

Backup or transfer your Android Data

Before you trade your device in for a warranty, repair, or for credit during a new phone purchase, it is important to backup your data so you never have to worry about losing anything. As an Android user, your Google account (Gmail in most cases) can also be used as a cloud storage solution.

Contacts (most Androids):

To back up and restore your contacts on most Androids, you can follow the below steps:

1. Within your Contacts (sometimes called People), your settings menu should have a “Merge with Google” option. This may be within the manage contacts section of your settings.
2. If you have this option, you can press on this option to convert all of your contacts to your Google (Gmail) account.
 - a. If you do not have “merge with Google” option, you can follow these steps:
 - i. Within your settings menu of your contacts, you will have an export/import option.
 - ii. Choose this export option to export your contacts to your internal memory
 - iii. Once the contacts are exported, you can import your contacts back to your device
 - iv. Whenever you attempt to import your contacts back, you will be asked where you would like to save your contacts to, you can choose your Google account. This will save all of your contacts to your Google account
3. Once your contacts have been converted to your Google account, these will now be available to restore by signing into your Google account on your new device.

Media (most Androids):

To back up and restore your photos via Google photos (you will need to download this via the Play Store), please follow the steps below:

1. Once you have downloaded the application, you will be asked to sync your content with the application.
2. The above step will now sync all pictures that are currently within your photos and will sync all pictures taken moving forward.
3. If you have a new device and want to sync all of your pictures that are within Google Photos, you will need to download the application on your new device. Once the app is downloaded, you can sign into Google photos to sync your pictures.

Phone to Phone Transfers:

Samsung, LG, Motorola, and HTC all have their own forms of transferring data from one device to another device.

- Samsung – “SmartSwitch” is both an app and a downloadable Windows PC program. This method will allow transfers from one Samsung to another Samsung, from iPhone to Samsung, from iCloud to Samsung, and from any other Android to Samsung.
- Motorola – “Migrate” is an app that can be found on Motorola phones, and downloaded to other Android phones. It can transfer data from one Motorola to another Motorola, from iCloud to Motorola, and from any other Android to Motorola.
- HTC – “HTC Backup” is found within the settings of an HTC phone, and can be used to transfer data from one HTC to another HTC. “HTC Transfer Tool” is an app that can be downloaded (from the Play Store) to any Android to transfer data to an HTC phone. “HTC Sync Manager” can be downloaded to a Windows PC and is used to move data from an iTunes backup to an HTC phone.
- LG – “LG Backup” is preloaded on LG phones and can be used to transfer data from one LG phone to another LG phone. “LG Backup (Sender)” can be downloaded from the Play Store to any Android and can transfer data to an LG phone.
- Android to iPhone – “Move to iOS” is found within the Google Play Store and is an Apple app that allows you to move your content (contacts, photos, etc.) from an Android device to an iOS device running 9.0 or later software.

Please double check your device to make sure all content is on your new device prior to sending in your trade-in device.