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delivering mobile expertise

Cellebrite TOUCH
User Manual

LEGAL NOTICES

This manual is delivered subject to the following conditions and restrictions:

- This manual contains proprietary information belonging to Cellebrite Ltd. Such information is supplied solely for the purpose of assisting explicitly and properly authorized users of the Cellebrite TOUCH.

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FCC Compliancy

This device complies with part 15 of the FCC rules.

Operation is subject to the following two conditions:

(1) This device may not cause harmful interference, and

(2) This device must accept any interference received, including interference that may cause undesired operation.

Issue Date: Jun 15, 2014

Revision record: Cellebrite TOUCH User's Manual				
Version.	Pub. Rev.	Date	Update Description	Author/s
1.3	01	Sep 11	First documented version	Cellebrite
1.4	02	Nov 11	New Diagnostics and Install features	Eyal Klein
1.5	03	Feb 12	New T.B.R to cloud feature	Eyal Klein
1.6	04	Jun 12	New Buy-Back feature	Eyal Klein
1.7	05	Oct 12	New BIOS, New template	Eyal Klein
1.9	06	Feb 13	Added Wipe, New diagnostics flow and dashboard	Eyal Klein
2.1	07	Aug 15	Added store agent id, improved Autodetect flow	Eyal Klein
2.2	08	Nov 13	Replace Micro SIM Adapter to Multi SIM Adapter	Eyal Klein
2.3	09	Feb 14	Updated transfer flow and settings screens	Eyal Klein
2.4	10	Jun 14	New Search model feature, Time estimates, Self service mode	Eyal Klein

✋	The Cellebrite TOUCH should be used only with the dedicated AC/DC adapter supplied with this device.
✋	USB, Ethernet and target and source connectors should be connected only to CE approved devices (according to IEC/EN 60065 standard).
✋	Make sure that all external connections to other devices (except for the power adapter) are only indoor and SELV (safety extra low voltage, does not exceed 42.4 V peak or 60 V DC).

Table of Contents

Chapter 1: Introduction

Designed to meet the demands of tomorrow's phones, Cellebrite TOUCH is a powerful, fast and easy-to-use touch-screen device, bringing new capabilities in-store. These include: Phone-to-Phone content transfer, backup and restore, diagnostics, instant delivery of apps and content, analytics to manage and monitor multiple stores, and a unique Buy-Back program offering customers immediate trade-in value on old phones for credit against in-store purchases.

1.1. Main features:

1.1.1. Phone-to-phone content transfer

Cellebrite TOUCH facilitates the transfer of personal data from one phone to another: contacts, images, SMS messages, video and audio files, ringtones and more, regardless of the phone manufacturer, model, operating system or carrier.

1.1.2. Phone content backup

Personal content, including contacts, images, SMS messages, video and audio files, ringtones and more, can be securely backed up to a USB mass storage device, SD card, remote server or the web (cloud).

1.1.3. Restore phone content

Backed-up personal content, including contacts, images, SMS messages, video and audio files, ringtones and more, can be securely restored from a USB mass storage device, SD card, remote server or the web (cloud).

* Backup/Restore to and from web are optional features.

1.1.4. Wipe phone content

Personal content including contacts, images, SMS messages, video and audio files, ringtones and more, can be securely removed from the phone memory to protect customer's private data when sending the phone to repair, trading the phone or sending the phone to be recycled.

* Optional module (licensed separately).

1.1.5. In-store phone diagnostics

Cellebrite's integrated Diagnostic solution uses an intuitive GUI to guide store agents through problem isolation and resolution. This comprehensive tool enables the fast identification and resolution of mobile phone faults in-store -substantially reducing the need to send NFF (No Fault Found) phones to labs and repair shops, minimizing costs, saving time and improving customer service.

* Optional module (licensed separately).

1.1.6. Content and applications delivery

With Cellebrite TOUCH, retailers can offer delivery and side-loading of applications and content packages in-store, enabling dynamic personalization according to user profile; phone type and content preferences. Retailers can also promote specific content.

* Optional module (licensed separately).

1.1.7. Phone Buy-Back program

Cellebrite now offers mobile retailers a major opportunity to dramatically increase their trade-in take-up rate by promoting old phone trade-ins as part of the sales process through the unique Cellebrite Buy-Back program. The Buy-Back program changes the dynamic of phone trade-ins, giving the sales agent the promotional initiative.

* Optional module (licensed separately).

1.2. Hardware description

Top view

Bottom view

Tablet top

- Status indicators.

- Navigation keys.
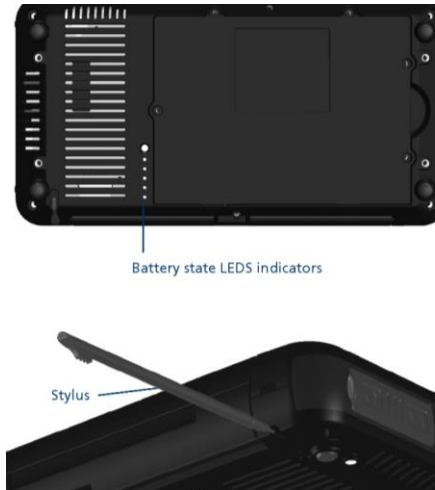
Tablet bottom

- Led indicator - view the battery status.

- Stylus - Store the stylus pointing device.

Left (Source) panel

Right (Target) panel

Left panel features

- USB port - attach the source phone or USB mass storage device.
- RJ-45 port-attach source phone via RJ-45 connection.
- VGA - attach an external monitor.
- Headphone Jack - attach external headphones or speakers.

Right panel features

- Power Jack - connect the power supply.
- USB port - attach target phone or USB mass storage device.
- RJ-45 port-attach target phone via RJ-45 connection
- Power Switch – on/off switch also doubles as device lock.

Front panel

SIM card reader

Rear panel

Front panel

- TOUCH screen - lift and close the display. To open the monitor, lift it gently from the back of the tablet.
- SIM Card Reader – Backup or restore data from/to SIM and USIM cards.
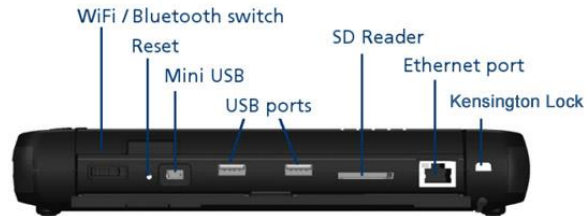
Rear panel

- Wi-Fi/Bluetooth switch - enable/disable.
- Reset - reset the tablet.
- Mini USB – connect to PC
- USB ports - for external USB devices.
- SD reader - read or writes to SD cards.
- Ethernet Port - connect to a network or the internet.
- Kensington Lock - anchor the device.

1.3. Cellebrite TOUCH kit contents

Your Cellebrite TOUCH kit comes in a carrying case. In addition to this user guide, the Cellebrite TOUCH kit includes:

Cellebrite TOUCH tablet	Cable kit	Multi SIM adapter	Power supply	Cleaning brush for phone connectors

1.4. Proper setting and usage

For your safety and that of your equipment, follow these rules for handling and cleaning your Cellebrite TOUCH device. Keep these instructions handy for reference by you and others. Incorrect storage or use of your device may void the manufacturer's warranty.

1.4.1.   Storing temperature:

The Cellebrite TOUCH device was designed to withstand storing temperature of between -20°C to 40°C / -4°F to 104°F.

1.4.2. Working temperature:

The Cellebrite TOUCH device was designed to work indoors and can withstand operating temperature of between 0°C to 40°C / 32°F to 104°F. To reduce the possibility of heat-related damages, follow these guidelines:

- Set up your device on a stable work surface that allows adequate air circulation under and around the device.
- When operating your device, lift and open the monitor to reveal the air circulating grills.
- Do not block the air circulating grills of the device.
- Do not store a running device inside a poorly ventilated space such as a drawer or a cabinet.

1.4.3. Using the touch screen

To prevent the possibility of damage to the screen, follow these guidelines:

- Use the stylus pointing device or your finger to tap the screen gently.
- Do not use a pen, a pencil or any other sharp devices on the screen.

1.4.4. Using connectors and ports

When connecting a phone to the device, make sure that:

- The connector matches the port.
- The port is free of debris.
- You positioned the connector correctly in relation to the port.

1.4.5.   Security lock

The Cellebrite TOUCH device contains a standard Kensington lock port for anchoring the device to a desk.

In addition, the power switch also acts as a lock to prevent accidental shutdown of the device.

Chapter 2: Getting Started

2.1. Using Cellebrite TOUCH for the first time

2.1.1.   Setting up the device

1. Unpack your TOUCH device from the kit.

2. Connect the power supply adapter to the device power jack.

3. Connect the LAN Ethernet cable to the Ethernet port at the back of the device.

2.1.2.   Turning the device on

- Slide the power switch towards you.

When the device is powered on, the Power indicator will be lit. After few seconds the Main Screen is displayed and the device is ready for use.

2.1.3. Turning the device off

- Select **Exit** from the Toolbar to close the Cellebrite TOUCH application, and use the Windows Start menu to re-start or turn off the computer.
  Or
  Slide and hold the power switch towards you.

2.1.4. Exiting sleep mode

Cellebrite TOUCH is designed to enter into sleep mode after a given idle duration (default 20min) to reduce power consumption.

- To wake-up the device, press any of the navigation key buttons on top of the device.

Navigation Keys

2.2. Main menu

The Cellebrite TOUCH main screen includes icons for the **Transfer**, **Backup**, and **Restore** services. Additional services are available depending on the type of license purchased by the customer.

2.2.1.   Menu options

Transfer - Use this option to perform a phone-to-phone transfer of data from one mobile phone or SIM card to another mobile phone or SIM card. For more information see

Backup - Use this option to back up data from a mobile phone or a SIM card to a USB mass storage device or an SD card. For more information see

Restore - Use this option to restore data to a mobile phone or a SIM card from a USB mass storage device or an SD card. For more information see

Wipe - Use this option to erase customer's private data from a mobile phone before trading the phone or sending it to repair shop or recycle center. For more information see .

Apploader (Optional) - Use this option to install mobile applications and content such as video, music and multimedia files on the target phone. For more information see .

Diagnostics (Optional) - Use this option to run diagnostic tests on a faulty phone. For more information see Chapter 6: Cellebrite Diagnostics on page 44.

Buy-Back (Optional) - Use this option to offer a trade-in for an old phone. For more information see Chapter 7: Cellebrite Buy-Back on page 52.

2.2.2.   Toolbar

The toolbar at the top of the screen provides quick access to global features.

Wireless - The Wireless indicator displays the wireless network signal strength.

Keyboard - Use the **Keyboard** button to open the virtual keyboard.

Home - Select the **Home** button to return to the main screen.

Settings - Use the **Settings** button to configure default settings for the application.

Exit - Use the **Exit** button to close the application.

Battery - The battery indicator displays the battery charging status.

2.2.3. Virtual keyboard

There are three available virtual keyboards: QWERTY, AZERTY, and numerical.

Numerical keyboard   **QWERTY keyboard**   **Alphabetical keyboard**

Open or close the virtual keyboard

To open the virtual keyboard, select Keyboard from the Toolbar menu.
To close the virtual keyboard press the red X next to the keyboard.

Switch to the numeric keyboard

To open the numeric keyboard, tap the **12#**? key at the bottom left of the keyboard. When the numeric keyboard is open, the **12#**? key changes to **abc**.

Switch to the alphabetic keyboard

To open the alphabetic keyboards, tap the **abc** key at the bottom left of the keyboard. When an alphabetic keyboard is open, the **abc** changes to **12#**?.

Toggle between the QWERTY and alphabetical keyboards.

2.3. Selecting source and target phones

When selecting a menu option from Cellebrite TOUCH main screen, you will be guided to select the Source, Target or both Source and Target phones.

the following paragraphs describes the process of selecting source and target phones for the transfer option, however they are valid for all of the options listed in the main menu.

Selecting a phone

1. **Select Transfer type**: From the main screen, select the desired menu option**.**

   ▪ If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Store Agent ID* screen will be displayed. Enter your Store Agent ID and tap **OK**.

   ▪ If you are using a Mobile Retail Chain version of the Cellebrite TOUCH, the select operator screen will be displayed as described in

   The *Search Model* screen appears:
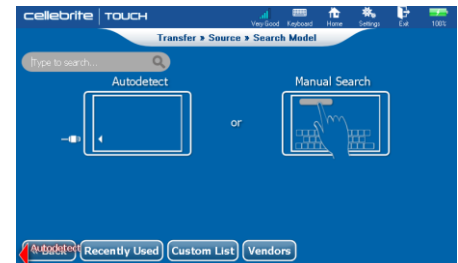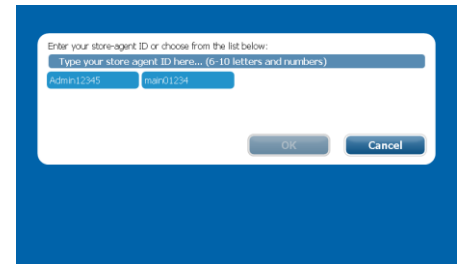
2. **Use Autodetect** - If you know which cable to use, connect the phone to the Source/Target USB port as indicated by the flashing red arrow. If the phone is recognized, the *Handset auto-detected successfully* screen appears.

   The Cellebrite TOUCH **automatically detects** Smartphones with Android, iOS, Windows Phone and BB10 operating systems. However, In case the phone was not recognized use one of the following methods to select the phone manually:

   ■ **Search phone model –** enter the phone model and/or vendor into the search field. You can use full or partial names in any order you want and the phone model list will adjust automatically to match your search terms as indicated by the red underline.

   ■ **Recently Used -** use the **Recently Used** button to select a phone model from a list of recently used phones as described in 2.3.1 Recently used on page 19.

   ■ **Custom list -** use the **Custom list** button to select a phone model from a pre customized list of phones as described in 2.3.2 Custom list on page 19

   ■ **Select from list –** use the **Vendors** button to open the *Select Vendor* screen:
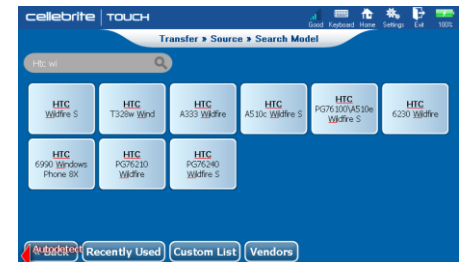
> ➢ **Select vendor** – use the keyboard icon to open the virtual keyboard and type in the phone vendor name
> or
> use the **Up** and **Down** arrow buttons to browse the vendors list.
> Select the desired vendor from the list.

> ➢ **Select model** - use the keyboard icon to open the virtual keyboard and type in the phone vendor name (and model)
> or
> use the **Up** and **Down** arrow buttons to browse the models list.
> Select the desired model from the list.

> TIP: Tap the **12#?** key on the bottom left of the virtual keypad to switch to the numeric keyboard.
> For more keyboard options, see 2.2.3 Virtual keyboard on page 14.

3. **Select network** - If the same phone model can be used for both GSM and CDMA cellular networks, select the desired network.

The *Waiting for Device* screen appears:
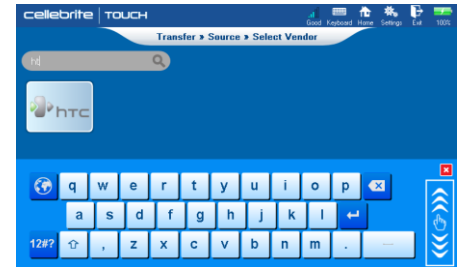
4. **Attach the phone**: Follow the instructions to connect the phone to the Cellebrite TOUCH.
Or
Click on **Switch to Bluetooth connectivity** and follow the instructions described in 2.5 Bluetooth connectivity on page 21.

Connection instructions for late phone models include HTML based help screens with GUI and step-by-step instructions accompanied by phone screenshots.

In this release (2.4), the new help screens will be displayed in English for all of the versions of Apple Iphone and the top 60 Android Smartphones. The "Old" help screens will be displayed when working in a different language or phone.

If the phone supports Bluetooth connectivity, a button named **Switch to Bluetooth** will appear next to the **Continue** button allowing you to use Bluetooth connectivity as described in 2.5 Bluetooth connectivity on page 21.
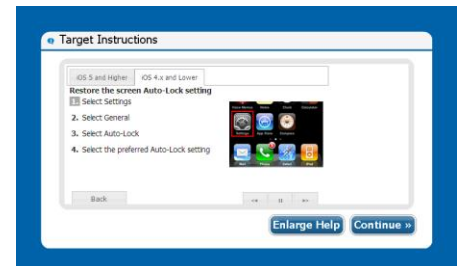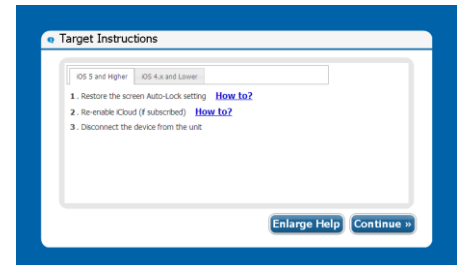
2.3.1. Recently used

If you used this type of phone as source or target phone, you can select the phone model by searching the "recently used" phones list.

1. Tap the **Recently Used** button. The *Recently Used* screen appears:

2. Select the desired phone from the list.

2.3.2. Custom list

If you have created a custom list of commonly used phones, a **Custom List** button will be added to the screen. See section 8.2.2 Create custom phone lists on page 57 for more information about creating custom lists.

1. Tap the **Custom List** button. The *Custom list* screen appears:

2. Select the desired phone from the list.
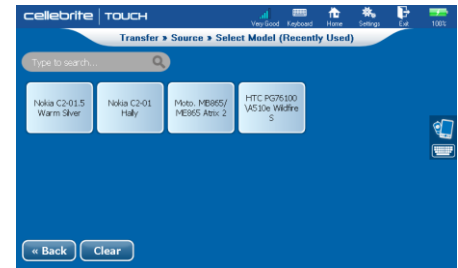
2.4. Selecting operator

If you are using a Mobile Retail Chain version of the Cellebrite TOUCH, the *Select Operator* screen will be displayed, allowing you to select an operator from a list of the chain supported operators and reduce the lists of vendors and models to the ones relevant to the operator.

- Select the desired operator in order to list only the vendors that are supported by the selected operator
  Or
  Tap the **All Models** button to list all of the vendors.

- The *Select Vendor* screen is displayed.

2.5. Bluetooth connectivity

Cellebrite recommends using cable connectivity for higher transfer rate, however, in case you have to transfer phonebook data from a Windows Phone device, or if you can't find the right cable, tap the **Switch to Bluetooth** button in the waiting for device screen to use Bluetooth connectivity.

When transferring phone book and multimedia content to/from Windows Phone device you will be instructed to use Bluetooth to transfer the phone book data and then to use the cable connectivity to transfer the other content types.

Cellebrite TOUCH displays a "Discovering Phones" message while it automatically searches for visible Bluetooth devices within its proximity, and generates a list of all the phones it finds.

1. On the mobile phone, you must enable the phone to connect via Bluetooth, by turning **Bluetooth capabilities** on.

2. Set the **Bluetooth services** to 'Visible'.

3. Follow the connectivity instructions on Cellebrite TOUCH display. Cellebrite TOUCH instructs you to enter a pin code in the Bluetooth phone to complete the pairing between the devices.
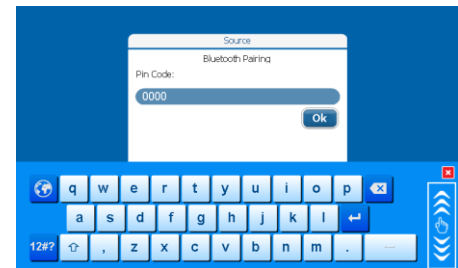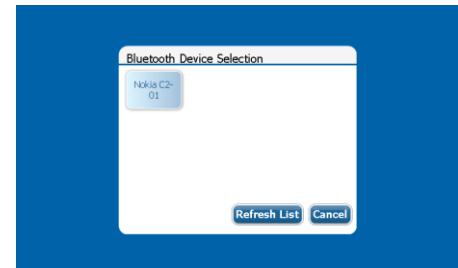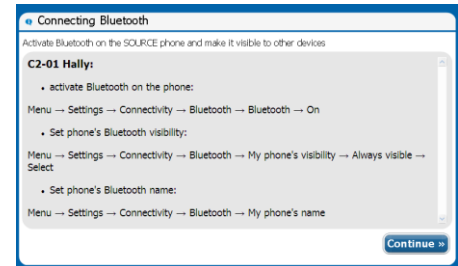
Chapter 3: Transfer Backup & Restore

3.1. Overview

Cellebrite TOUCH is a professional, stand-alone phone memory transfer and backup solution that transfers all forms of content, including: pictures, videos, ringtones and SMS, as well as phonebook contact data, between a wide range of mobile phones, smart phones and tablets.

Cellebrite TOUCH content transfer features include:

- Phone to phone data transfer.

- Phone data backup.

- Phone data restore.
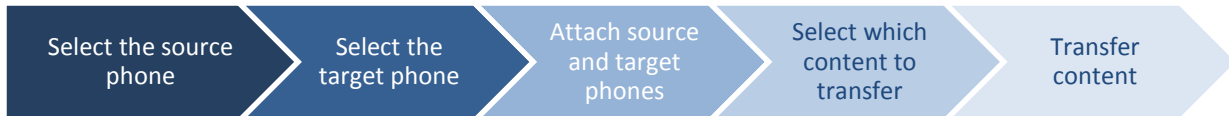
- SIM/USIM content transfer, backup and restore.

Transfer time varies according to the selected data types. Large multimedia files may impact transfer time significantly.

Do not disconnect the phone during the Transfer, Backup or Restore process! Once started, the process should not be interrupted.

3.2. Phone to phone content transfer

Use the **Transfer** option to transfer Phonebook contacts, SMS and MMS messages, Emails, Pictures, Audio and Video files, Pictures and Ringtones from an old phone or SIM/USIM card to a new one.

| Select the source phone | Select the target phone | Attach source and target phones | Select which content to transfer | Transfer content |

To transfer phone content:

1. **Select Transfer**: From the main menu, select **Transfer** to copy data from one phone (the source) to another phone (the target).

   ▪ If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Select Store Agent* screen will be displayed. Enter your Store Agent ID and tap **OK**.

   ▪ If you are using a Mobile Retail Chain version of the Cellebrite TOUCH, the *Select Operator* screen will be displayed as described in

2. **Select and attach the source phone**: Use Autodetect or manually select the vendor and model, and attach the source phone to the source port. For more information see

3. **Select and attach the target phone**: Use Autodetect or manually select the vendor and model, and attach the target phone to the target port**.** The *Select Content Types* screen appears:

> If you need the same cable to connect both source and target phones, use the **Connect Later** button.
>
> To transfer phonebook data from a Windows Phone or if the required cable cannot be used - tap the **Switch to Bluetooth** button and follow the instructions described in 2.5 Bluetooth connectivity on page 21.

4. **Select memory:** Select which phone memory to transfer (Phone, SIM and Memory card).

5. **Select content types to transfer**: Each of the Content type buttons displays number of items, accumulated size and estimated transfer time.

- Tap on a content type button to select it for transfer.
  The content size and estimated transfer time are calculated and added to the Total Estimated Transfer Time and the Required Disk Space displayed below the content type buttons.

- If the Required Disk Space exceeds the Target Free Disk Space, the Target Free Disk Space display color will turn red. In this case, you can lower the video transfer size threshold by tapping on the + sign displayed in the upper right corner of the Videos content button, and omit large video files or unselect a content type.

- Tap **Start »** to continue.

6. **Install content**: If the version you use supports the "Apploader" option, and the **Install content after transfer or restore** check box in the *Settings Transfer* tab is checked, the *Select Content Pack* screen will be displayed:

    Follow the instructions on the screen to complete the content installation procedure. For more information see 5.2 Installing content on page 42.
    Tap **Next »** to continue.

    Cellebrite TOUCH displays statistics and progress bars as it reads the source memory and writes to the target memory.

7. **Select accounts**: If the phone you are backing up supports user accounts, the *Select Account* screen will be displayed. Select the account you want to transfer.
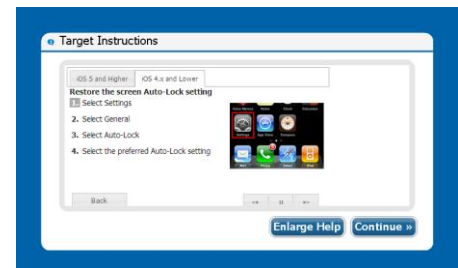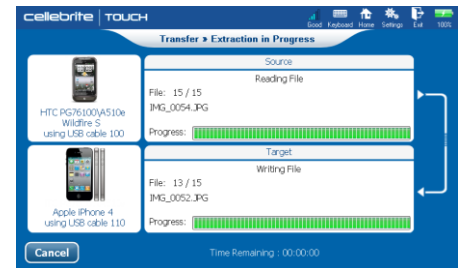   Tap **Continue »**

8. **Select Multimedia files**: If the Cellebrite TOUCH can't read the content information from the phone you selected during the select content type process, the *Multimedia Selection* screen will appear after the contacts and SMS's are transferred.
Select the type of multimedia files you want to transfer and tap **OK »** to continue.

    The *Extract in Progress* screen reappear displaying statistics and progress bars as the transfer progress.

9. **Source/Target instructions:** When the transfer process is complete, the *Source Instructions* screen appears. Follow the instructions on the screen to return the phone to its working mode.

    Tap **Continue>>**. The *Target Instructions* screen appears:

10. **Target Instructions:** Follow the instructions on the screen to return the phone to its working mode.
Tap **Continue>>**.
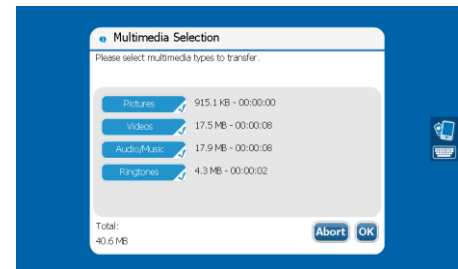
11. The *Transfer Summary* screen appears, displaying statistics of the number of entries that were read and written to memory and the following verification message: "Transfer completed successfully". Tap **Finish** to continue.

12. **Offer Buy-Back**: If the version you have supports the "Buy-Back" option, and the **Propose Buyback after Transfer** check box in the *Settings Transfer* tab is checked, the following screen appears:

    Follow the instructions on the screen to complete the Buy-Back procedure. For more information see 7.2 Offering Buy-Back on page 53.

> Do not disconnect the phone during the transfer process! Once started, the transfer process should not be interrupted.
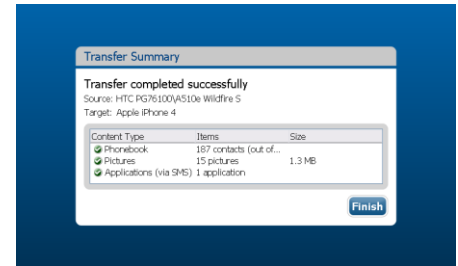
3.3. Backup phone data

Cellebrite TOUCH enables you to easily back up content stored on a mobile phone to a USB mass storage device or an SD card.

Select and attach source phone	Attach backup device	Select content to backup	Backup content

To backup phone content:

1. **Select Backup**: From the main menu, select **Backup**.

   ■ If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Select Store Agent* screen will be displayed. Enter your Store Agent ID and tap **OK**.

2. **Select and attach the source phone**: Use Autodetect or manually select the vendor and model, and attach the source phone to the source port. For more information see 2.3 Selecting source and target phones on page 15. Tap **Continue »**.

   ■ To transfer phonebook data from a Windows Phone device or if the required cable cannot be used - tap the **Switch to Bluetooth** button and follow the instructions described in section 2.5 Bluetooth connectivity on page 21.

The *Waiting for Removable Drive* screen is displayed:

3. **Attach the target drive**: Connect the USB mass storage device to the Target USB port and tap **Continue »**. The *Select Content Types* screen appears:

4. **Select memory:** Select which phone memory to back up (Phone, SIM and Memory card).

5. **Select content types to back up**: Each of the Content type buttons displays number of items, accumulated size and estimated transfer time per each content type.

    ▪ Tap on a content type button to select it for backup.
      The content size and estimated transfer time are calculated and added to the Total Estimated Transfer Time and the Required Disk Space displayed below the content type buttons.

    ▪ If the Required Disk Space exceeds the Target Free Disk Space, the Target Free Disk Space display color will turn red. In this case, you can lower the video transfer size threshold by tapping on the **+** sign displayed in the upper right corner of the **Videos** content button, and omit large video files or unselect a content type.

6. Tap **Start »** to continue. The *Backup Extraction in Process* screen appears.
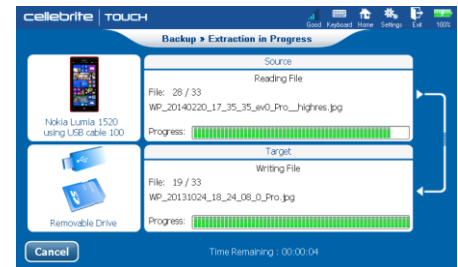
7. **Select accounts**: If the phone you are backing up supports user accounts, the *Select Account* screen appears.
   Select the account you want to backup and tap **Continue »**.

   The *Extract in progress* screen reappear displaying statistics and progress bars as the transfer progress. When done the *Source Instructions* screen appears.

8. **Source instructions :** Follow the instructions on the screen to return the phone to its working mode.
   Tap **Continue>>**. The *Backup Summary* screen appears.
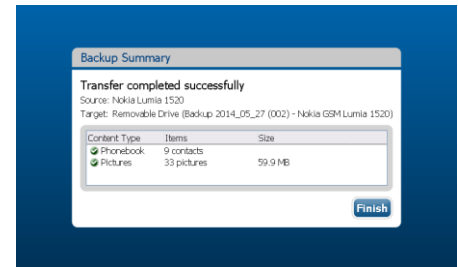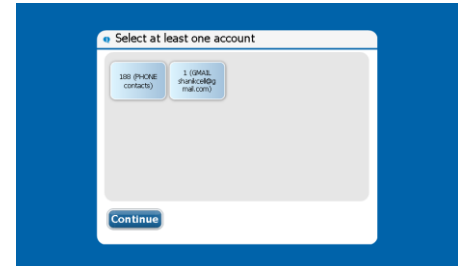
Do not disconnect the phone during the backup process! Once started, the backup process should not be interrupted.

3.4. Restore phone data

Cellebrite TOUCH enables you to easily restore back-up content from a USB mass storage device or an SD card to your mobile phone.

| Select and attach target phone | Select content to restore | Attach source drive | Restore content |

To restore phone content:

1. **Select Restore**: From the main menu, select **Restore** to restore backup content to a target phone.

   ▪ If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Select Store Agent* screen will be displayed. Enter your Store Agent ID and tap **OK**.

2. **Select and attach the target phone**: Use Autodetect or manually select the vendor and model, and attach the target phone to the target port. For more information see 2.3 Selecting source and target phones on page 15. Tap **Continue »**.

   The *Select Content Types* screen is displayed:

3. **Select which content types to restore**: Tap on a content category to select it, Use the **Select All** button to select all of the available types. Tap **Next »** to continue.

4. **Install content**: If the version you have supports the "Apploader" option, the *Select Content Pack* screen will appear.

   Follow the instructions on the screen to complete the content installation procedure. For more information see 5.2 Installing content on page 42. Tap **Next »** to continue.

   The *Waiting for Removable Drive* screen is displayed.

5. **Attach the source device**: Cellebrite TOUCH instructs you to connect the source device and select the backup folder.

6. **Complete the restore phone content process**: Cellebrite TOUCH copies all of the selected content from the saved backup to the target phone. When done, the *Target Instructions* screen appears:

7. **Target instructions :** Follow the instructions on the screen to return the phone to its working mode. When done, the *Restore Summary screen* appears.

3.5. Transfer data to and from SIM/USIM cards

Cellebrite TOUCH enables you to easily transfer backup and restore back-up SIM content.

The SIM card reader is used when you perform a Transfer, Backup or Restore from/to the SIM card (i.e., not from an actual phone). In this case, the SIM card can be either or both the Source or Target.

To use the Cellebrite TOUCH built-in SIM card reader, verify that the angled edge of the SIM card is on the right, with the metal SIM card contacts facing down.

Built-in SIM card reader

To transfer data to and from a Micro or a Nano SIM use the Multi SIM adapter provided in the Cellebrite TOUCH kit.

3.5.1. Transferring SIM content

| Select SIM as source and target | Attach source SIM & read | Select content | Attach target SIM & write |

To transfer SIM content:

1. **Select Transfer**: From the main menu, select **Transfer**.

   ■ If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Select Store Agent* screen will be displayed. Enter your Store Agent ID and tap **OK**.

   The *Search Model* screen is displayed.

2. **Select the source**: Select **SIM Card** as the source phone.

3. **Select the target**: Select **SIM Card** (or a vendor and model) as the target phone. The *Waiting for Source Device* screen appears:

4. **Attach the source SIM card**: Insert the source SIM card into the Cellebrite TOUCH built-in SIM card reader. Tap **Continue»**. The *Select Content Types* screen appears:

5. **Select which content types to transfer**: Only Phonebook data transfer is enabled. Tap **Start »** to continue.
Cellebrite TOUCH displays statistics and progress bars as it reads the source memory.

> If the SIM is protected with a PIN, you will need to enter the PIN during the transfer process.

6. **Attach the target SIM card**: When the reading is done the *Waiting for Target Phone* screen appears. Insert the target SIM card into the Cellebrite TOUCH built-in SIM card reader and tap **Continue»**.
Cellebrite TOUCH displays statistics and progress bars as it writes the data to the card.

When the transfer process is complete, the *Transfer Summary* screen appears, displaying statistics of the number of entries that were read and written to memory.

3.5.2. Backing up SIM content

| Select and attach SIM source | Select and attach USB target | Select content | Backup |

To backup content from a SIM card:

1. **Select Backup**: From the main menu, select **Backup**.

    ■ If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Select Store Agent* screen will be displayed. Enter your Store Agent ID and tap **OK**.

    The *Search Model* screen is displayed.

2. **Select source**: Select **SIM Card** as the source phone. The *Waiting for Device* screen appears.

3. **Attach the source SIM card**: Insert the source SIM card into the built-in SIM card reader. Tap **Continue »**.

4. **Attach the target drive**: Connect the USB mass storage device to the Target USB port and tap **Continue »** The *Select Content Types* screen is displayed.

5. **Select which content types to backup**: Only Phonebook data transfer is enabled. Click **Start »** to start the backup process. The *Backup in Progress* screen appears displaying statistical information and progress bars.

6. **Complete the backup process**: Cellebrite TOUCH copies all the selected content from the source SIM to the target location. When the backup process is complete, the *Transfer Summary* screen appears.

3.5.3. Restoring SIM content

Select SIM as target	Select content	Attach and select source	Attach target	Restore
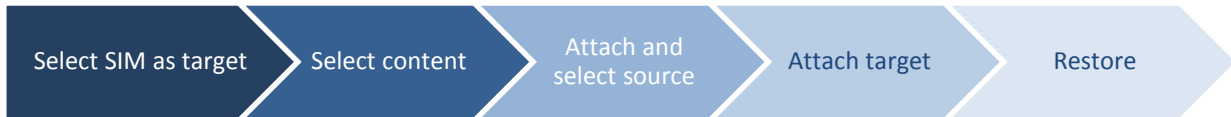
To restore content to a SIM card:

1. **Select Restore**: From the main menu, select **Restore**.

   - If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Select Store Agent* screen will be displayed. Enter your Store Agent ID and tap **OK**.

   The *Search Model* screen is displayed.

2. **Select target SIM**: Select **SIM Card** as the target phone. The *Select Content Types* screen is displayed.

3. **Select which content types to restore**: Only Phonebook data transfer is enabled. Tap **Next »** to continue. The *Waiting for Removable Drive* screen appears.

4. **Attach source drive**: Attach the removable USB drive to the source port and click **Continue ».** The *Select Folder* screen appears.

5. **Select Backup file**: Select the folder containing the desired backup file. The *Waiting for Device* screen appears.

6. **Attach the target SIM card**: Insert the target SIM card into the built-in SIM card reader. Click **Continue »**.Cellebrite TOUCH copies all the selected content from the backup folder (source drive) to the target SIM. When the restore process is complete, the *Transfer Summary* screen appears.

Chapter 4: Content Wipe

4.1. Overview

Cellebrite TOUCH enables secure logical wipe of personal content such as Phone book, SMS's, MMS's, Audio and Video files.

Cellebrite TOUCH Content Wipe module (licensed separately), is the perfect solution for deleting personal content from your handset prior to handing it over for repair or trade.

Content Wipe can be activated in the following scenarios:

- As a standalone operation upon a return of a rental or replacement phone.
- At the end of a Buyback operation prior to handing the phone to the broker.
- At the end of a Diagnostics operation prior to handing the phone to the repair lab.
- At the end of a Transfer operation upon a customer request.

4.2. Wiping phone content

Select source phone	Attach source phone	Wipe content

Cellebrite TOUCH Content Wipe erases all data and content from the phone. We strongly recommend performing backup before to save valuable data.

To erase personal content from a phone:

1. **Remove memory card**: Remove any portable memory cards from the target phone.

2. **Select Wipe**: From the main menu, select **Wipe**.

   - If the version you use supports the **Enabled store-agent ID** feature, the *Select Store Agent* screen will be displayed. Enter your Store Agent ID and tap **OK**.

   The *Search Model* screen is displayed.

   Select and attach the source phone: Use Autodetect or manually select the vendor and model, and attach the source phone it to the source port. For more information see 2.3 Selecting source and target phones on page 15. Tap **Continue »**. The *Phone Wipe Confirmation* screen appears:

3. **Confirm wipe**: Make sure the SD card was removed from the phone and click **Continue**. The *Wipe – Extraction in progress* screen appears:

4. **Enable wipe**: Follow the instructions on the phone screen to enable the Wipe process.

5. **Automatic reboot**: Depending on the phone operating system, the phone may shut down and then reboot automatically during the wipe procedure.

6. **Finish the procedure**: When done the *Wipe Succeed* screen appears. Click **Finish** to return to the main menu.
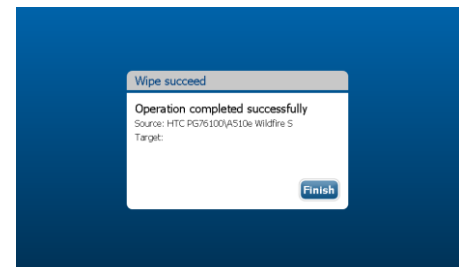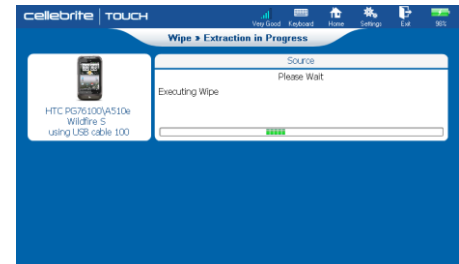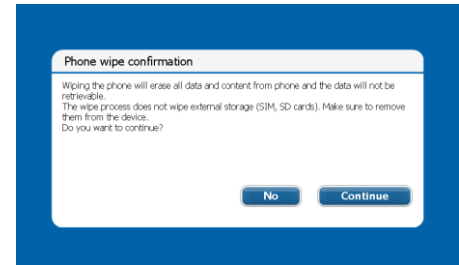
Chapter 5: Cellebrite Apploader

5.1. Overview

Cellebrite TOUCH Apploader module (licensed separately), is the perfect solution for delivering valuable content and mobile applications to handsets. Using the Cellebrite TOUCH, media content and applications can be downloaded directly to the phone without having to fall back on air time.

Cellebrite TOUCH enables content delivery packs to be updated automatically, allowing for dynamic personalization according to user background, handset type, content type, regions, and more.

Content and Application Delivery offers the following:

- Promote content by regions, upload content packages.

- Use auto install for transparent process of content uploading.

- Replace manufacturer pre-install process.

- Install carrier applications.

5.2. Installing content

Select and attach target phone	Select content to install	Install content
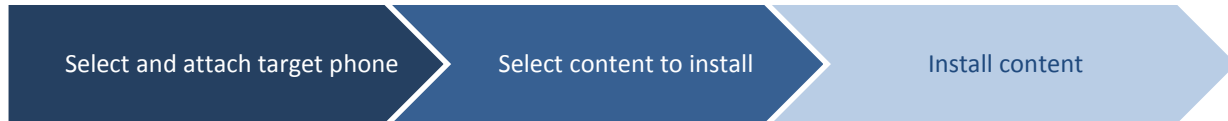
To install content to a phone:

1. **Network connection**: Make sure the Cellebrite TOUCH is connected to the LAN via the Ethernet port or the wireless connection.

2. **Select Apploader**: From the main menu, select **Apploader**.

   ■ If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Select Store Agent* screen will be displayed. Enter your Store Agent ID and tap **OK**.

3. **Select and attach the target phone**: Use Autodetect or manually select the vendor and model, and attach the target phone it to the target port. For more information see 2.3 Selecting source and target phones on page 15. Tap **Continue »**. The *Select Content Pack* screen appears:

4. **Select which content to install**: Select the desired content (applications, music, video, packs, coupons etc.) from the list.

Tap **Next »** to continue.

5. **Install directly:** if the content pack includes content that should be installed directly from the Cellebrite TOUCH, the *Waiting for Phone* screen will appear. Connect the phone and tap **Continue».**

   The Cellebrite TOUCH copies all of the selected content to the target phone.

6. **Install via SMS:** if the content pack includes content that should be installed from an application store, the I*dentify phone to Server* screen will be displayed:

   - **Phone number**: Using the keyboard, type in the phone number of the target phone and then tap on **Submit»**.
     After a few seconds the phone will receive an SMS message including a password.

   - **Password**: Using the keyboard, type in the password and then tap on **Submit »**.

   - After a few seconds the phone will receive an SMS message including a link to the download page of the application store.

7. **Finish installation**: Follow the instructions on the Cellebrite TOUCH display and the phone screen to complete the installation. When done, the *Install Summary* screen appears.
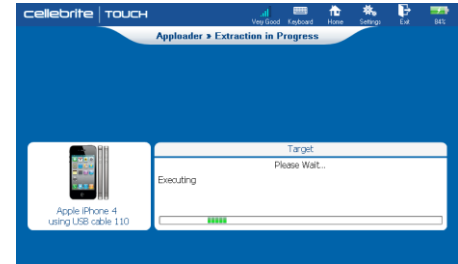
Chapter 6: Cellebrite Diagnostics

6.1. Overview

Cellebrite's sophisticated Diagnostic solution (licensed separately), is an easy-to-use, comprehensive system, which enables the fast identification and resolution of mobile phone faults in-store. This substantially reduces the need to send NFF (No Fault Found) phones to labs and repair shops, thereby minimizing costs, saving time and improving customer service by automatically fixing many common problems on the spot.

Cellebrite's Diagnostics customizable procedure flow was designed to use modular building blocks from the following categories:

- **Diagnostics Core** –Automatic and targeted test and repair procedures developed for each type of phone (for example CPU performance test and Flash repair procedure). The diagnostics core procedures cannot be customized.

- **Diagnostics Policies** – Retailer's maintenance, warranty and billing rules and procedure aimed to implement the customer policies (for example: should a rooted phone be accepted or not and how much to charge for a specific test or repair). The diagnostics policies procedures can be customized.

- **Diagnostics integration** –Retailer ERP systems can be accessed to retrieve relevant information such as phone warranty information and book the phone to repair lab. The diagnostics integration procedures can be customized.

6.2. Diagnostic tests and repair procedures

Cellebrite TOUCH Diagnostic test and repair procedures list varies according to the selected target phone. New procedures are added to the test database on a daily basis.

Diagnostic test and repair procedures include:

- Phone settings check.

- Network coverage, 3G, 2G, LTE, wireless (Wi-Fi and BT) and wired (USB) communication channels connectivity tests.

- Loudspeaker, Gravity sensor, Gyroscope sensor, Accelerometer sensor, Proximity sensor screen, camera, touch display and etc. functionality tests.

- Battery health test: Provides operators with a rapid battery analyzer tool for a broad range of rechargeable cell phone batteries.

- Compare test results to gold values.

- Triage to identify No Fault Found (NFF) Vs "send to repair center" (identify software or hardware issue).

- Preferred Roaming List (PRL) setting for CDMA phones: Enables the agents in the POS to set a preferred roaming providers list.

- On store refurbishing, **hard-reset**, restore manufacture setting etc. to solve most software issues.

- On site Firmware Updating (**Flashing**): In-store phone firmware updates.

6.3. Typical diagnostics flow

Cellebrite diagnostic procedure flow and instructions might vary depending on the customer specifications (for example some retailer work flow does not include diagnostic history review, hardware damages inspection or automatic preliminary tests). A typical diagnostics procedure flow may include the following building blocks:

- **Diagnostics Policies** – Check hardware damage.
- **Diagnostics Core** –Connect phone.
- **Diagnostics Policies** – Display phone maintenance history.
- **Diagnostics Integration** –Check phone warranty.
- **Diagnostics Core** –Perform Automatic test and display results dashboard.
- **Diagnostics Core -** Offer repair solution.
- **Diagnostics Policies** – Display repair cost, offer backup and update services.
- **Diagnostics Core -** Perform repair solution and retest automatic tests.
- **Diagnostics Integration** –Charge for successful repair or offer new repair procedure upon failure.
- **Diagnostics Core -** Perform repair solution and retest automatic and targeted tests.
- **Diagnostics Integration** –Charge for successful repair or book phone to repair lab upon failure.
- **Diagnostics Policies** – Display and print transaction summary report.

The following section describes a sample diagnostics session. The procedure might vary depending on the retailer's specifications.

6.4. Sample diagnostics session
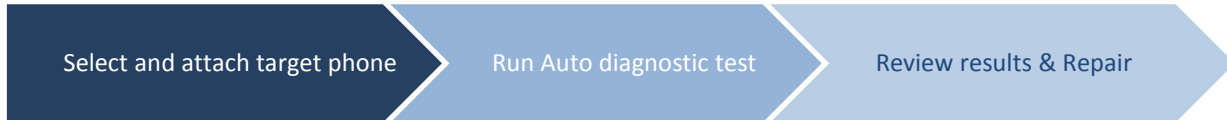
| Select and attach target phone | Run Auto diagnostic test | Review results & Repair |

The following section describes a sample diagnostics session. The procedure might vary depending on the Retailer's specifications and workflow as well as the selected phone.

To perform diagnostics tests (sample):

1. **Network connection**: Make sure the Cellebrite TOUCH is connected to the LAN via the Ethernet port or the wireless connection.

2. **Select Diagnostics**: From the main menu, select **Diagnostics**.

   ▪ If the Cellebrite TOUCH version you use supports the **Enabled store-agent ID** feature, the *Select Source Vendor* screen will be displayed. Enter your Store Agent ID and tap **OK**.

   The *Search Model* screen appears

3. **Select and attach the target phone**: Use Autodetect or manually select the vendor and model, and attach the target phone it to the target port. For more information see 2.3 Selecting source and target phones on page 15. Tap **Continue »**. The *Check Hardware* screen appears.
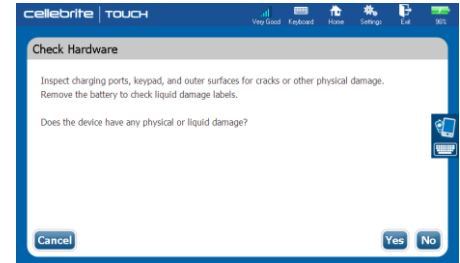
4. **Check hardware**: Check the phone for any hardware damage that might revoke the warranty.
   Tap **Yes** to book repair and exit diagnostics, or **No** to continue. The *install Client application* screen appears. At the end of the upload process, the *Running tests* screen appears and the *Welcome to Diagnostics* screen is displayed on the phone screen.

5. **Warranty check:** Using the information gathered from the phone logs, Cellebrite TOUCH checks if the phone under warranty. According to the company warrant policy tap **OK** to continue or **Cancel** to stop the diagnostics procedure. The *Root Test* screen will appear.

6. **Root test:** Tap **OK** to check the phone firmware for jail breaking. According to the company warrant policy tap **OK** to continue or **Cancel** to stop the diagnostics procedure.

7. **Auto testing**: At the end of the Auto test procedure, the *Auto Test Dashboard* screen appears:

   Auto test take up to two minutes**.**

   Auto test includes phone dialing and outgoing calls test procedure.
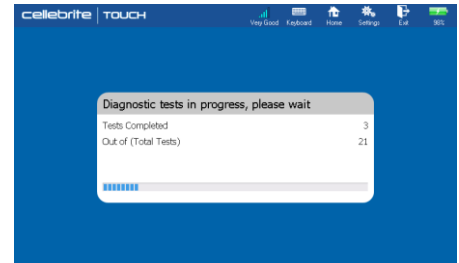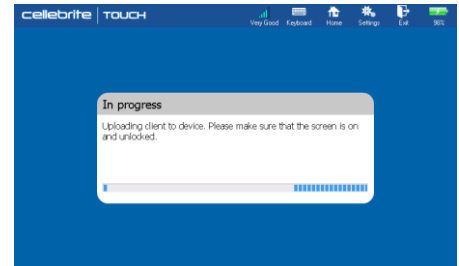
8. **Review test results:** The auto test dashboard screen displays the test results grouped into test categories. Phone malfunctions are marked using the yellow exclamation mark (!) in the relevant category.

9. **Review phone diagnostics history**: The *Phone Diagnostics History* screen appears allowing you to review the phone diagnostics history and reveal any information related to the reported problem. Tap on **Details** for more information.

10. **Review test details**: Tap on the desired test category to reveal information about the entire group of tests in the category. The following screen displays the detailed test results of the **Calls** test category. Note that the failed tests are marked with the exclamation mark (!).

11. **Repair**: Click **Continue »,** Cellebrite TOUCH analyses the problem and suggest the appropriate repair solution as shown in the following screen. Tap **Yes** to perform the suggested repair procedure.

    At the end of the repair procedure, the automatic test procedure is lunched and the auto test dashboard screen is displayed. If the original problem was not fixed, a new repair procedure will be offered or a suggestion to book the phone to the repair lab.
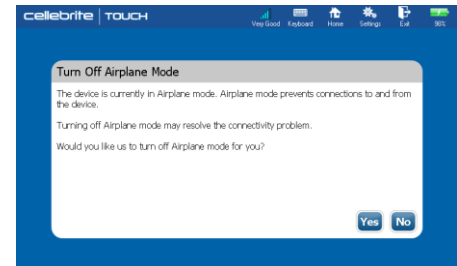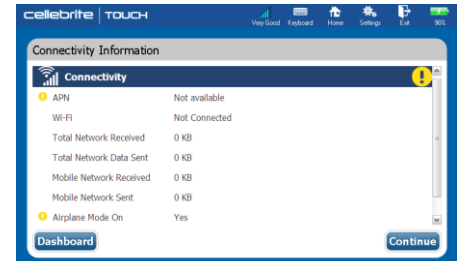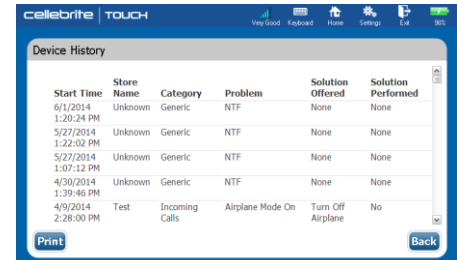
12. **Perform targeted tests**: If you selected a test category that includes targeted tests, tapping **Continue »** in the *Test Details* screen, will open the *Customer Complaint* screen.

    Note: In some cases the targeted test screen will appear without the customer complaint screen.

13. **Select a diagnostic test**: According to the customer's complaint, select the required test category.

14. **Follow test instructions**: Follow the instructions on the screen and phone display during the test progress.
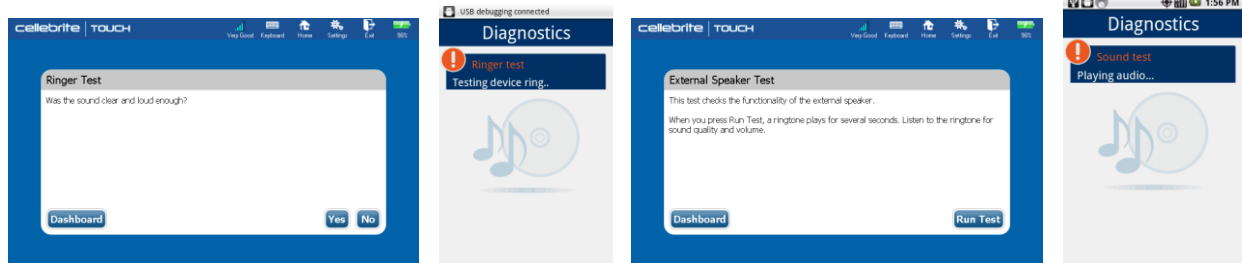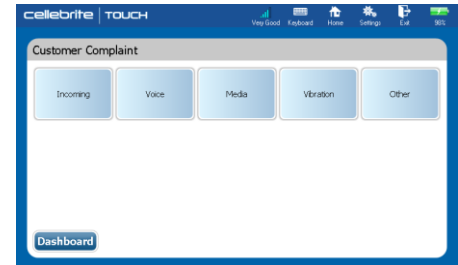
Some of the diagnostics tests (such as Connectivity test and Power cycling) run automatically and requires no user intervention. Therefore, no instructions are displayed.

15. **Finish the diagnostics process**: When the testing process is complete, the *Recommended Action* screen appears displaying the action needed to resolve the problem.
Tap **Yes** to run the recommended action or **No** to reject the recommendation.

📝 During Flash and Factory reset repair procedures, the Cellebrite TOUCH automatically backup and restore customer content.

16. **Review repair results**: To check the repair procedure the diagnostics auto test runs again and the results are displayed in the dashboard.

17. **Repair Failure**: If the repair failed, tap on the desired test category to review the test details and receive new repair solution or offer to book the device to repair.

18. **Repair Success:** If the repair was successful, tap **Done** to end the diagnostics session. The *Summary Report* screen appears:

19. **Print report**: Review the test summary on screen. Tap the **Print** button to provide the customer with a hard copy report.

20. **Send email**: To send the diagnostics report to the customer, tap on **E-mail**, type the email address and then tap **Continue**.

21. When done, follow the *Target instructions* to return the phone connection settings.
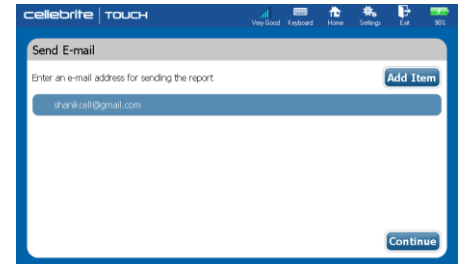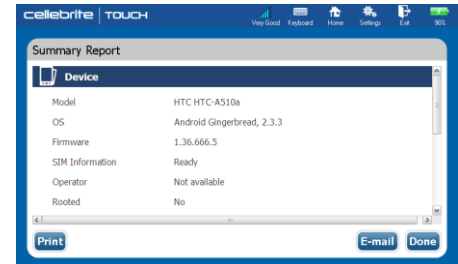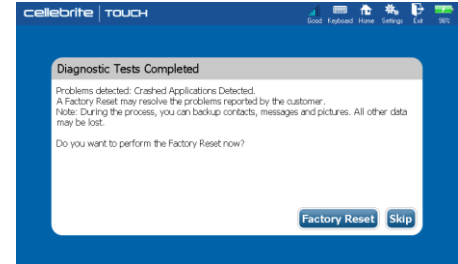
Chapter 7: Cellebrite Buy-Back

7.1. Overview

Cellebrite TOUCH Buy-Back module (licensed separately), enables the sales and service representative to offer the customer with a value for an old mobile phone. The offer is activated while the old phone is connected to the Cellebrite TOUCH, either for upgrading, transferring personal data to a new phone or at the end of a failed diagnostics process.

The Buy-Back module offers the following:

- A user friendly wizard for the phone evaluation and offer process.

- Integrated diagnostics procedure to check phone condition.

- Real time buying price for the old phone from a second-hand phone broker's pricing database.

- Voucher of the agreed price from the second-hand phone broker.

The evaluating questions and price quotes varies from one broker to another.

7.2. Offering Buy-Back

| Select and attach source phone | Evaluate phone | Make an offer | Close the deal |

To Offer Buy-Back:

1. **Network connection**: Make sure the Cellebrite TOUCH is connected to the LAN via the Ethernet port or the wireless connection.

2. **Select Buy-Back**: From the main menu, select **Buy-Back** to start the trade in process. The *Search Model* screen is displayed.

3. **Select and attach the phone**: Use Autodetect or manually select the vendor and model, and attach the phone it to the source port. For more information see 2.3 Selecting source and target phones on page 15. The *Diagnostics Tests in Progress* screen appears followed by the *Detected Device* screen.

4. Review the tests results and tap **OK** to continue. The *Physical Condition Evaluation* screen appears:

5. **Evaluate the phone**: Inspect the physical condition of the phone and select the best description from the list.
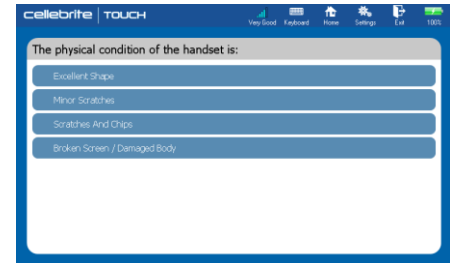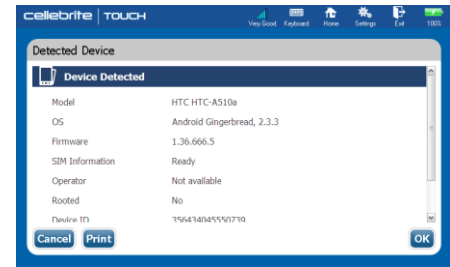
6. **Make the offer**: Receive a price quote from the broker database and present it to the customer. The BuyBack Submit screen appears:

7. **Close the deal**: If the customer agrees to sell, produce the voucher and hand it over to the customer. The *Wipe Phone* screen appears.

8. **Wipe phone content**: Follow the instructions on the screen to erase data and personal content from the phone.
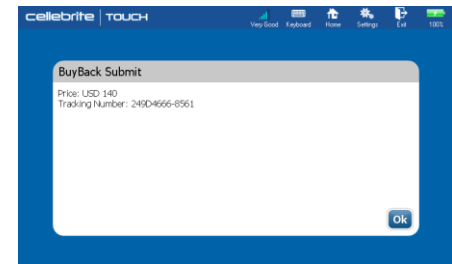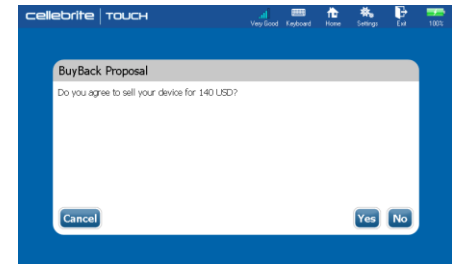
Chapter 8: Settings

8.1. Overview

The Cellebrite TOUCH *Settings* screens enable the user to customize the default settings, perform manual updates, view system information and more.

The following sections describe the settings procedures and options according to each settings tab.

To open the settings screen:

1. From the toolbar menu, Tap on **Settings**. The *Settings* screen is displayed:

2. Tap on the desired tab to open the relevant screen.

3. Tap **OK** to save the changes and exit the *Settings* screen.

8.2. General tab

8.2.1.   Change interface language

Cellebrite TOUCH interface is translated to more than twenty languages. The following procedure describes how to change the interface language.

To interface language

1. From the toolbar menu, tap on **Settings**. The *Settings* screen is displayed.

2. Tap on the **Language** button. The Select Language dialog box appears:

3. Select the desired languages and then tap on **OK** to return to the *Settings* screen.

4. Tap **OK** to save the changes and exit the *Settings* screen.

5. Restart the device.
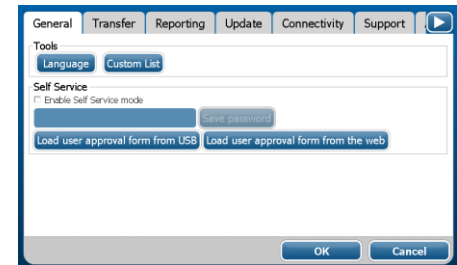
8.2.2. Create custom phone lists

You can create a list of commonly used source and target phones to ease the process of selecting phone vendor and model.

To create a phone custom list:

1. Select **Settings** from the toolbar menu to open the *Settings* screen.

2. Under the **General** tab, tap on the **Custom List** button. The *Custom List* dialog box appears:

3. In the *Custom List* dialog, select **Source** or **Target** to choose which list of phones you wish to edit.

4. Select a phone manufacturer to open a list of available phone models.

5. Select each phone that you wish to appear in the destination list. Selected phones will be indicated with a checkmark in the bottom right corner. To clear a selection, tap on it again.

6. When you are done selecting phone models of a specific vendor, tap the **Back** button. Tap **Finish** to return to the *Settings* screen.

7. Tap **OK** to save the changes and exit the *Settings* screen.

Product upgrades will not impact the custom list settings.

8.2.3.　Set self service mode

Cellebrite TOUCH can be used as a Self Service station by the customer. Using password activation the self service mode disables unauthorized access to the settings menu and the exit button and activates a "homing" mechanism that returns the unit to the Main Menu screen if it is not being used for a set period of time.

To set self service mode:

1. Select **Settings** from the toolbar menu to open the *Settings* screen.

2. Under the **General** tab, check the Enable **Self Service Mode** check box. The password dialog box appears:

3. Enter your password (default password is 123456), and tap **OK**.

4. Enter a new password and tap the **Save Password** button.

5. Use the **Load user approval from USB** or the **Load user approval from web** to load a user consent form to be presented before each transaction.

6. When done, tap **OK** to save the changes and exit the *Settings* screen.

8.3. Transfer tab

Cellebrite TOUCH enables you to customize the transfer options to your needs. Transfer options may vary depending on the customer specifications.

8.3.1.   Transfer options

To change the transfer options:

1.   Select **Settings** from the toolbar menu to open the *Settings* screen.

2.   Under the **Transfer** tab, check the desired option check box:

- **Enable transaction estimation time**: Enables and displays transfer time estimations when selecting content types to transfer.

- **Allow blocking multimedia files according to its size on transfer/backup**: Enables size threshold settings to omit big multimedia files when selecting content types to transfer.

- **Swap first and last name in phonebook transfer**: When transferring phone book replace first and last name.

- **Install content after transfer or restore:** Offer side load during transfer and restore procedures.

- **Propose BuyBack after Transfer**: Offer Buy-back at the end of a Transfer procedure.

3.   When done, tap **OK** to save the changes and exit the *Settings* screen.
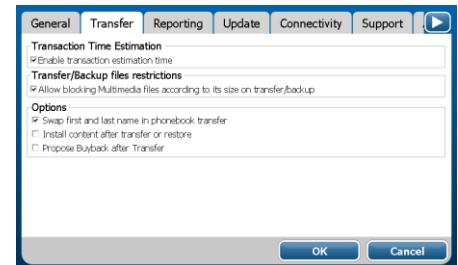
8.4. Reporting tab

8.4.1.   Cellebrite Analytics reporting

Cellebrite TOUCH automatically reports the transactions to the Cellebrite Data Analytics (CDA) on a predefined schedule. However you can perform a manual report in case the device was not connected to a network at the time of last scheduled report.

To perform a manual transactions report:

1.   Select **Settings** from the toolbar menu. The *Settings* screen appears:

2.   Under the **Report** tab, tap **Check Connectivity** to start the procedure.

3.   When done, tap **OK** to save the changes and exit the *Settings* screen.
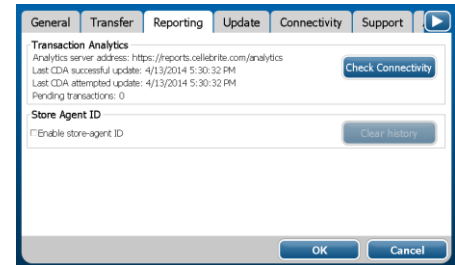
8.4.2.   Store agent ID

According to the customer specifications, each transaction can be associated to a specific store agent. * Store agent ID is an optional feature.

To add a store agent ID to the transaction report:

1.   Select **Settings** from the toolbar menu.

2.   Under the **Report** tab, check the **Enable Store Agent ID** and tap **OK** to save the changes and exit the *Settings* screen. The following screen
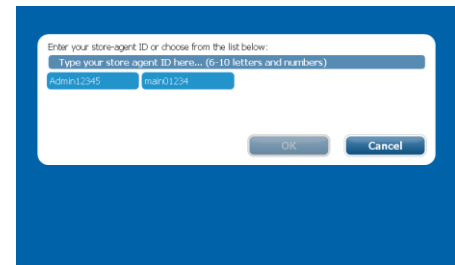
will appear after selecting a main menu option.

To erase the store agent ID list:

1. Select **Settings** from the toolbar menu.

2. Under the **Report** tab, tap on **Clear history** and then tap **OK** to save the changes and exit the *Settings* screen.

8.5. Update tab

8.5.1.   Software update

Cellebrite continuously updates its software, providing support for new phones by the various phone vendors. The update process installs these various updates on your Cellebrite TOUCH device.

You can upgrade your Cellebrite TOUCH by using either of the following two methods:

- **Automatically** - Connect the Cellebrite TOUCH device to your network via the Ethernet port on the back panel or via a wireless connection. Cellebrite TOUCH will automatically check the Cellebrite website for updates.

- **Manually** - by downloading the upgrade directly from a server, or downloading to an external drive and installing it from there.

NOTE: If the update fails, check to make sure that your network connection is working properly.

8.5.2. Manual software upgrades

To perform a software update:

1. Select **Settings** from the toolbar menu. The *Settings* is displayed.

2. Under the **Update** tab, tap on **Refresh** to see of the Software update server holds an updated version.

3. If an updated version exists:
   Tap **Server** to install the software update from the server.
   Or
   Download the software update file on a USB mass storage device, insert the USB mass storage device into one of the rear panel USB ports in the back of the device and tap **USB**.

4. Select the application package you want to install and then tap **Install Package**.

5. The update process starts. When done, the device will restart automatically.
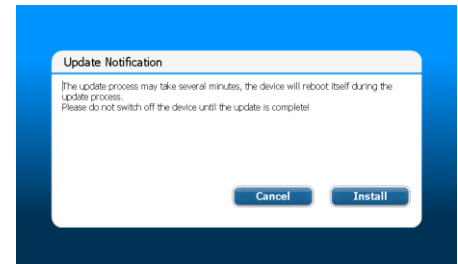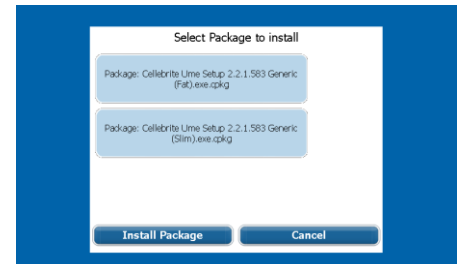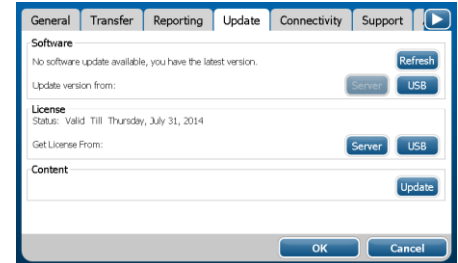
8.5.3.   Installing product license

When using the Cellebrite TOUCH for the first time or following a system recovery, you need to get the operating license installed.

To install a license

1. Select **Settings** from the toolbar menu to open the *Settings* screen.

2. Under the **Update** tab, select the source from where you want to retrieve the license key.

3. Follow the instructions on the screen to complete the installation.
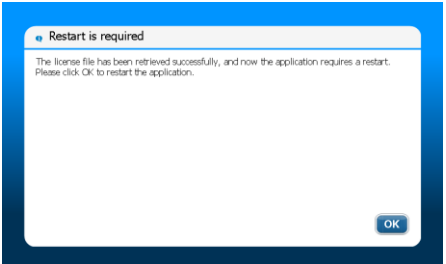
8.5.4.   Refresh content

Cellebrite TOUCH automatically checks for content updates on a predefined schedule. However you can perform a manual update in case the device was not connected to a network at the time the last update was released.

To perform content updates

1. Select **Settings** from the toolbar menu to open the *Settings* screen.

2. Under the **Update** tab, tap the **Refresh Content** button. The following screen appears:

3. When done, tap **OK** to save the changes and exit the *Settings* screen.
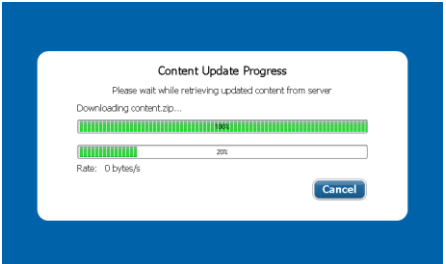
8.6. Connectivity tab

To enable Wi-Fi and Bluetooth connectivity:

1. Use the **Wi-Fi switch** on the back panel to enable or disable Wi-Fi and Bluetooth connectivity.

2. When Wi-Fi and Bluetooth are enabled, the Wi-Fi and Bluetooth indicators will be lit.

3. If you prefer a wireless connection, you can configure it to connect automatically, and then manage wireless connectivity with the Wi-Fi switch.

To select a Wi-Fi network

1. Select **Settings** from the Toolbar menu. The *Settings* screen is displayed.

2. Under the **Connectivity** tab, tap the **Wireless Network** button. A list of the available networks appears:

3. Select the desired wireless network from the list and tap **Connect**.

4. If authentication is needed, use the virtual keyboard to type in the **Network password**.

5. When done, tap **Close** to return to the *Settings* screen and then tap **OK** to save the changes and exit.
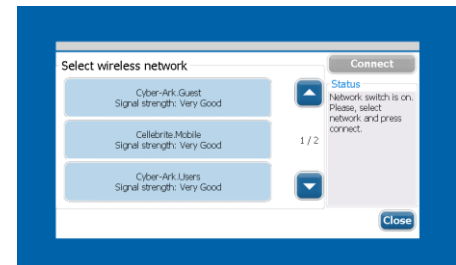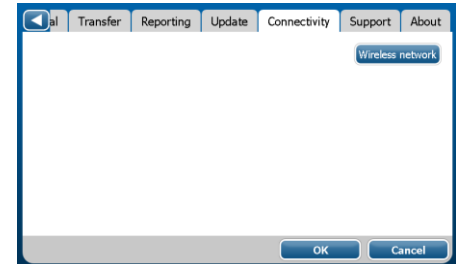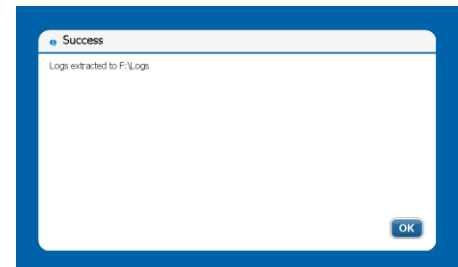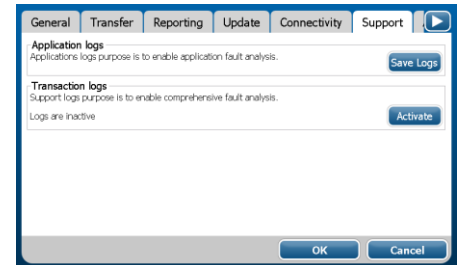
8.7. Support tab

8.7.1.   Application Logs

The Application Logs are used to save operating information onto a set of files that can be used by Cellebrite support personal to troubleshoot a faulty device.

To save application log files

1. Select **Settings** from the toolbar menu to open the *Settings* screen.

2. Insert a USB mass storage device into one of the rear panel USB ports in the back of the device.

3. Under the **Support** tab, tap the **Save Logs** button. When done, the following screen appears:

4. Tap **OK** to save the changes and exit the *Settings* screen. Remove the USB mass storage device and send the log files via Email to Cellebrite support.

8.7.2.   Transaction Logs

The Transaction Logs are used to save detailed information of one transaction onto a set of files that can be used by Cellebrite support personal to troubleshoot a suspected faulty transaction (Transfer, Backup, Restore, etc.). The Transaction log must be activated prior to performing the transaction.

To save transaction log files

1. Select **Settings** from the toolbar menu to open the *Settings* screen.

2. Under the **Support** tab, tap the **Activate** button. The Support Logs Activated screen appears.

3. Insert a USB mass storage device into one of the rear panel USB ports in the back of the device. Tap **OK** to approve the activation and return to the settings tab.

4. Tap **OK** to save the changes and exit the *Settings* screen.

5. Perform the transaction you wish to log. When done, remove the USB mass storage device and send the log files via Email to Cellebrite support.
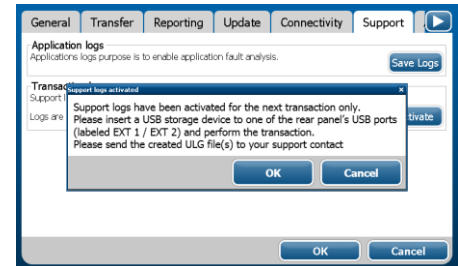
8.8. About tab

8.8.1. System & version information

The About tab enables you to view important system information including the version and build numbers of the installed software, the region that the device is associated to, the serial number of the device as well as a list of the supported phone models.

To view system information & version:

1. Select **Settings** from the Toolbar menu, the *Settings* screen appears.

2. From the *Settings* screen, select the **About** tab. The following screen appears:

3. When done, tap **OK** to exit the *Settings* screen.
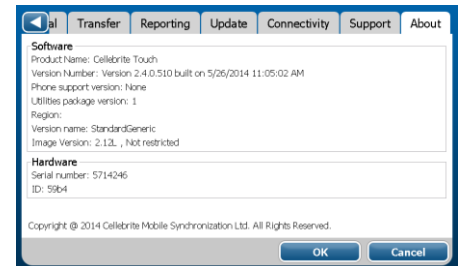
Appendix A: Data Access Application

When transferring data from or to legacy Smartphones and Tablets, you may be instructed to manually upload a client application that enables access to the phone memory. During this process, Cellebrite TOUCH will always guide you with prompts and instructions.

To upload client application manually:

1. **Phone settings**: Before you start, ensure that the phone's date is set correctly.

2. **Client upload**: Upload the client installation file to the phone.

   Symbian-based phones require that you set **Software Installation** to "All" and **Online Certificate Check** to "Off". These Settings are typically found under **MenuKey/Settings/Phone Settings/Applications/App Manager**. During the client upload, you will need to select "**PC Suite**" before continuing.

3. **Install client prompt**: Follow the instructions on the Cellebrite TOUCH display to start the client installation on the phone.

4. **Install the Cellebrite Phonebook exchanger**: Using the phone's menu, navigate to the installation file that was just uploaded, and run it. The exact menu path appears on the touch screen, for reference.

5. **Run the client**: Run the client application. You can identify it by the icon.

   After completing the entire transfer/backup/restore process, you can uninstall the client from the phone. To do this, use the phone's application manager.

Appendix B: System Recovery

The Cellebrite TOUCH built in recovery feature, provides the users with the ability to quickly and simply recover the operating system back to factory settings in the event of fatal OS error or critical application failure.

To recover the system:

1. Using the stylus pointing phone, tap the **Reset** button located on the rear panel of the Cellebrite TOUCH device.

2. The device reboots and a black screen appears displaying the following message: "Press the UP button to boot into recovery mode". Press the **UP** button immediately after the message appears.

3. The following message appears: "Windows is loading files" followed by a progress bar. When the loading is finished, the *TOUCH Recovery* screen appears:

4. Tap **OK** to continue with the recovery process.
    The *Recovery in Progress* screen appears:

    The recovery process takes about 10 minutes - Do not disconnect the device during the recovery process.

    Note the doted progress bar indicating that the system is working properly.

    When done, the system displays the message "Restore complete. The device will now reboot" followed by "Please wait while the operating system prepares to start for the first time. Do not shutdown or remove the power source during this setup, please wait several minutes until the device will

restart automatically".

5. The device reboots twice and the Cellebrite TOUCH application will be lunched shortly thereafter followed by a Software License notification.

6. Select the desired source (Web or USB mass storage device) to retrieve the license file.

> Since the device returns to factory settings, license and version update information, as well as, local setting such as: Backup folder, Store association and Interface language are deleted.

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