AOMEI® MBackupper

User Manual

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1 Getting Started

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

1.1 Overview of MBackupper

MBackupper is a software based on Windows platform. With the help of MBackupper, 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 Operating Systems

- 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 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 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
- iPad /iPad mini/iPad Air/iPad Pro
- iPod touch 1/2/3/4/5/6/7

Supported File Types

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

- Other: Contacts, Messages

Supported Formats

- mp3, m4a, m4b, m4p, m4r, rm, wav, wma, mdi, aac
- jpg, bmp, icon, tiff, png, gif
- mp4, mov, m4v, wmv, rm, mkv, avi, flv

1.3 Install and Uninstall MBackupper

Install

Run AOMEI MBackupper setup program **MBackupper_Setup.exe**.

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

Uninstall

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

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

   Or

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

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

2 Backup

You can backup Photos, Music, Videos, Contacts, Messages on iPhone, iPad and iPod touch devices through MBackupper.

To backup data of devices:

1. Connect the device to your computer through a USB cable, and start MBackupper.

2. Click "**Photos Backup**" or "**Custom Backup**" on Home interface to create backups.

3. If you select "**Custom Backup**", all photos, music, videos, contacts and messages directories are checked by default. You can select them manually according to your backup needs. If you select "**Photos Backup**" option, it will only list photos directory.

   Tips: You can click photos, music, videos, contacts or messages icon on the interface to browse the details content and manually select part content of the directory to back up.

4. Click the "**Backup to storage path**" in the lower left corner to select the backup storage location, and then click the "**Start Backup**" button to start backup.

Note:

➢ There will be a task named "device model + 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 "device model + device name".

➢ When the device is uploading photos to iCloud or updating photos to the device from iCloud, MBackupper will skip these photos to back up.

3 Backup Management

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

3.1 OneKey Backup

When a backup is done, you can backup newly added data by clicking on the "**Backup**" button (**triangle** icon), which is more convenient than creating a backup manually.

If you choose one backup version in the list and click the "**Backup**" button on the backup version, MBackupper will compare the data in your device with this backup version you selected and filter the parts that have been backed up to create an incremental backup.

If you click the "**Backup**" button on the whole task, MBackupper will run an incremental backup based on the latest backup version in the list.

3.2 Cancel Backup

You can cancel a backup by clicking the "**Cancel**" (**X**) button when a backup is running. After canceling the backup, there will be an invalid backup version in the list, you could manually delete it.

3.3 Browse Backup

There all 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

Method 1: Choose a backup version, click the "**Advanced**" button (three-line icon), the click "**Browse**" to view the backed up data.

Method 2: Choose a backup version, click the icon under "**Content**" to view the backed up data.

2) Browse all the backup data

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

3.4 Locate Backup

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

3.5 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

Select a backup version, click the "**Advanced**" button (three-line icon), and click "**Delete**" to delete this backup version. 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.

3.6 Import a Backup

After the device is backed up, a folder named "**device model + device name**" will be generated in the storage location, such as "iPhone xr+2ebcf448" to store the backup files. When the backup task of a device is accidentally deleted or lost, or you want to back up the device to a new computer, you can import task of a device to MBackupper.

Click the three-lines on the upper right side of the main window, select "**Import**", then browse and select the folder named "device model + device name" in the storage location, then the task and corresponding backup versions will be imported into MBackupper. After that, you can continue to do backup based on the task.

4 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.

1. Connect the device through a USB cable, start MBackupper.

2. Choose one backup version, click the "**Advanced**" button (three-line icon) and then choose "**Restore**" to enter the restore interface.

3. In the restore interface, all backed up data is listed. You can choose the items you want to restore and click the "**Restore**" button to continue.

Note:

➢ Restore the backed up data 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.

➢ When the photos in the device are in synchronization state, please do not perform any restore operations of photos, which may cause restore failure.

5 Tools

You can transfer Photos, Music, Videos between iPhone and computers through MBackupper.

5.1 Transfer to iPhone

1. Download and install MBackupper App in App Store to your iPhone.

2. Connect the iPhone device to your computer through a USB cable, and start MBackupper on this computer.

3. Click "**Transfer to iPhone**" under "**Tools**" on the Home interface.

4. Click "**+**" button to add Photos, Music, Videos on this computer. Or, you can directly drag Photos, Music, Videos to the interface.

   Tips: Only the following file types are supported:

   Pictures:
   "**.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**".

5. Run MBackupper App on the iPhone. If you don't install the App, it will prompt you to download and install it. You can download MBackupper App from the App Store or scan the QR code in the prompt window to download or update the program.

6. Click "Transfer" on the MBackupper of the computer to start the process.

5.2 Transfer to Computer

1. Connect the iPhone device to your computer through a USB cable, and start MBackupper.

2. Click "**Transfer to Computer**" under "**Tools**" on the Home interface.

3. Click "**+**" button to add Photos, Music, Videos in your iPhone. You can select all Photos, Music or Videos based on file types (such as,.jpg). Or, you can directly custom select single files.

4. Select a "**Transfer to storage path**" on this computer.

5. Click "**Transfer**" to start the process.

5.3 Erase iPhone

1. Connect the iPhone device to your computer through a USB cable, and start MBackupper.

2. Click "**Erase iPhone**" under "**Tools**" on the Home interface.

3. Tick the option "**I have understood the consequence of erasing data, and I am sure to erase data**" and there will be two options available:

   Automatically activate iPhone and ignore initial settings: 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.

   Deeply erase data to prevent recovery: If you don't tick the option, MBackupper will restore iPhone to factory settings, but there is no guarantee that the data will not be restored. If you tick the option, MBackupper 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.

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

Note:

➢ MBackupper 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.

5.4 HEIC Converter

1. Click the "**HEIC Converter**" function in the Tools bar in AOMEI MBackupper Home interface.

2. Click the "**Add Photos**" button to select the HEIC format pictures you want to convert, or directly drag the picture to the interface.

3. Choose "**Photos Format**" and "**Photo Quality**".

   Supported format for conversion: ".JPG .JPEG .PNG"

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

4. 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.

5. Choose "**Storage Path**", the converted image will be stored in that location.

6. Click the "**Start Converting**" button to execute the conversion.

6 Technical Support

If further assistance is required, then please send an email to
mbackupper@aomeitech.com.

To assist with a problem, please compress (zip) the "**log**" folder located in the
MBackupper installation directory, and send it to mbackupper@aomeitech.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: 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 MBackupper?

A: During the backup/restore/browse operation of the device, if the current operation is interrupted abnormally for many times and MBackupper 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 MBackupper 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 MBackupper), 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.
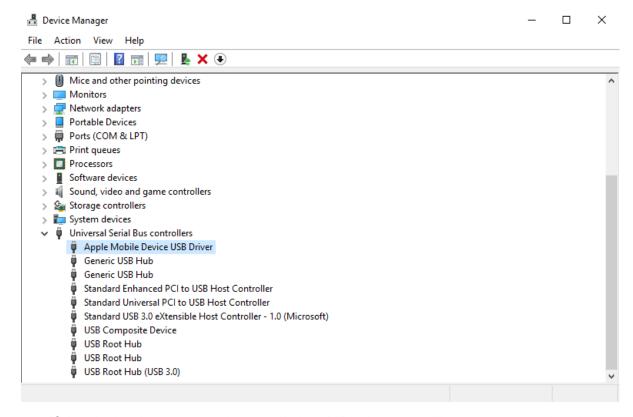
Q: When you connect iPhone, iPad or iPod touch device to your PC through a USB cable, MBackupper fails to correctly recognize the device.
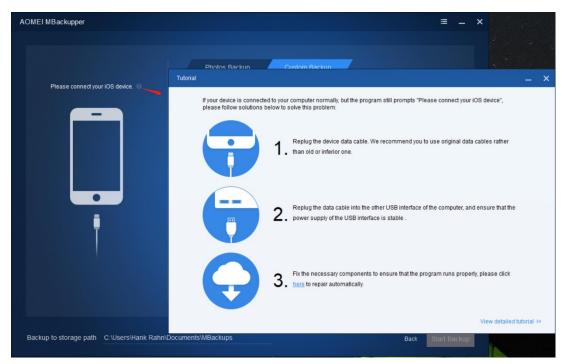
A: please try the following methods to solve the problem:

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 MBackupper service doesn't detect the device in time, please try to restart MBackupper.

6. After the device is connected to the PC via a USB cable, please check whether the driver of the device is installed on the PC. If the device cannot be recognized

normally after connecting, you can try to manually reinstall or update the device driver.

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

8. If the device is connected normally and there is no problem with MBackupper 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 MBackupper is the latest version. The previous MBackupper 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 MBackupper support the backup created by the new version of MBackupper?

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