

# Making the Smart Switch

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

4/6/2023

### **Table of Contents**

105	to Android Device Switch Basics	ქ
	Minimum Requirements	
	3 Methods to Migrate data with Samsung Smart Switch	
	Migration Steps:	
Adr	min Resources	<b>7</b>
	Smart Switch Compatibility Matrix (iOS > Android)	
	Smart Switch Data Migration Compatibility	
	Helpful Links	
	Videos	
Enc	d User Training Material - Post Migration	10
	Android How to basics: (back button, 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 Messaging via Android compared to iMessage	
	How to make video calls (Google Meet) compared to FaceTime	
	How to use Google Voice / Bixby compared to Siri	
	Pairing your earbuds, phone, tablet and switching between them	
	Using your PC as an extension of your phone (Phone Link)	
	Google Email Templates (adjust for Samsung devices if needed)	
	Google Office Flyers (adjust for Samsung devices if needed)	
	User adoption slides (adjust for Samsung devices if needed)	
Ste	p by Step Guides	12
	Wireless (import from iCloud after out of box experience)	
	Migration Via Cable during out of box experience	
	Migration via Cable (After initial OOBE)	
	Migration via Deskton	

### 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:

Samsung Smart Switch

- 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
    - How to enable Smart Switch on Fully Managed (DO) devices (samsungknox.com)
- 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.

2

#### 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.

4

#### 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. Samsung Smart Switch

5

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

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

6

#### Swap SIM Card from iOS to Android

a. Note: This could be physical or eSIM

7

#### **User Communication**

- a. Create your own or use Samsung's switch video guide to assist in the transfer:
  - https://www.youtube.com/watch?v=kTmcBDppwqU
- 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)

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 (https://support.apple.com/en-us/HT205220)
- 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

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

#### 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
- Steps to a Smarter iPhone Switch (samsung.com) iOS to Android
- Samsung Smart Switch Owners Support
- Deregister and Turn Off iMessage Apple Support
- How to enable Smart Switch on Fully Managed (DO) devices (samsungknox.com)
- Smart Switch compatibility on different Android Enterprise activations (samsungknox.com)
- Switch Devices | Samsung Device Switch | Samsung Business Overview
- https://www.android.com/switch/
- 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. Get Around in Android (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. <u>Using private share</u>
- c. Quick Share

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

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

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

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

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

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

#### 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. Email 2: Android Enterprise is here
- 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

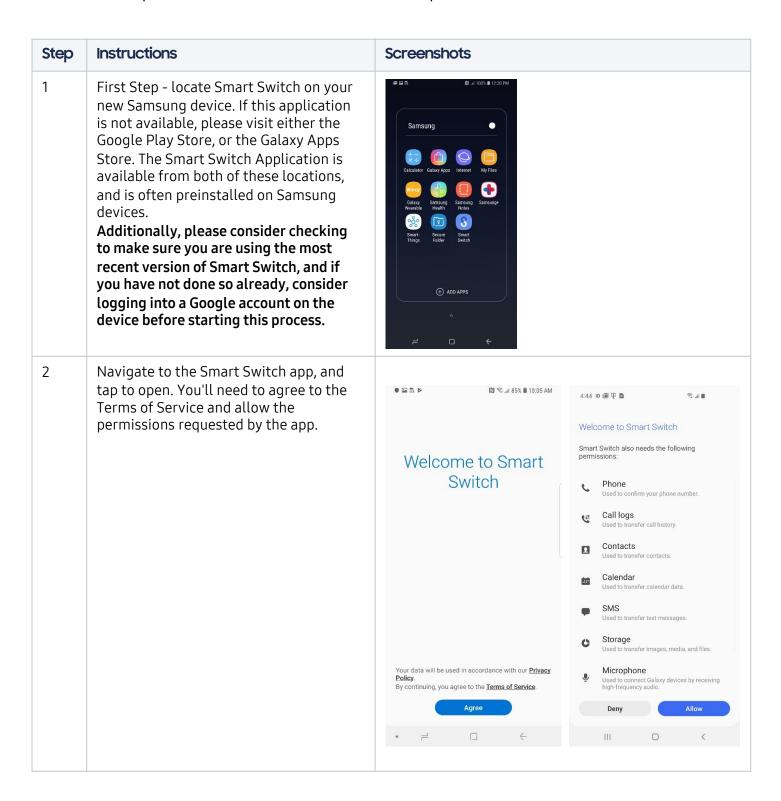
- a. Choose how to get around on your Android phone
- b. Backup & Restore data from Google Drive
- c. Backup & Sync device contacts
- d. Keep your Google account secure
- e. <u>Using Google Assistant</u>
- f. Migrate from iOS
- g. Work Profile
- h. Fully managed with a work profile
- i. Fully Managed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

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

- a. Work Profile
- b. Managed Google Play
- c. Zero Touch Enrollment

### **Step by Step Guides**

Wireless (import from iCloud after out of box experience)



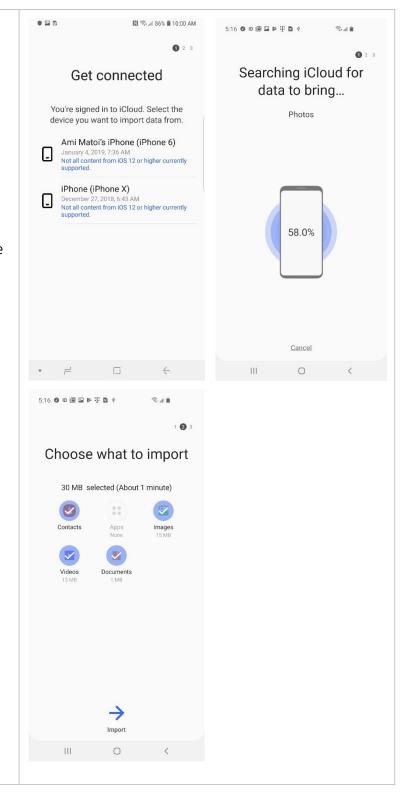
3 Next, the app will show the choice as to . . . . N 🖘 all 89% 🗎 3:42 PM **=** : what the device should do. Select "Receive data". This will have the Smart Switch app receive data from the iOS Bring your data to your device. new phone What should this phone do? Send data Receive data Smart Switch will then prompt for how 4 N 🖘 ... 89% 🗎 3:42 PM to connect. Choose "Wireless" at this stage. Get connected How do you want to connect? Wireless

5 N ≈ ... 86% **1** 9:59 AM Next, select "iPhone/iPad" when prompted to select the old device. 1 2 3 Get connected What's your old device? Galaxy Galaxy/Android É iPhone/iPad Windows Phone/BlackBerry 6 Then, (1) sign into iCloud, and N ≈.... 86% ■ 10:00 AM N ≈..... 86% ■ 10:00 AM complete the (2) 2FA or 2 Step **1** 2 3 Verification prompts if required. **1** 2 3 Get connected Get connected Two-factor authentication Enter the verification code sent to your You can import data wirelessly if it's trusted devices to continue. been backed up to iCloud. Sign in to iCloud to get started. Didn't get a verification code? Learn how Apple ID or email address Cancel Password Forgot password? 1 **2** ABC 3 DEF 5 JKL 6 MNO Connect by cable instead 7 PQRS 8 TUV 9 wxyz  $\langle \times \rangle$ 0 Done

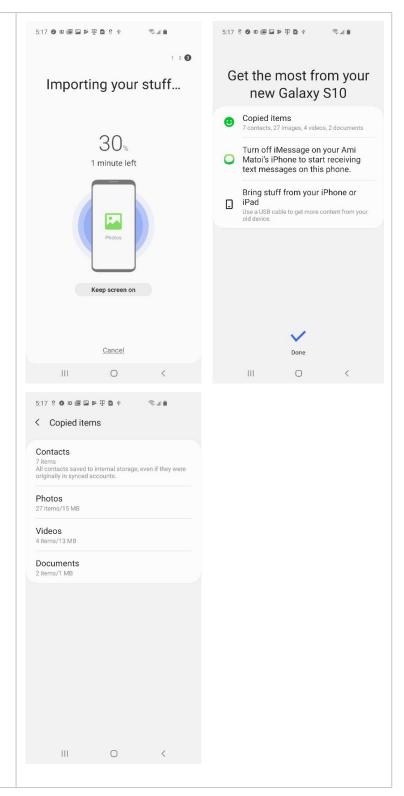
At this point, if there are iCloud backups for multiple devices, Smart Switch will prompt the user to choose one. Then the iCloud data that can be transferred will load. At this point, select what content to transfer.

Content that can be transferred through this method: Contacts, Apps, Images, Videos, Documents.

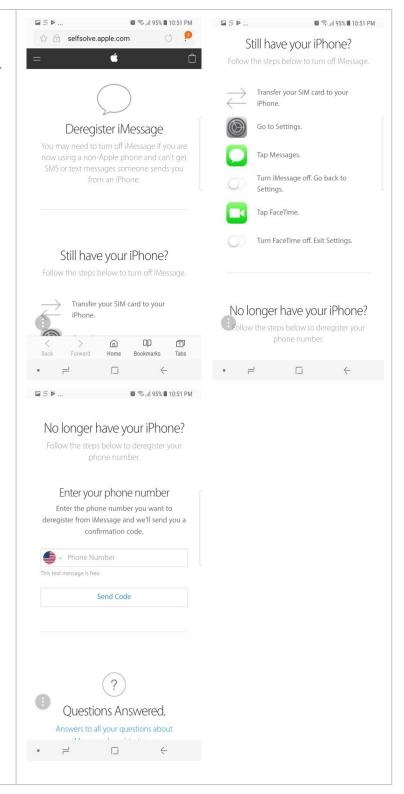
There is a note on this screen for how to adjust iCloud settings so that more data can be imported by Smart Switch. To make use of this information, the user will need to update the iCloud settings, then make another iCloud backup, then restart the Smart Switch process.



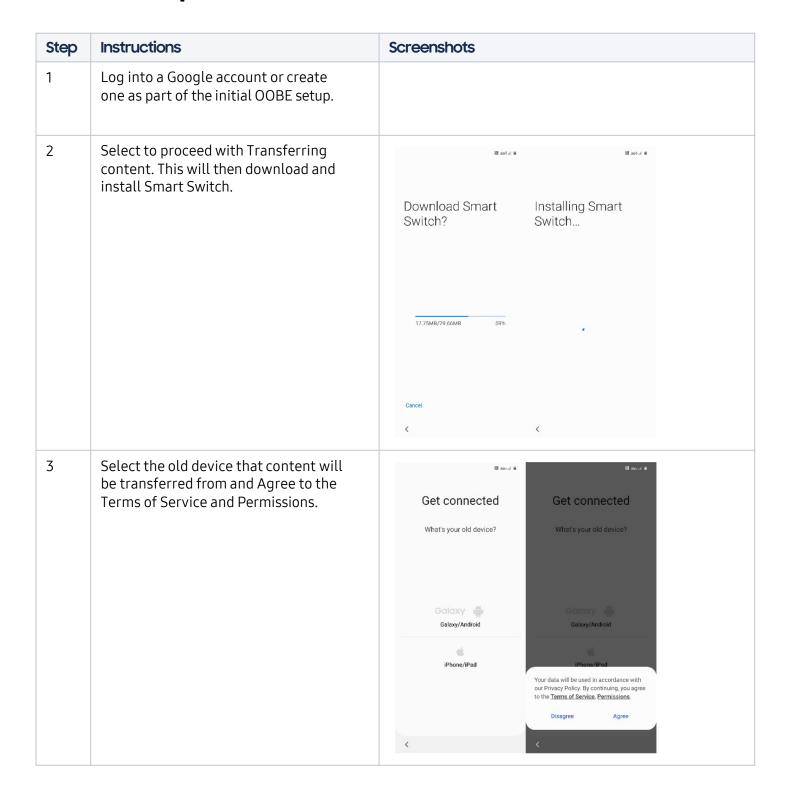
8 Smart Switch will then transfer the data, and display a completion screen when it is finished. There are options presented to see more about the transferred data, learn about turning off iMessage, and to transfer more data via the wired or computer transfer methods.



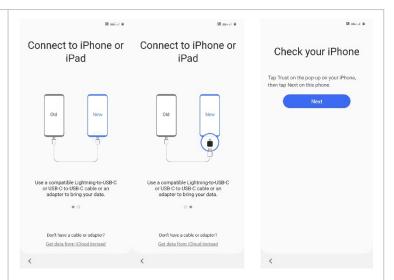
9 The information about how to turn off iMessage links to this web page (https://selfsolve.apple.com/deregister-imessage/). This should be done so as to make sure text messages are received properly.



# Migration via Cable during out of box experience



4 Connect to the old device with a USB Adapter or a USB-C to Lightning Cable.



Accept the Trust prompt on the iOS device to proceed.



Enter Device Passcode to Trust
This Computer
Your settings and data will be accessible from this computer when connected.

1 2 3

BEF

4 5 6

MNO

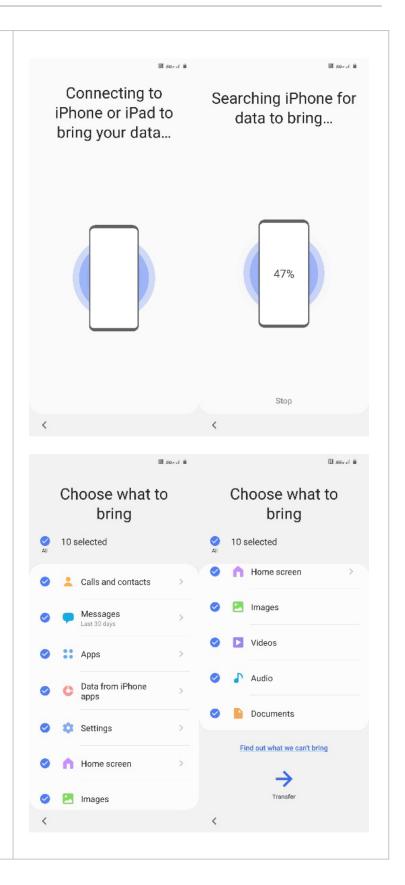
7 8 9

TUV

0

Cancel

6 Smart Switch will connect to the iOS device and present what content can be transferred to the Samsung device.

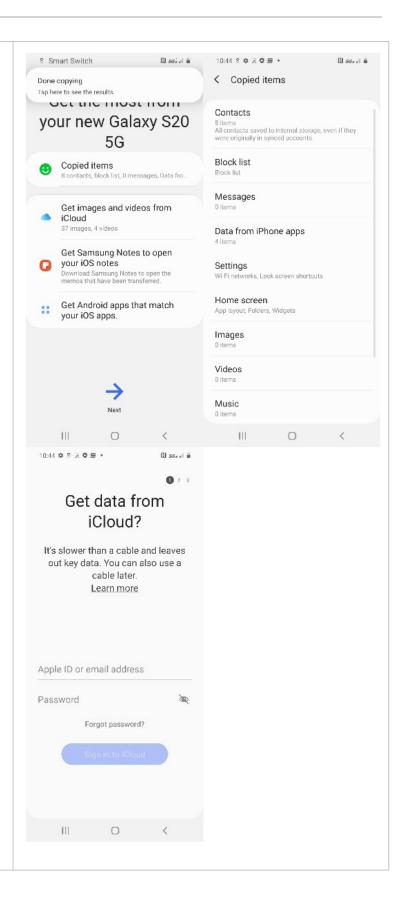


7 Review the items that can be ✓ 4 selected 2 selected transferred, and the time periods for Bring your data from iPhone apps and restore the data to Samsung apps that match the iPhone apps. some content. Messages for example Block list by default only transfers the last 30 All contacts will be saved on your new Galaxy device, even if they were originally from synced accounts. days of messages. This can be changed to all messages if required. Contacts stored on device O Clock Done < Apps < Select period Android versions of your iOS apps will be downloaded, and you'll get recommended apps when there's no exact match. The following messages can't be copied: O Last 2 years O Last 1 year O Last 3 months Last 30 days < Settings to be copied Bring device settings Done

8 Review what content cannot be transferred. Choose what to bring Find out what we can't bring Calls and contacts Data from iPhone apps Home screen · Default wallpaper 9 Review what apps should be transferred. 10 selected Intune Company Portal
19 MB / Microsoft Corporation
App will ask for permissions Microsoft Authenticator 57 MB / Slack Technologies Inc App will ask for permissions Checking for matching apps... Starbucks Termius - SSH/SFTP and Telnet client
34 MB / Termius Corporation In-app purchases App will ask for permissions Samsung Voice Recorder (i) 55x el (i) 10 selected Select and install the free Android versions Only free iOS apps can be matched to of your iOS apps. You can also install the paid Android versions of your iOS apps after you finish transferring your data. Android apps. Most in-app purchases won't transfer. You can find more apps in the Google Play Store. Required permissions are listed for each app below. By selecting an app for installation, you're accepting these permissions. Apple Music Confluence Server 11 MB / Atlassian App will ask for permissions Photos/Media/Files Firefox Browser: fast, private & safe web browser 65 MB / Mozilla App will ask for permission

10 Smart Switch will then transfer the content. Please keep the cable connected until the content is copied. The device Get connected Copying your stuff... will continue through setup. Keep the cable connected. Once setup is done, you can check the status of your transfer in your notifications. 83.7% 1 minute left Keep screen on Get recommended apps ( ) 10:43 • □ • □ • • 11 At that point the device will notify that it is organizing content in the background. Done copying your When it is finished it will send a stuff notification that Smart Switch has We're organizing your stuff in the background, and we'll let you know when that's finished. In the finished copying. meantime, enjoy your phone! You can disconnect your USB cable from now on. III O <

When finished, the device will prompt with what information has been transferred, and offer to gather images and videos from iCloud via wireless transfer.



### Migration via Cable (After initial OOBE)

#### **Instructions Screenshots** Step First Step - locate Smart Switch on your 1 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 Samsung 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 (+) ADD APPS Lightning or a USB-C to Lighting cable for use in the transfer.

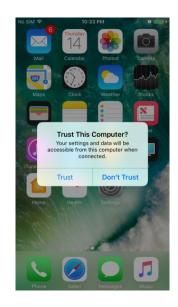
Navigate to the Smart Switch app, and tap to 2 ● 🖾 🖟 😕 N 🖘 ... 85% 🗎 10:05 AM open. You'll need to agree to the Terms of Service and allow permissions to proceed. Welcome to Smart Switch Your data will be used in accordance with our **Privacy Policy**.

By continuing, you agree to the **Terms of Service**. 4:44 ID 🖾 Ŧ 🗅 Welcome to Smart Switch Smart Switch also needs the following permissions: Phone Used to confirm your phone number. Call logs Used to transfer call history. Contacts Calendar Used to transfer calendar data. Used to transfer text messages. Storage Used to transfer images, media, and files. Microphone Used to connect Galaxy devices by receiving high-frequency audio. 0

Next, the app will show a choice for what the 3 • > 8 8 N 🖘 ... 89% 🛍 3:42 PM current device should do. Select "Receive data." **=** : Smart Switch will then ask how you want to connect. Select "Cable" at this point. Bring your data to your new phone What should this phone do? Send data Receive data •= > 3 B N % all 89% ■ 3:42 PM **1** 2 3 Get connected How do you want to connect? Wireless

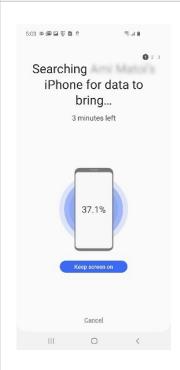
Smart Switch will then show a diagram on how to 4 4:44 ID 🕮 🖼 🕆 🗅 4:44 ID @ @ T D connect the devices. To proceed, plug in the **1** 2 3 device using the Apple lightning to USB cable on Get connected the Samsung device, Smart Switch will show the Get connected screen "Transfer from iOS device." Connect your new Galaxy phone to your old device with a cable. Use a USB connector and cable to connect the devices. Plug the USB connector into your new phone. Can't connect? Can't connect? DI S. .4 89% ■ 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. • = = +

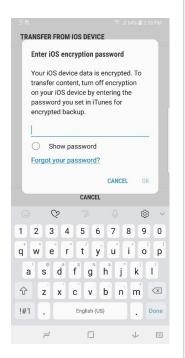
There will be a pop-up on the iOS device. (1) Tap TRUST on your iOS device. If your device has a passcode set (2), your iOS device may ask for the passcode to proceed.





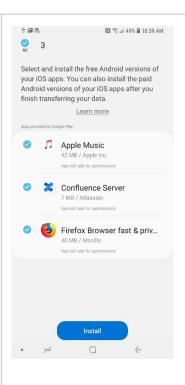
6 (1) Tap NEXT on your Samsung Device, then you'll see a "connection to iOS device" on the Samsung device. Smart Switch will then search the iPhone for data to transfer. If the encrypted backup option is turned on for iOS, you may need to (2) input the iOS password to proceed this is a feature that may be active if you have made encrypted backups to iTunes in the past).



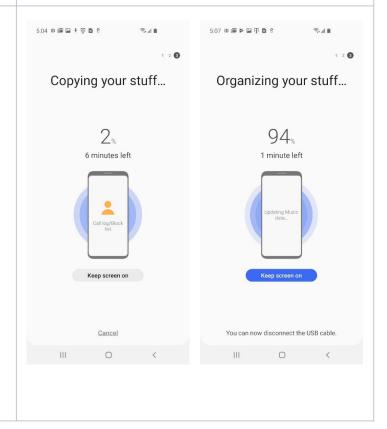


5:03 ID 🕮 🖼 🕆 🗅 When this is finished, on the 7 Samsung device, there will be a 0 3 list of content to transfer. You Choose what to bring Choose what to bring can tap on Apps to have more 67 MB selected (About 6 minutes) 67 MB selected (About 6 minutes) granular control over this part Find out what we can't bring of the transfer. Choose what content you want to transfer then press "Transfer" (The transfer categories are: Calls and contacts, Messages, Apps, Wi-Fi, Home Screen, Images, Find out what we can't bring Videos, Audio, Documents). Default wallpaper
 Theme Store wallpapers  $\rightarrow$ ОК N % al 88% ■ 3:45 PM 6:22 **6** ID **6 2 > T 3** 6 **2** App list FaceTime and voice call history Bookmarks Calendar All contacts will be saved on your new Galaxy device, even if they were originally from synced accounts. Contacts stored on device Email O Notes DONE 0 Call Transfer Options: Message Transfer Period Options: 6:22 **0** ID **© □ ▶ T □** < Select period Last 2 years Last 12 months Last 6 months C Last 3 months Last 30 days

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.

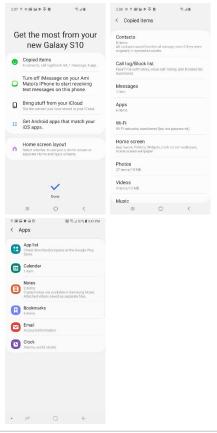


9 Smart Switch will then start copying data to the new device.

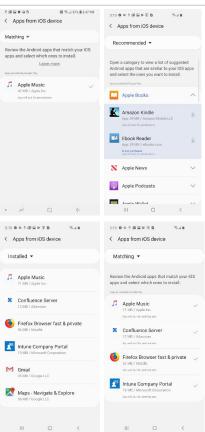


10 Next, Smart Switch will display a completion screen with options to see the copied items, get Android apps, and instructions on how to turn off iMessage.

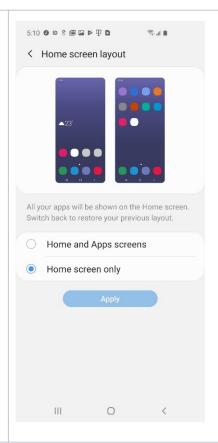
Tapping on "Copied items" will display more detail about these.



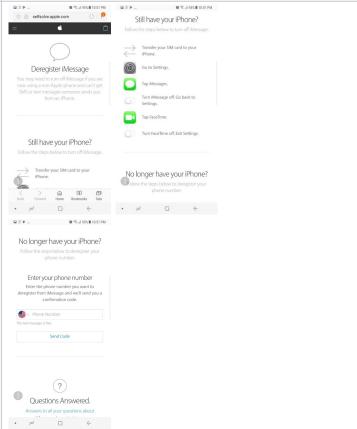
At this point, there are options to get
Android apps that match iOS apps –
showing apps on your older iOS device
that have Android versions, apps already
installed, and recommended apps with
similar functionality to apps not available
on Android. The user will need to be
logged into a Google account beforehand
for apps to be installed automatically.
Note: App purchases will not transfer.
Most in-app purchases won't transfer.



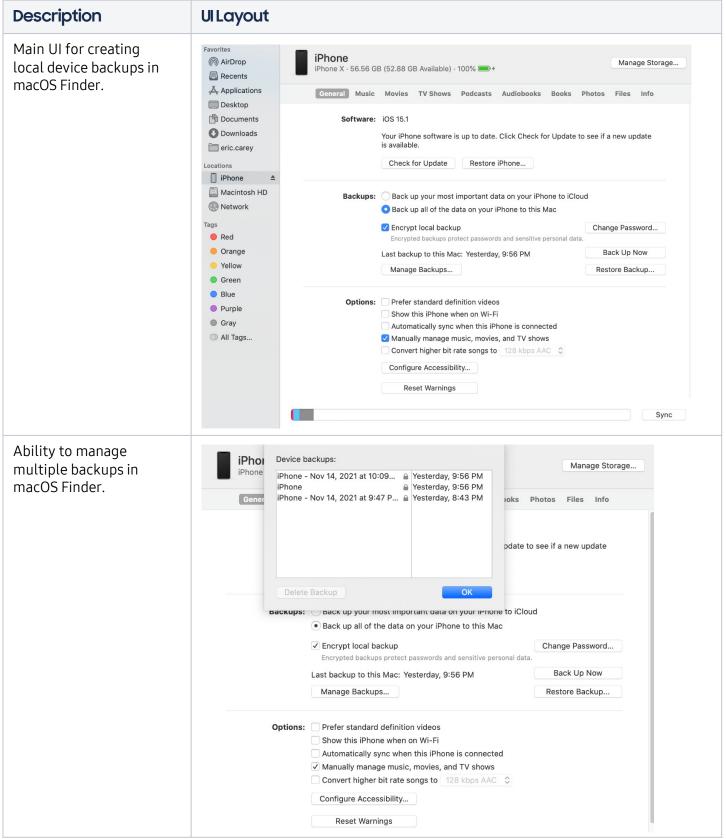
There is also an option to change the Home screen layout so that it can be more similar to iPhone device layouts.



There is also information about how to turn off iMessage – link to web page (<a href="https://selfsolve.apple.com/deregister-imessage/">https://selfsolve.apple.com/deregister-imessage/</a>). This should be done so as to make sure text messages are received properly.



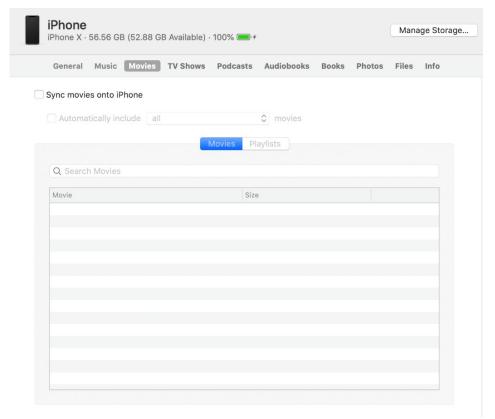
### Migration via Desktop



### **Music** management in macOS Finder.

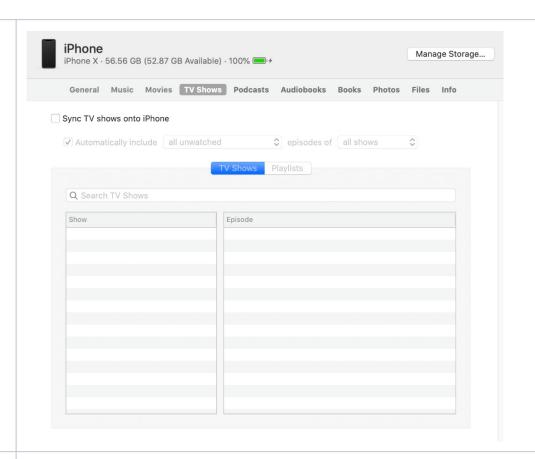


### **Movies** management in macOS Finder.



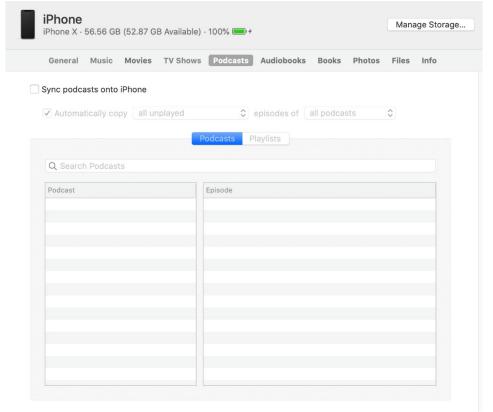
#### TV Shows

management in macOS Finder.

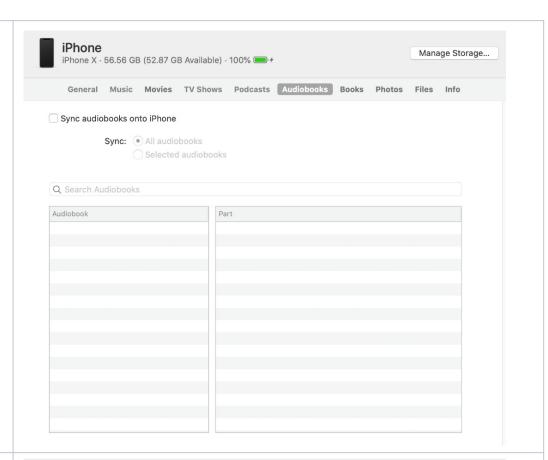


#### **Podcasts**

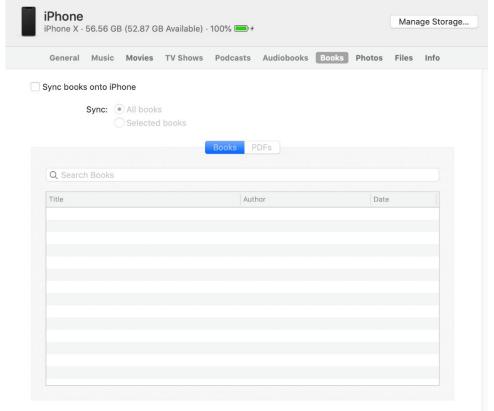
management in macOS Finder.



#### **Audiobooks** management in macOS Finder.

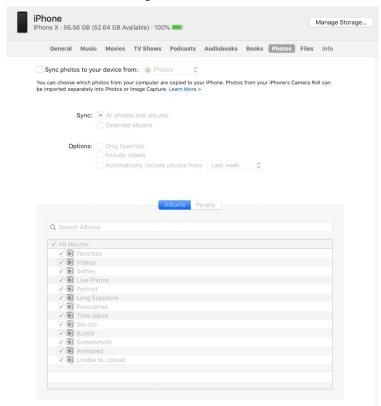


## **Books/PDFs** management in macOS Finder.

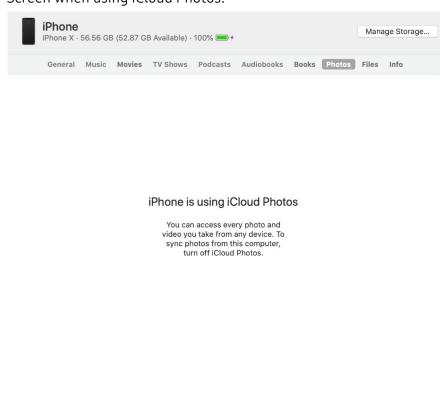


### Photos management in macOS Finder.

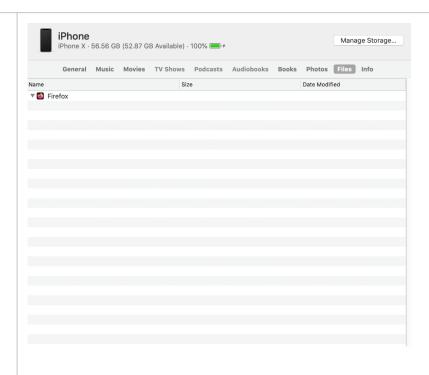
#### Screen when **not** using iCloud Photos:



#### Screen when using iCloud Photos:



Files management in macOS Finder.



Contacts / Calendar management in macOS Finder.

Screen when **not** using iCloud Syncing:





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