

# iPhone SMS Export

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## User Guide

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[www.iphonesmsexport.info](http://www.iphonesmsexport.info)



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## Introduction

SMS Export has been developed to give iPhone users the option to save their text messages (SMS) in an editable format.

Unfortunately, Apple does not allow any applications to access the memory area on your iPhone, where text messages are stored, so this is the reason why iPhone Applications installed on your phone can not read the messages (except the built-in messages app).

We decided to use a different approach: since we cannot read the text messages from the iPhone's memory, we are going to read them from the backup, held by iTunes on your computer.

Some limitations apply:

- You can export messages only AFTER you synchronize your iPhone with iTunes
- You can't use encryption in your synchronization
- You have to synchronize your phone with iTunes and not with iCloud

Using SMS Export you can save your messages to an Excel file, or to an HTML file and edit them with several editing programs including Word, or even transfer all your messages to an Android Phone using the XML integration with the free app "SMS Backup & Restore" for Android (see chapter *Transferring messages to an Android phone*)

SMS Export is not a backup / restore tool as you cannot import the messages back to your Phone. Only the iTunes's backup & restore function can be used for this purpose.

We will release regular updates of SMS Export in order to resolve issues and add new features. All upgrades are free once you have purchased the application for the first time. Every time a new version is released, simply download the new version from here:

<http://www.iphonesmsexport.info/download.asp>

The trial version will be automatically unlocked on your computer if you have already completed the purchase.

It's recommended to install **iTunes 11**.

Our support team is always available to assist you for any problems or questions you may have. Please contact us at:

<http://www.iphonesmsexport.info/contact.asp>

We guarantee to answer your query within 24/48 hours.

## The SMS Export Window

There are several elements on the SMS Export main Window.

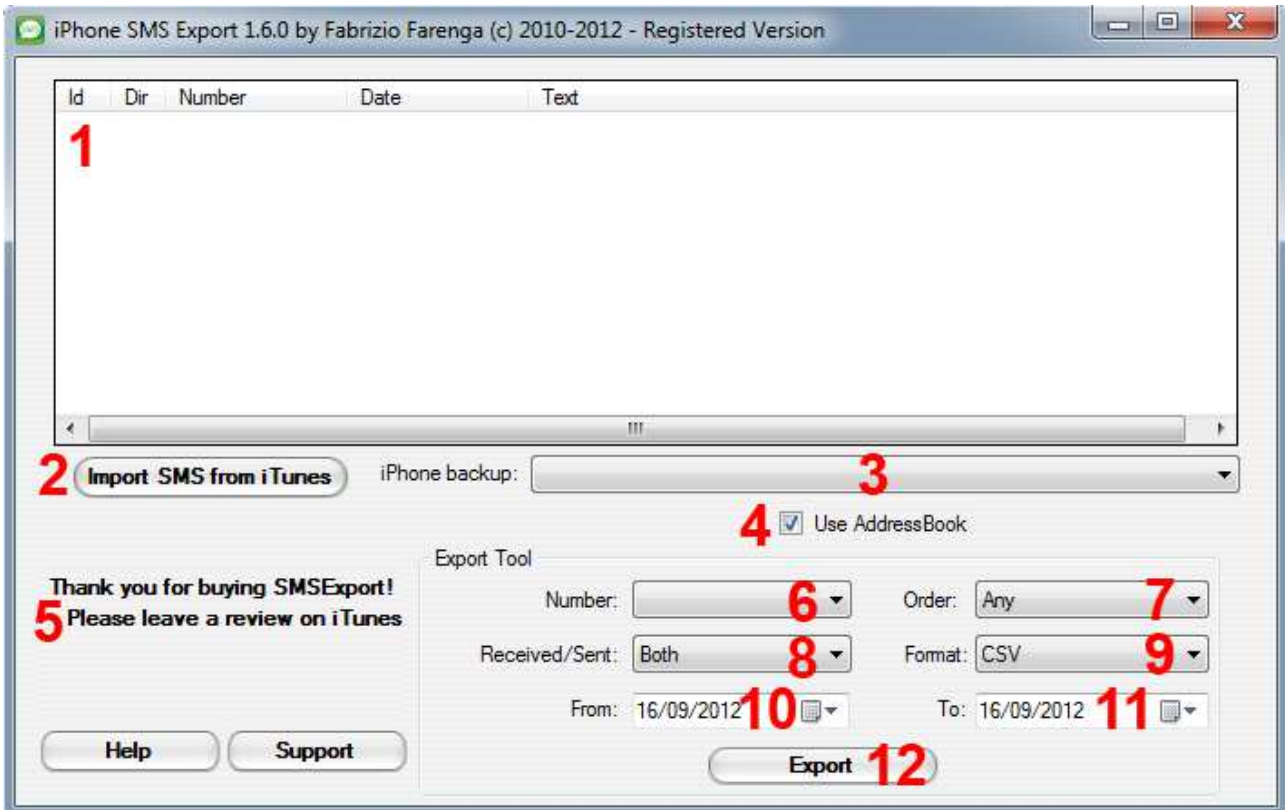


Figure 1: The main application Window

1. The preview area where you can see your text messages.
2. The Import Button to read the text messages from your hard drive.
3. The pull-down menu where you can chose the iTunes' backup to read the messages from. Make sure you are selecting your latest backup. You can read the date, time, your phone number and the operating version of the iPhone used to create the backup.
4. The "Use address book" switch lets you enable or disable the integration with the iPhones built-in address book. If the option is disabled you will see the phone number of all the messages instead of the address-book entries.
5. The messages that you can use to determine if SMS Export is running as the trial version or not.
6. The filter to select which conversation to export.
7. The filter to select the sort order of the messages to export.
8. The filter to select if you want to export only incoming messages, outgoing messages or both.
9. The filter to select the export format (see the chapter Exporting messages).
10. The filter to select the minimum date of the exported messages.
11. The filter to select the maximum date of the exported messages.
12. The export button. This will be disabled when SMS Export is running in trial mode or before you click "Import SMS from iTunes"

## Registering SMS Export and unlocking the trial version

To verify whether you are using the trial version or the registered version, look at the bottom left hand corner of the SMS Export Window, just under the “import SMS from iTunes” button.

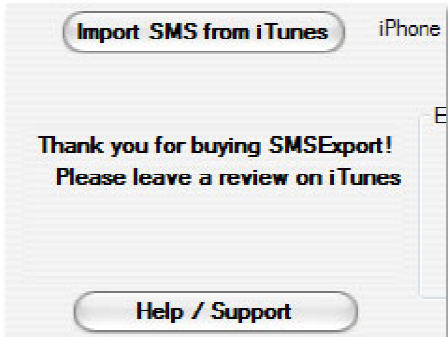


Figure 2a: registered SMS Export

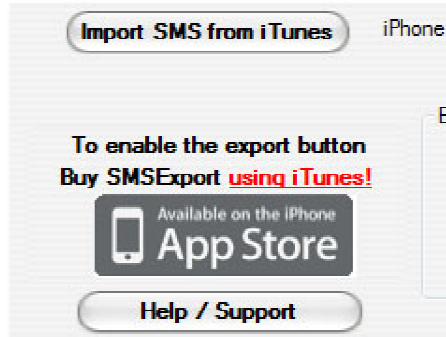


Figure 2b: unregistered SMS Export

If you are using the unregistered version, you will be able to see a preview of your text messages, but the Export button will remain disabled (grayed-out).

Only after the purchase of SMS Export using iTunes will the Export button be available.

Please note that also when SMS Export is registered, the Export button will remain disabled until you have some messages in the preview area (usually until you click the “Import SMS from iTunes” button).

**Important:** To register the software, purchase SMS Export iPhone App using iTunes. After the purchase you should have the SMS Export iPhone APP in the Apps folder of iTunes (see figure 3)



Figure 3: SMS Export in the Apps folder of iTunes

If you have already purchased it with your iPhone, this is not a problem, just transfer your purchases from the phone to iTunes: Open iTunes, connect your phone, click the menu File, Devices, and select "Transfer purchases from iPhone". If you don't see the menu bar in iTunes, press CTRL + B.

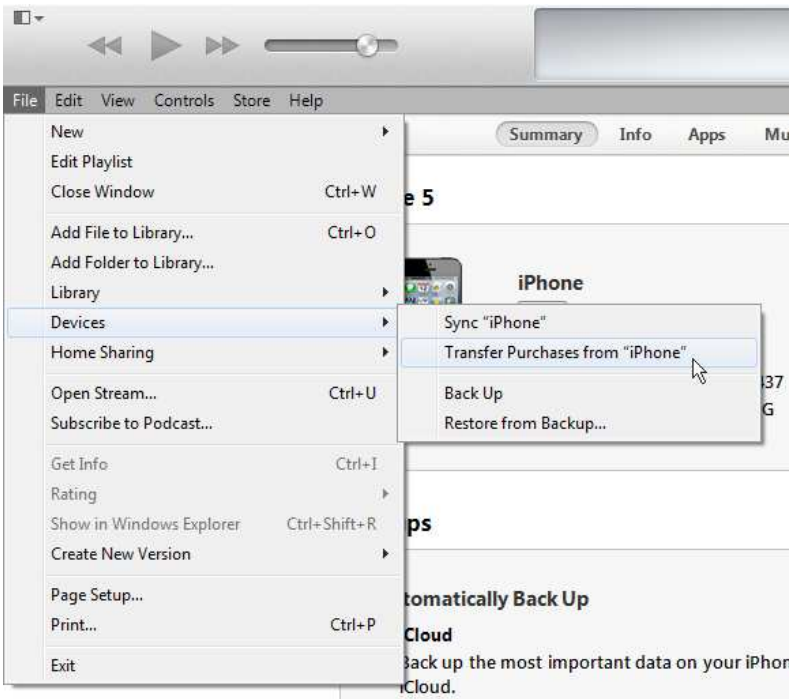


Figure 4: how to copy SMS Export from your iPhone to iTunes

You can also freely re-purchase it within iTunes, the purchase will not be charged if you use the same Apple ID that you have configured on your iPhone

## Importing messages

The first thing to do with SMS Export is to select the latest backup from the pull-down menu "Backups" and click the *Import* button. If the iTunes configuration is correct (no encryption and no iCloud), SMS Export will show all your messages in the preview area.

If you don't see all the messages, and the most recent messages are missing, you need to force a new backup of your phone using iTunes. To do this, launch iTunes, connect your phone and from the pull-down menu select "Devices", then "Back up".

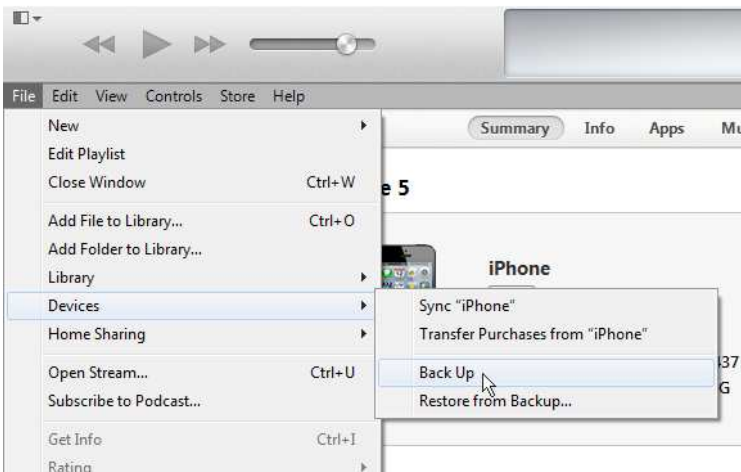


Figure 5: Always make a fresh backup before using SMS Export



If you don't see the menu bar in iTunes, press CTRL + B.

## Exporting messages

Before you click the Export button you can make necessary selections using the four related pull down menus and the two calendars.

**Number:** Select *All* to export all the messages sent and received to any number, or the phone number (or name of your contact) to export only the messages exchanged within that particular contact.

**Received/Sent:** Select *Both* to export all the messages sent and received, *Sent only* to export only the messages you have sent, *Received only* to export only the messages you have received.

**Order:** Select *Any* to export messages in the same order as you see in the preview window, *Address* to sort the messages by contact name and phone number, *Date* to sort the messages by date, *Text* to sort the messages by their content.

**Format:** Select *HTML* to save the message as a formatted HTML table. This is usually the best format, and you can open HTML files with Word, Excel or any Web Browser. It is also the best format to get a print-out of the messages. Select *Excel* to save the messages in Excel format (you'll need Microsoft Excel 2003 or newer to read the file). Select *TXT* to save the messages in unformatted text format. Select *CSV* to save the messages as "comma separated values", this is useful for integration with other software that needs to import your messages. Select *EML* to create a folder containing one EML file for each message. EML files can be used to import your text messages in Outlook or other email clients. Select *XML* to create an XML file containing all your messages. The XML file format is compatible with the free app "SMS Backup & Restore" for Android, and you can use it to transfer your text messages from your iPhone to any Android phone.

**Important:** *EML format is actually supported only in the Windows Version of SMS Export.*

All the filters can be combined together. Default settings will let you export all the messages in HTML format.

Using the calendars labeled **From** and **To** you can select a range of dates in order to limit the export of messages to the selected dates. By default the **From** calendar is set to the date of the first available message, and the **To** calendar is set to the date of the last available message. If you know there are more recent messages on your phone, than the latest selectable date, you need to back up the phone again.

When you click the Export button, SMS Export will open your desktop folder by default. You can save the exported messages by clicking the Save button, or choosing a different folder.

MMS and iMessages are supported as well, but SMS Export will not let you save or preview the images. Thus only the text part of them will be exported.

## Transferring messages to an Android phone

We can not imagine someone switching from an iPhone to an Android phone, but if for any reason this is necessary, you can transfer all of your messages to your new Android device using SMS Export.

You need to install *SMS Backup & Restore* onto your Android phone.

[SMS Backup & Restore](#)



You can export the XML format accepted by SMS Backup & Restore using the XML export option of SMS Export.

Save the XML file on your desktop and transfer it to your Android Phone using one of the supported options on your phone. We recommend Bluetooth transfer.

Using the interface of *SMS Backup & Restore* you will be able to locate the XML file on your Android Phone and use it to restore the messages.

We are not connected in any way to the authors of *SMS Backup & Restore*, and we do not offer support for the usage of their software.

Unfortunately at the moment is not possible to transfer messages from an Android phone to the iPhone.

## Troubleshooting

### Optimal iTunes configuration

Before using SMS Export always check in iTunes that the following conditions are met:

- Back up to iCloud *UN-CHECKED*
- Back up to this computer *CHECKED*
- Encrypt iPhone backup *UN-CHECKED*

To verify the above conditions, open iTunes, connect your iPhone, click on the “Library” button at the top right of the screen, and then the “iPhone” button.



Figure 6: optimal configuration in iTunes 11

If the “Encrypt local backup” option is checked, but iTunes prevents you from un-checking it (it’s greyed out) this is because you have a profile installed on your iPhone requiring the encryption. You can delete the profiles from your iPhone accessing to Settings -> General -> Profiles (on the iPhone).

Be careful! Profiles you have installed could be required to access the VPN or other services of your company/university.

### Trial version still locked after your purchase

If you have SMS Export in your Apps folder but SMS Export is still locked, your Apps folder is not reachable by SMS Export (shared or protected folder). Right click on the SMS Export icon in iTunes and *select Show in Windows Explorer* (or *Show in finder* on a Macintosh).

A new window containing all your downloaded iPhone apps will appear. Find *SMS Export 1.0* and copy it to your *desktop*. Restart SMS Export to verify if the purchase has been detected.

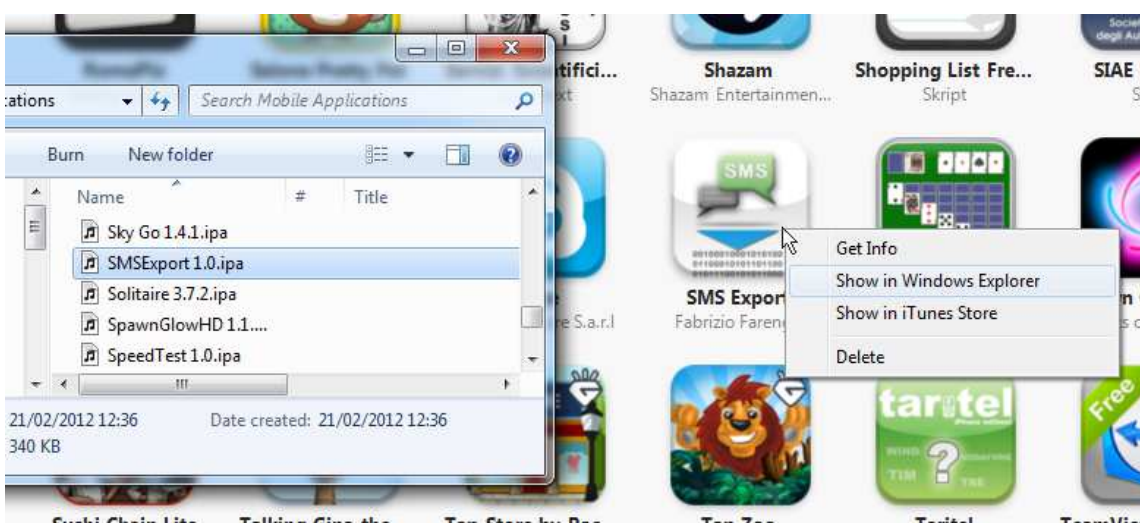


Figure 7: how to find the SMS Export iPhone App on your computer

### iTunes backups clean up



To make sure you are exporting your latest messages, it's always a good idea to clean up your iTunes backups. Before using SMS Export.

Open iTunes, select in the menu bar *Edit -> Preferences -> Devices* (or *iTunes -> Preferences -> Devices* on a Mac) to view all the available backups. Delete all the backups and close the preference panel.

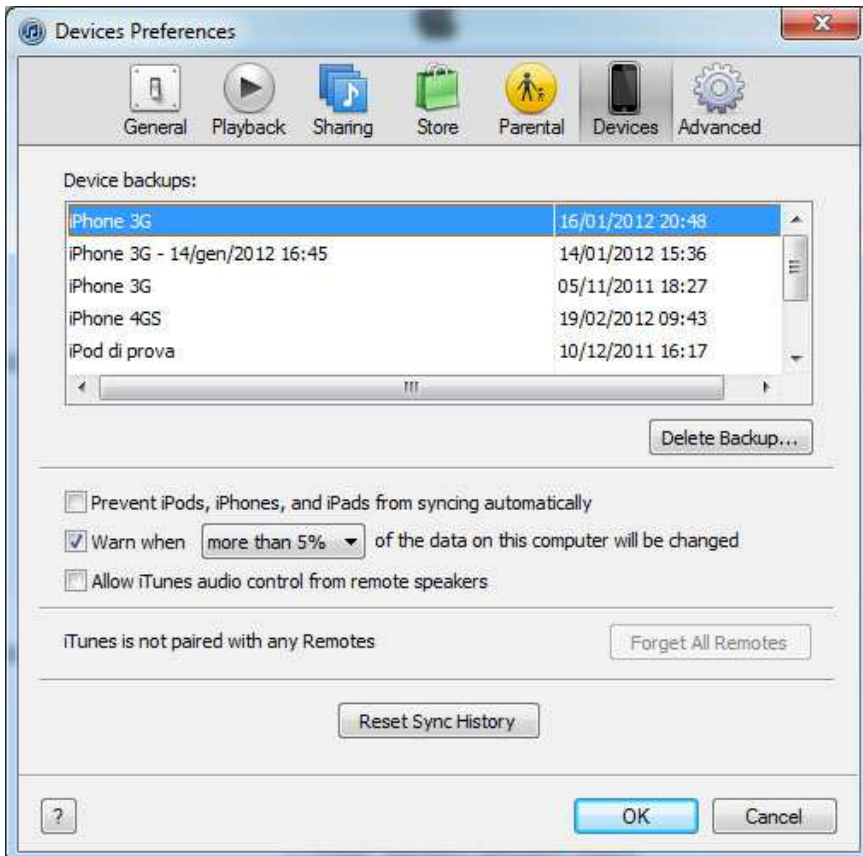


Figure 8: the backups available in iTunes

To refresh backup: Open the iPhone configuration panel in iTunes (open iTunes, connect your iPhone, click on the "Library" button at the top right of the screen, and then the "iPhone" button) and click on the "Backup Now" button.

Rebooting your computer is also recommended to allow SMS Export to have access to the latest backup.