

REPORT: Finding answers and information analysis

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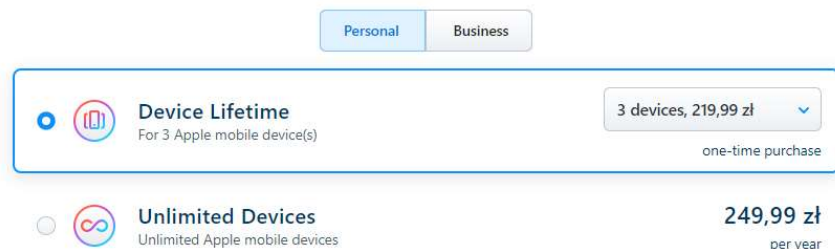
Application (name and site): iMazing [http://](http://imazing.com) <https://imazing.com>

Information about software

We can find more information about features, methods of software using, technical support, and a blog about Apple products at the main producer software website. Software is a platform between Apple's devices and Mac/PC computers.

Licensing

Available is free, 30-days trial version, and paid version: personal and business.



Software features

- getting information about devices, applications versions
- management Apple's devices, diagnostic, and system settings service
- management of music, messages, contacts, files, and private data
- file transfer for Apple's devices to MAC/PC and MAC/PC to Apple's devices
- backup management
- .heic to .jpg/.png and .jpg/.png to .heic converter
- management of system configurations

Support

The producer's website provides comprehensive information about obtaining and using the software. Available are the FAQ, license terms, and widely and clearly presented documentation concerning utilizing the software. It was published three categories of guides describing the use of features: iMazing Manual (e. g., installation, de-installation, devices connection, license management, interface management); Files & Data Transfer (data, files, folders transfer, access management); Backup & Restore (backup creating at devices, restore a backup, overview, and editing backups content).

Available at: <https://imazing.com/guides>

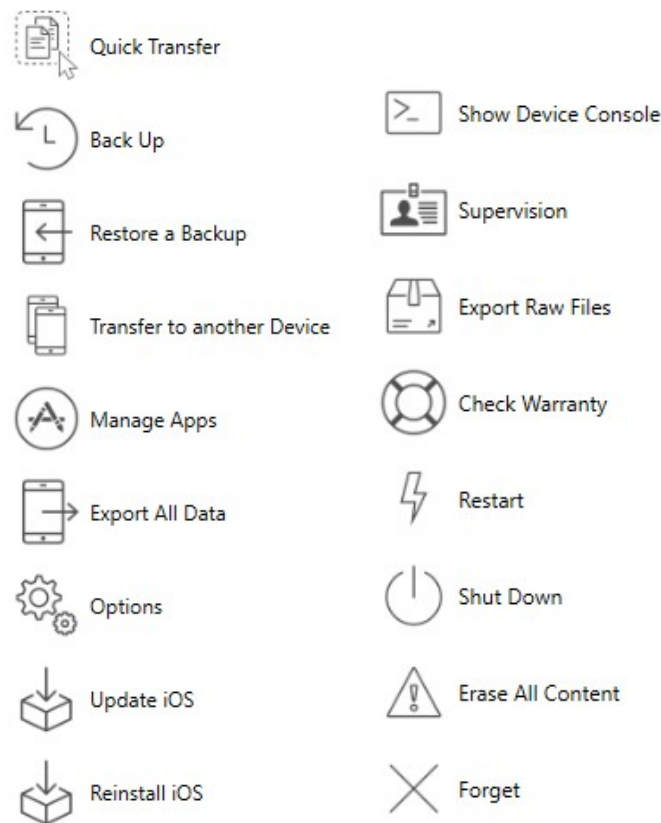
Potentially software testing

It's possible to invent many potential situations that users will be using the software. They may concern both more complicated processes, as backup management or profiles editor using (and configurations management) or the very simple ones: transfer files between devices or files converting.

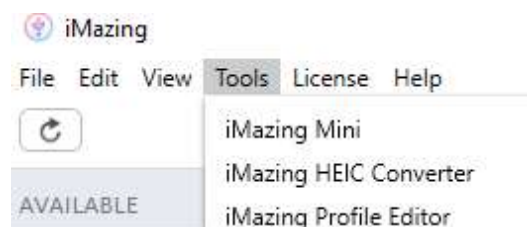
FURPS requirements analysis

Functionality

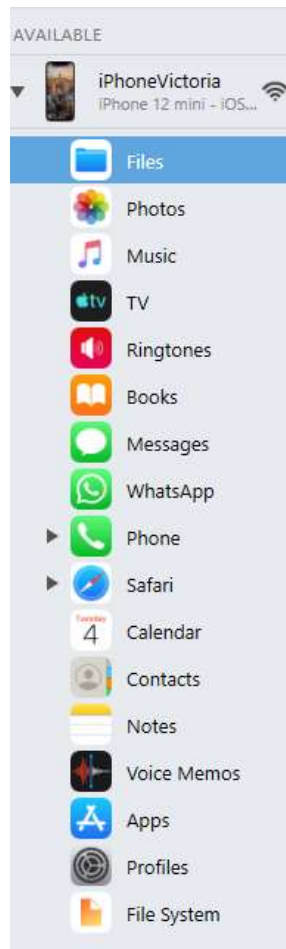
The producer clearly defines system requirements and environmental for software services (data available at Report: Basic analysis of environment parameters). The most important categories of functionality are presented at the main software window.



Additionally, the top drop-down bar provides access to service of basic actions at operations and files, support, license management, and other tools.



The menu at the main window allows fast choose the application with the user can manage specific data.



Much of the options and synchronization are available only when the device is connected to the computer. The trial version allows access to all features. Now, the producer doesn't share any additional.

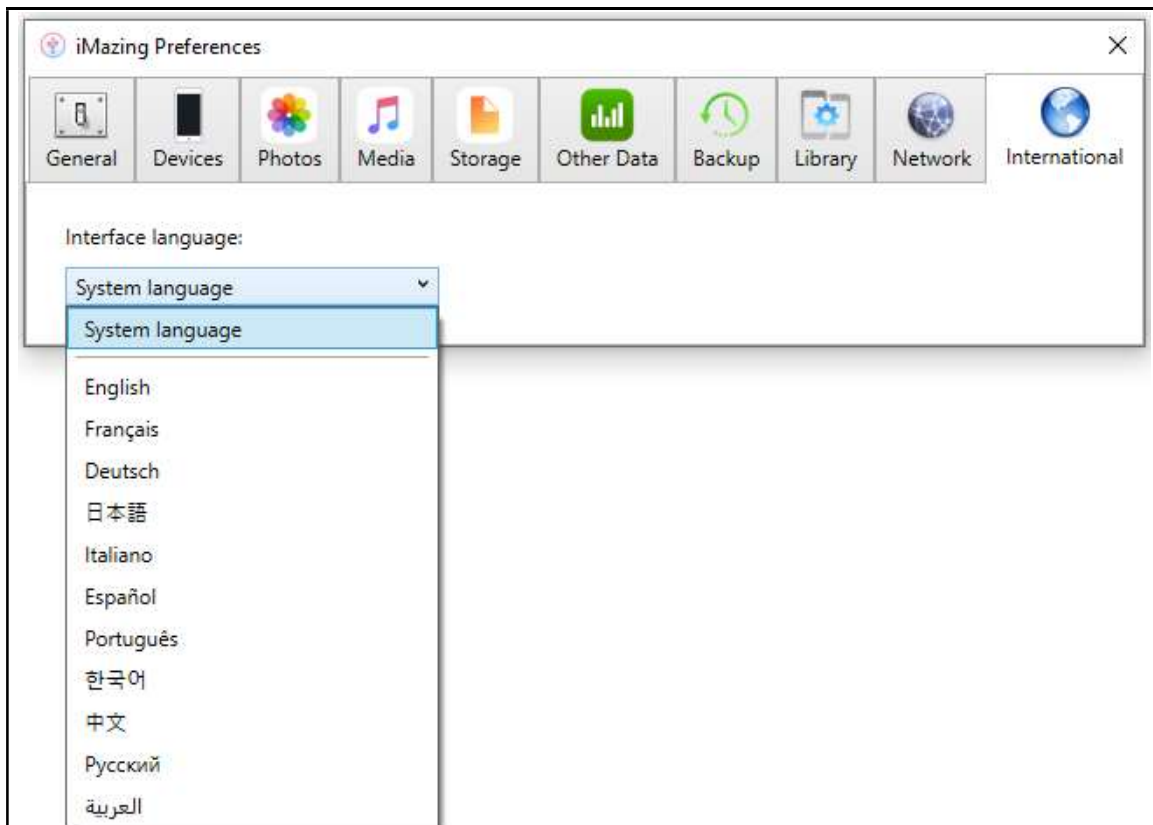
Possibly to buy licenses can include a once-paid version to a limited number of devices or renewed every year version to an unlimited number of devices.

Usability

The software is very intuitive, mainly due to its readable interface, using icons known of Apple's devices programs. The menu is divided into a program index and main features index, and it's allowed to start planned actions fast. The software's window is designed in a modern style; light colors and the absence an unnecessary graphics cause clarity and don't blackout the essential elements of iMazing.

The software hasn't facilities for people with vision and hearing problems (increasing the size of a font/window, voice assistance).

You can change a folder's patches (p. e. to save data) and language (available are 11 options) at main settings.



A significant asset is widely expanded support for users, and it's available both for an application as a producer website.

Reliability

Work in the software didn't show any problem with connecting devices, import data, or the biggest problems with features. A service is fluid; the application cooperates with the user, asks for action control, require to check preferent options, and to accepts operations. You can't get the software's logs, but you can generate and save the device's logs using a particular feature.

Performance

iMazing was using to connecting only one Apple device. It wasn't checked simultaneous contact between two or more devices with the software, and the possibility to control each of them is unknown. The producer doesn't give information about it.


Support

The software has more options for the possibility to adjust user's needs: an actualization method, tips displays, a connecting device and Wi-Fi way, library settings, network connection, and a language. iMazing supports two of the most famous operating systems: Windows and Mac, and devices: iPad, iPhone, iPod. On the producer's website was listed the wide range of serviced systems version. It's possible for older devices, too.


Operating System Support

PC Windows **10, 8.1, 8, 7, Vista**
macOS **Big Sur** (11.0.x), macOS **Catalina** (10.15.x), macOS **Mojave** (10.14.x), macOS **High Sierra** (10.13.x), macOS **Sierra** (10.12.x), macOS **El Capitan** (10.11.x), macOS **Yosemite** (10.10.x)


Apple Mobile Devices Support



iPad
1, 2, 3, 4, 5, 6, 7
Air, Air 2
Pro (10.5), Pro (12.9)
mini 1, 2, 3, 4



iPhone
1, 3G, 3GS, 4, 4S, 5, 5c, 5s, 6, 6 Plus, 6s, 6s Plus, SE, 7, 7 Plus, 8, 8 Plus, X, XS, XS Max, XR, 11, 11 Pro, 11 Pro Max, 12, 12 mini, 12 Pro, 12 Pro Max



iPod
iPod touch 1, 2, 3, 4, 5, 6, 7
iPod shuffle (only on PC), iPod nano, iPod classic

iOS Support

iOS 4.x, iOS 5.x, iOS 6.x, iOS 7.x, iOS 8.x, iOS 9.x, iOS 10.x, iOS 11.x, iOS 12.x, iOS 13.x, iOS 14.x, iOS 15.x
iPhone OS 1.0 to 3.2: File Transfer, Music export and App management only


A software installation doesn't require specialized knowledge. It's based on language selection, accepting of the license, and approving settings by the „Next“ button.


Additional information about the software

- Above 2000 opinions
<https://pl.trustpilot.com/review/imazing.com?languages=all>

Reviews 2,284

Filter by:


Rating 


All Languages 


☐ Excellent
☐ Great
☐ Average
☐ Poor
☐ Bad


89%
7%
<1%
1%
2%

Almost 90% iMazing's users rate the application as still progressing and excellent. Users define it as reliable, simply in using, and support - fast and effective.


Navyot
 1 recenzja


George
 3 recenzji


 Zweryfikowano


 Zweryfikowano

28 cze 2021

13 cze 2021


Thank God for this app


Thank God for this app! Used it to retrieve passwords from iPassword app when apple iOS update rendered it impossible to access. Found solution in apple community and had several glitches trying to transfer data. Reached out to iMazing support several times and they were phenomenal in trying to help me resolve. Highly recommend and am eternally grateful this worked to transfer my data! Can't say enough - just get it!!!

I have used iMazing for several years...

I have used iMazing for several years and through several upgraded versions. It keeps getting better with each new iteration. It is able to manage my iPhone performing backups, downloading/uploading photos, music and audio files. It is also relatively fast and self explanatory. If I have a question there is support available, as well as FAQ data base. No complaints at this point.


Only 2% of users think that iMazing is bad software. Significant regrets are a concern to crashes in situations critical to users, problems with anti-virus software cooperation, trouble with back-ups services. The older opinions (before 2019) include information about lost data during transfer.



Miggy
 3 recenzji


 19 maj 2021

I downloaded this to fix my iPad that...

I downloaded this to fix my iPad that was stuck in recovery mode. It didn't work. Customer services were responsive to begin with, but offered no solution, then they stopped replying. I also backed up my new phone - when I now plug this into iTunes it comes up as 'unreadable'. Then, to top it all, AVG caught the update of iMazing and quarantined it as it was infected with IDP.HEUR.23 In short - waste of money!


Tony A
 1 recenzja


 10 sie 2020

I don't recommend iMazing at all

I don't recommend iMazing at all. Very complicated plus customer service is very awful. I actually lost very important data on my iPhone because of iMazing. I backed up my device via iMazing and after downgraded my iCloud storage it tells me no backup found. Worst app and very bad customer care service.

The above and other comments suggested testing to evaluate available features correctness, using many types of external devices. The tests should include checking the possibility of conflict-free performance of elementary activities declared by the producer, Wi-Fi connection, data transfer in both ways, and backup management.

- The software review (<https://appreview360.com/imazing-review/>)

A piece of the review describes the iMazing as safe in use in every way – an anti-virus software didn't detect any dangers, and every operation requires the user's approval.

Is iMazing Safe?

On software itself aspect, iMazing is safe. I downloaded the newest version of iMazing on my computer and the antivirus software didn't detect any virus or adware. Windows did ask me if I am sure that I want to install the software and I confirm it because my antivirus didn't find anything suspicious.

On operation level, iMazing is safe to use too. When deleting something, the software always need your double confirmation.

iMazing has been around for years and millions of users have tested it. There is rare complains about the safety of iMazing.

Considering the fact that mobile devices collect an increasing amount of media and text data, it's necessary to test the possibility of securing them using backup and transfer to a computer.

- An iMazing review at macworld.com portal (<https://www.macworld.com/article/230033/imazing-2-2-review-a-better-way-to-use-your-mac-to-manage-your-iphone-and-ipad.html>)

A Reviewer described the software as a better alternative to iTunes, easier copying and management of backups. These disadvantages are access to part of data only by the backup, a long time of a library scanning, slower performance of some operations, and the need to save backup at Mac or PC drive.

At a Glance

Expert's Rating



Pros

- A better alternative to iTunes for managing iOS devices, backups
- Copy from one iOS device to another in a single step
- Save iOS backups anywhere with Time Machine-style archives

Cons

- Accessing Messages, calls, Contacts, Notes requires device backup
- Long initial thumbnail scan with iCloud Photo Library
- Some operations slower than using iTunes
- Backup archives must be saved to Mac or PC volumes

Based on this review, the testing process could be resistant to parallel comparison-specific activities performed by iMazing and iTunes. This would help to assess whether performance differences, interfaces usability, and friendly backup management feature.