:43 PM	
		Get connected	
		A pop-up message will appear on your IOS device. When you see it, tap Trust, then tap Next below.	
		• = - +	

5	There will be a pop-up on the iOS device. (1) Tap TRUST on your iOS device. If your device has a passcode set (2), your iOS device may ask for the passcode to proceed.	No Sill OCSA PM   Image: Decision of the second	Inter Device Passcode to Trust This Computer         Sour settings and data will be accessible from this computer when connected.         I <t< th=""></t<>
6	(1) Tap NEXT on your Samsung Device, then you'll see a "connection to iOS device" on the Samsung device. Smart Switch will then search the iPhone for data to transfer. If the encrypted backup option is turned on for iOS, you may need to (2) input the iOS password to proceed this is a feature that may be active if you have made encrypted backups to iTunes in the past).	Soo De De De Perio	CANCEL CANCEL         Enter IOS encryption password         Your IOS device data is encrypted. To transfer content, tum off encryption on your IOS device by entering the password you set in iTunes for encrypted backup.         Show password         Show password?         CANCEL         O         Q       Q

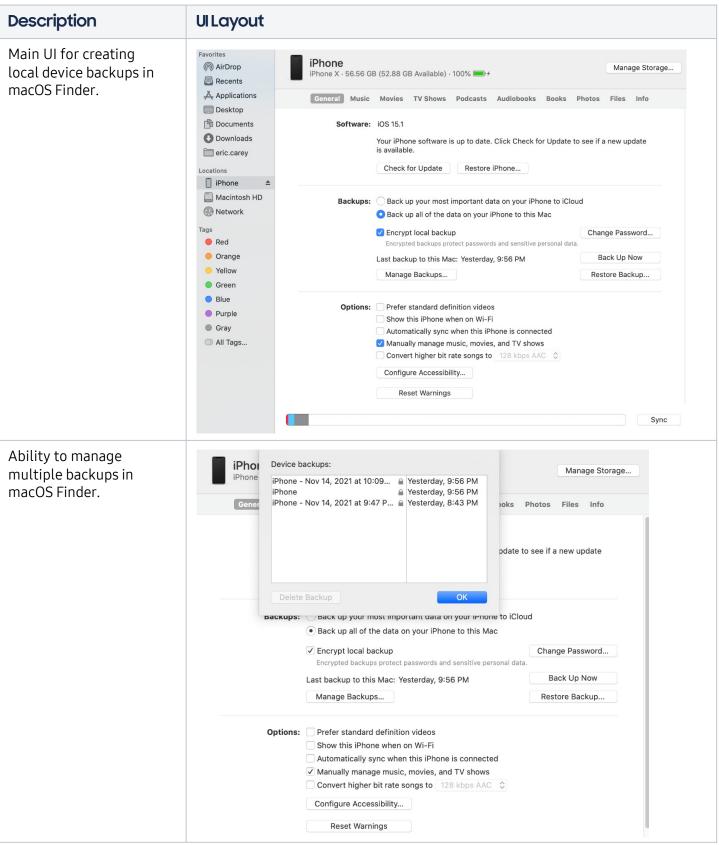


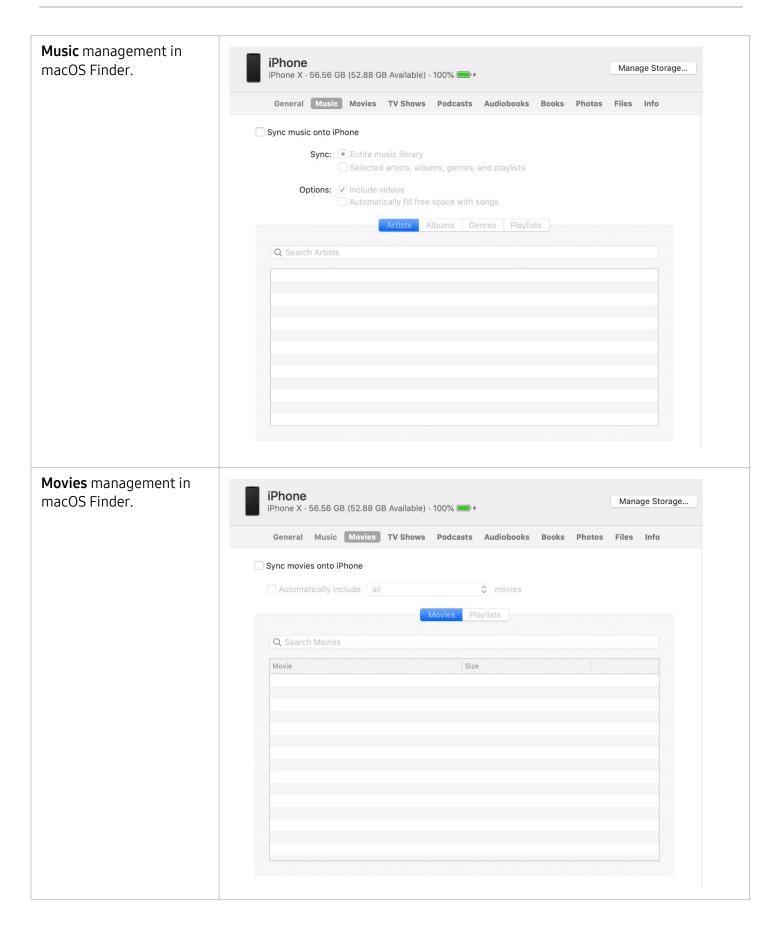
8	Smart Switch may then prompt for installation of free Android versions of iOS apps if available. It will also allow for installation of paid versions after data is finished transferring. This requires being logged into a Google account for access to the Play Store.	Image: State of the	
9	Smart Switch will then start copying data to the new device.		

10	Next, Smart Switch will display a completion screen with options to see the copied items, get Android apps, and instructions on how to turn off iMessage. Tapping on "Copied items" will display more detail about these.	<page-header></page-header>	SOULUPE ENDERSIGNATION         SOULUPE ENDERSIGNATION         SOULUPE ENDERSIGNATION         Paramateria         Paramateria         Paramateria         Paramateria         Paramateria         Paramateria         Paramateria         Call log/Pilock list         Call configuration         Paramateria         Paramateria <tr< th=""><th></th></tr<>	
11	At this point, there are options to get Android apps that match iOS apps – showing apps on your older iOS device that have Android versions, apps already installed, and recommended apps with similar functionality to apps not available on Android. The user will need to be logged into a Google account beforehand for apps to be installed automatically. <b>Note: App purchases will not transfer.</b> <b>Most in-app purchases won't transfer.</b>	Apps from IOS device     Matching      Matching	Image:	

12	There is also an option to change the Home screen layout so that it can be more similar to iPhone device layouts.	5:10 • P • F = P + T = C Home screen layout
13	There is also information about how to turn off iMessage – link to web page (https://selfsolve.apple.com/deregister- imessage/). This should be done so as to make sure text messages are received properly.	Image: Starting and starting of the

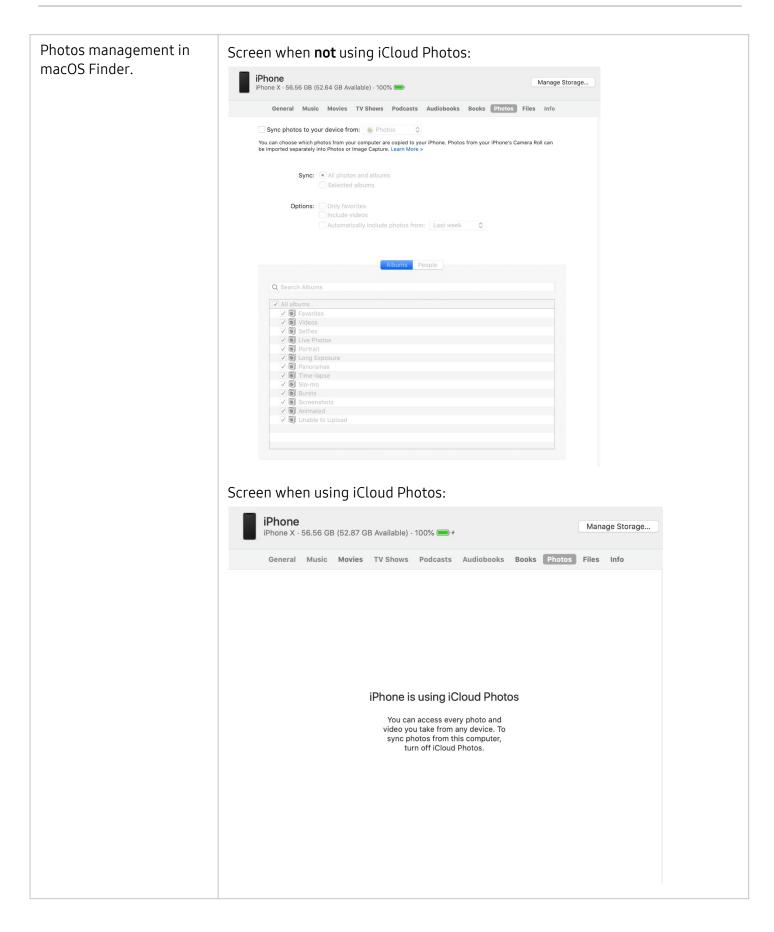
## **Migration via Desktop**





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