

# FAQ

We've designed this Questions (FAQ) section to make your experience as smooth as possible. Whether you're a new user looking for guidance or a seasoned customer seeking quick answers, our FAQ is here to help.

## 1. Q: Why is the device connection disconnected?

**A:** After FoneBackup establishes a connection, the following operations will cause the connection to be disconnected:

- 1) FoneBackup is exited.
- 2) FoneBackup is switched to the background and will be disconnected after a period of time.
- 3) The iOS device has been off screen for a long time or locked.
- 4) The iOS device is switched to airplane mode.
- 5) The iOS device has WLAN turned off.
- 6) The distance between the two devices is too far.

## 2. Q: How to transfer photos in burst mode?

**A:** When transferring photos in burst mode, only the selected photo(s) will be transferred.

## 3. Q: How to transfer live photos?

**A:** To transfer live photos, only the corresponding photo files are currently transferred, and the video files corresponding to the live photos will not be transferred, and the subsequent versions will support it.

## 4. Q: Why did the file transfer fail?

**A:** Please refer to the corresponding failure reason and solution below:

- 1) The disconnection causes the transfer to fail:

During the file transfer process, please keep the connection state, let FoneBackup run in the foreground of the system, and keep the phone from being locked.

2) Insufficient remaining space causes the transfer to fail:

Please confirm that the remaining space of the target device is sufficient, and ensure that the remaining space of the target device is larger than the size of the transferred files.

3) FoneBackup does not have permission to access device data resulting in transfer failure:

Before transferring, confirm that the FoneBackup of the source device and the target device are allowed to access the device data. When the FoneBackup is run for the first time, it will actively prompt a prompt to obtain permission to access the data. If it is rejected, it will require activate authorization later.

4) Failed to transfer photos:

First, please confirm whether the currently transferred photos are stored in iCloud. It is possible that the photo entities have not been synchronized to the local. You can set the iCloud photo synchronization to "Download and Keep Originals," and wait for the photo entities to be downloaded to the iOS device before transferring.

Second, to transfer the photos in the shared album, please confirm that the photos have been downloaded to the iOS device and then try to transfer.

Third, transferring photos in HEIC format to devices below iOS11 will fail, because versions below iOS11 do not support photos in HEIC format.

Fourth, it is recommended not to transfer high-resolution MOV video files to low-version iOS devices, because low-version iOS devices do not support high-resolution videos.

Fifth, it is recommended not to transfer too many files at one time, such as 20,000 files, which may cause file storage failure due to insufficient device resources.

5) Failed to transfer music:

FoneBackup does not support the transfer of music downloaded from Apple Music, such as music in M4P\M4V\MOV\PKG format. Since these formats of music are encrypted by DRM, the transfer may involve infringement.

**5. Q: Why does iPhone cannot access the network after the iPhone connects to an Android device?**

**A:** When iPhone scans the QR code of an Android device to connect it, the Android device will generate a shared hotspot QR code. But, the shared hotspot QR code can't be used to access the Internet, and can only be used for connections between Android and iPhone. So, after connecting to Android, the iPhone may not be able to connect to the network. In this

situation, you can close the hotspot in the Android app after the data transfer is completed between Android and iPhone, or manually switch to the available WiFi on the iPhone.

**6. Q: Does FoneBackup need to consume data to transfer files?**

**A:** No. FoneBackup connects other devices through wireless LAN service, no need to connect to WiFi, nor mobile network, so it will not consume data during file transfer.

**7. Q: What formats of music does FoneBackup support?**

**A:** FoneBackup supports the transfer of music in MP3\M4A\M4B\M4R\FLAC\AAC\WAV\AIF\AIFF format, but it does not support the transfer of music downloaded in Apple Music, like M4P\M4V\MOV\PKG.

**8. Q: Where are the received music and videos stored?**

**A:** Due to the limitations of the iOS system, the received music and videos cannot be stored in Apple's music and video applications, and FoneBackup will store them in the sandbox. They can be found in received music, received videos in FoneBackup, and can be played through FoneBackup's player.