How to back up your phone

Option 1: Smart Switch

1. On your computer, download and install the Smart Switch app from https://www.samsung.com/global/download/smartswitchwin/

2. This will take a moment to install, once ready, connect your phone to your computer with a USB cable and open Smart Switch on your computer that you have just installed.

3. Click Backup and select the items you want to backup (or leave all ticked by default).

Option 2: Manual Backup

1. Connect your phone to your computer with a USB cable.

2. On your phone, select allow if you are prompted.

3. On your computer, navigate to "This PC" and locate your mobile phone. Under "Devices and Drives" double click on your phone.

4. Select all Folders and Copy these to a new folder on your computer where you would like to save this.

Other recommendations for backing up your phone automatically:

1. Use the Google Photos app on your phone to automatically backup your photos on Google Photos.

2. Use OneDrive or Dropbox to backup your documents and photos.

3. Save phone contacts in an Exchange account or personal Gmail or Outlook account.