

Samsung Galaxy phones & tablets | Easy | 2 min read

Samsung Galaxy: how to move everything to a new phone with Smart Switch

Please note: independent guidance. Vision Tech is not affiliated with the maker. Menus differ between models and software versions, so check the manual or on-screen help.

Smart Switch is Samsung's free app for copying your photos, contacts, messages and apps from an old phone to a new Galaxy. It works from another Samsung, from a different Android phone and from an iPhone.

Before you start

- Charge both phones well, or plug them in. A transfer can take a while.
- Connect both phones to Wi-Fi.
- Make sure the old phone has its software up to date.
- If you are coming from an iPhone, turn off iMessage and FaceTime for your number first, otherwise texts may go missing. Also know your Apple Account password.
- Keep the old phone safe until you have checked everything. Smart Switch copies data, it does not wipe the old phone.

Moving across wirelessly

1. Turn on the new Galaxy and follow the setup screens. When it offers to copy data from an old device, choose that. You can also open **Smart Switch** later from **Settings**.
2. On the old phone, install or open **Smart Switch** and choose **Send data**. On the new one choose **Receive data**, then pick the type of old phone.
3. Scan the QR code or follow the on-screen pairing steps.
4. Tick what you want to copy, then tap **Next** (or **Transfer**).
5. Wait until both phones say it has finished. Do not use either phone meanwhile.

A USB cable connection is also offered and is often steadier for big transfers.

Things to check afterwards

- Contacts: open the **Contacts** app and check they are all there. If they are saved to your Google account, signing in should bring them back.
- Apps: some will show as greyed out while they install from the app store. Give them time, then sign in again.
- WhatsApp, banking apps and authenticator apps often need their own steps. See our guides on WhatsApp backup before wiping anything.

Steps differ a little between One UI 5, 6 and 7. Wording differs slightly by model and One UI version.

When to get more help

Ask for help if the transfer keeps stopping, if you are moving from a phone that no longer turns on, or if you are not sure what has copied across.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.