TRANSFERRING CONTENT BETWEEN DEVICES

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ANDROID (OR SAMSUNG) TO SAMSUNG

1. Make sure both devices have the **Samsung Smart Switch** App.
2. Open the **Samsung Smart Switch** app on both devices, select the **'Sending'** option on your old device. On the new device, select the **'Receiving'** option. It will then ask what kind of device the old one is. Tap **'Android/ Samsung'**.
3. Both devices will ask how you'd like to connect your devices. **'Cable' (a)** or **'Wireless' (b)**.
   a. To connect via cable, tap **'Cable'** on both devices. Connect the 2 devices using the new USB-C to USB-C cable included with your new Samsung. If you are unable to connect the devices this way, you have to connect the devices wirelessly.
   b. To connect via Wireless, tap **'wireless'** on both devices. The devices will scan and connect with one another. If prompted on either device, tap **'connect'**.
4. After connecting, one of the devices will list items that you can transfer. After making sure the required items are selected, tap **'transfer'** to start the data transfer process.
5. Keep both devices connected until you have been instructed by your old device that the transfer is finished. **NOTE: If the transfer stops unexpectedly, start over. You may have to close and reopen the Smart Switch app on one or both of the phones to do this. A prompt may appear asking if you wish to continue transferring where you left off. Tap "Continue Transfer" .**
6. Once the transfer is done, your new device will still need a small amount of time to organise all the content that was transferred over. The new device will notify you when it is finished.

IPHONE TO SAMSUNG

1. On your iPhone go to Settings>Apple ID (Which appears as your name)>iCloud. Turn off the switch beside **'Contacts'**. When prompted, select **'Keep On My Phone'**.
2. Open the **Samsung Smart Switch** App on your Samsung. select the **'Receiving'** option. It will then ask what kind of device the old one is. Tap **'iPhone/iPad'**.
3. Turn on the iPhone and connect the 2 devices using a lighting to USB Type C cable. The iPhone will prompt you with **'Trust this Computer?'**. Tap **'Trust'** and on the Samsung Device tap **'Next'**. Keep the devices connected until instructed otherwise.
4. The Samsung device will begin scanning the iPhone for content. Your Samsung will then list the items that you can transfer. After making sure the required items are selected, tap **'transfer'** to start the data transfer process.
5. Once the transfer is done, you may disconnect the two phones. Your Samsung will still need a small amount of time to organise all the content that was transferred over. It will notify you when this is finished.
   NOTE: THIS WILL NOT TRANSFER APPS. Apps will have to be downloaded through the Google Play Store on your new Samsung. Any apps that were purchased on the iPhone will also have to be purchased again through Google Play.

IPHONE TO IPHONE

METHOD 1. TRANSFER DIRECTLY FROM IPHONE TO IPHONE USING QUICK START

PART 1 - VERIFYING THE PHONES WILL TRANSFER AND UPDATING

This part of the process is used to verify the transfer of content from your old iPhone to the new one will take place without the need to update the iOS software on the new iPhone as well as doing the update if needed.

It is recommended to go through this process for if the new iPhone is in need of a software update and you immediately attempt to transfer content, the new iPhone will attempt to do a software update before transfer. In a majority of times where this situation occurs the update doesn't install. Then you must restart everything and the transfer process as a whole will take longer. However, if you are confident that the new iPhone's iOS software is where it needs to be or wish to chance it, proceed to Part 2.

1. First check to see what the software version of the old device is. It must have at least iOS version 12.4 to do the transfer. To check this go to Settings>General>About, and look for the "**Software Version**" number on the list. If it does not have iOS 12.4 or higher, then the '**Quick Start**' transfer method will not work and you must either "<u>TRANSFER INFORMATION TO NEW IPHONE USING ICLOUD"</u> OR <u>"TRANSFER INFORMATION FROM IPHONE TO IPHONE WITH ITUNES".</u> If the phone does have iOS 12.4 or higher, then click the power button on the phone to turn it off and leave it alone for the time being.

2. Next is to check and see what the software version of the new iPhone is. This will need to be done by doing a basic set up. This means setting it up without setting up passcodes, biometrics or signing into any of your accounts (including your Apple ID).
   a. To start setting up, power on the new phone. You'll see "Hello" in many languages. Follow the instructions on the bottom of the screen to get started.
   b. Select your language and country.
   c. The next screen to pop up will be for Quick Start. Tap '**Set Up Manually**'
   d. Connect your new iPhone to WiFi and wait for it to activate. This may take a few minutes. It will be finished when the next pop up is for Data & Privacy. Tap '**Continue**'.
   e. Skip setup for "**Face ID/ Touch ID**" by tapping '**Set Up Later**'
   f. Skip setup for "**Passcode**" by tapping '**Passcode Options**' and then tapping '**No Passcode**'. You will be asked if you are sure. Tap '**Don't Use Passcode**'
   g. Next screen will be options for transfers. Skip doing any transfers right now by tapping '**Don't Transfer Apps & Data**'
   h. Skip signing into your Apple ID by tapping '**Forgot password or don't have Apple ID**'. You will then be prompted with a few options on creating an Apple ID. Tap '**Set up later**'.
   i. Agree to Terms and Conditions by tapping '**Agree**'.
   j. Finish following the remaining prompts to set up the device. Most prompts give you the option to '**Set up later**'. Tap that if it's an option or if that option is not available, select any option to continue. Regardless of some of the options you select, that will all be undone before the transfer.

3. On the new iPhone go to Settings>General>About. Then click the power button on the old iPhone and do the same. Compare the "**Software Version**" numbers on both devices. If the number on the new iPhone is the same or higher than the old one, proceed to the next step. If the number is lower, the new iPhone needs a software update before proceeding. Go to Settings>General>Software Update and update the phone.

4. The last step before going into transferring is to reset the new iPhone back to it's factory settings. Go to Settings>General>Reset. Tap '**Erase All Content and Settings'**. A prompt will pop up asking if you are sure. Tap **'Erase iPhone'.** The prompt will pop up once more. Tap **'Erase iPhone'** again and the phone will reset.
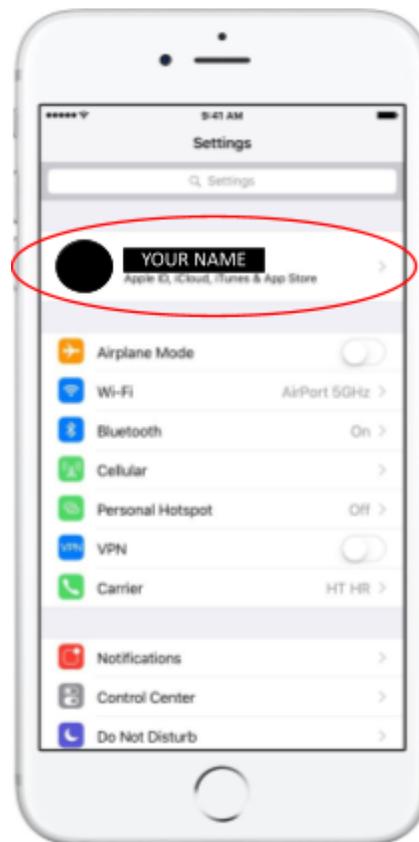
PART 2 - TRANSFER OF CONTENT

1. Make sure you know your Apple ID password as it may be needed during the transfer.
2. On your old phone go to Settings. Check to see that '**Bluetooth**' is turned on as well as connected to WiFi. Once that is done, go to your home screen and make sure the phone stays on for the next two steps.
3. Power on the new iPhone. You'll see "Hello" in many languages. Follow the instructions on the bottom of the screen to get started.
4. Select your language and country. As you do this, a Quick Start notification will appear on your old device and offer the option of using your Apple ID to set up our new device. Tap **'Continue'**. **NOTE: If the quick start screen does not appear, on your old phone go into Settings>Bluetooth. If your Bluetooth settings are turned on, turn them off, then on again. If this doesn't work, try rebooting your old and new iPhones. This may take a few tries before the prompt comes up.**
5. An animation will appear on your new iPhone and the camera on your old one will turn on with a circle in the centre of the screen (See picture below). Take your old device and hold it over the new device, aligning the animation on your new device with the circle on your old one. Wait for an on screen prompt to appear before putting the old phone down. **Keep the two devices close to each other from here on out until the end when the transfer is done.** Follow the on screen instructions on your new iPhone to keep setting it up, including putting in any passwords that it asks for.

6. You'll come to a screen titled **"Transfer Your Data"**. Tap the **'Transfer from iPhone'** option. If the new phone needs updating, it will update and reboot itself.
7. Continue any additional on screen setup until the phones begin transferring. Once the transfer is complete, your new iPhone will reboot and you may finish any final setup on screen.

METHOD 2. TRANSFER INFORMATION TO NEW IPHONE USING ICLOUD

1. On your old device, go to Settings>Apple ID (Appears as your name, see Picture to the right)>iCloud>iCloud Backup. See if and when your device has been backed up to icloud. If a new backup is needed, make sure iCloud backup is turned on and tap **'Back Up Now'**.
2. Turn on the new iPhone. Follow the steps on screen and connect to WiFi. Follow the steps further until you get to the **'Apps & Data'** screen. Tap **'Restore from iCloud backup'**.
3. Sign into iCloud with your Apple ID and password. When asked, choose the backup. Your device may need to update in order to restore the backup. When you get to an update screen, tap **'download'** to download and install the update. Then follow the onscreen instructions to restore the icloud backup.
4. Once the backup is restored, follow any onscreen instructions for final setup. If you have purchased iTunes or App Store content with other Apple IDs, you will be asked to sign into them.

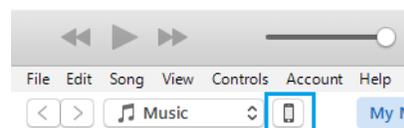# METHOD 3. TRANSFER USING AIRDROP

iPhones can use Airdrop to copy content over to other Apple devices. However, there can be limits to what you can send at once (Despite Apple not specifying that there is a limit). For example, sending 500 pictures with airdrop may not work while 50 or 100 at a time could work without issue. This can depend on the hardware of the devices you're transferring from. Also, many older iPhones aren't able to use Airdrop as well. This method is the most tedious and can take the longest. This will only transfer contacts, photos, videos, notes, and files.

1. On your new iPhone, go to Settings and make sure Wi-Fi and Bluetooth are turned on.
2. If either of your new iPhone or old one has Personal Hotspot on in settings, turn it off.
3. On the new iPhone, go to Settings>General>Airdrop. Tap '**Everyone**' and you'll be able to receive from any device that wants to send you anything.
4. On your old iPhone. Select whichever content you wish to send and click the '**share**' button.
5. Tap the '**airdrop**' button
6. A pop up will come up with the devices you can airdrop to. Tap the device that is yours.
7. A pop up will come up on the new iPhone saying that your old device would like to share with you. Tap '**Accept**'
8. Keep sharing until you transfer everything you wanted to transfer.
9. If you wish to turn off being able to receive or be sent anything from Airdrop, repeat step 3 on the new iPhone and turn airdrop off by tapping **'Receiving Off'**

METHOD 4. TRANSFER CONTENT VIA ITUNES (PC)/FINDER (MAC)

USING ITUNES (PC)

1. If you don't have iTunes installed go to https://support.apple.com/downloads/itunes to download it. Select the latest version of iTunes for Windows.
2. Open iTunes on your PC.
3. The first thing that needs to be done is to back up your old iPhone. Start this by connecting your old iPhone to your computer with a cable. A prompt may appear on the iPhone asking you if **'Trust this Computer?'**. Tap **'Trust'** and enter the iPhone passcode if it asks for it. Meanwhile a prompt will have appeared on itunes asking you to "Continue after trusting the computer". Click '**Continue**'.
4. An iPhone icon will appear near the top left of the iTunes window. Click on it. (See picture)
5. Click '**Summary**'.
6. In the centre of the Summary Screen will be "**Backups**". First make sure the '**This Computer**' option is selected. If you wish to transfer account passwords, health, and homekit data as well click '**Encrypt Backup**' and create a password for it. It can be as simple as '1111'.
7. Click '**Back Up Now**'. Once the backup is finished it will show you the date and time of it in "**Latest Backup**". Unplug the old iPhone.
8. With the backup done, it's time to transfer everything onto your new iPhone. Power it on and connect it to the computer as with the old phone. This time when you click on the Phone icon in the corner, you will be prompted to restore a backup onto your new phone. Select the backup you just did from the drop down list. If for whatever reason the prompt does not come up and you are instead taken to the Summary screen, simply click '**Restore Backup**' right beside the 'Back Up Now' button and you can select the backup from there. If it asks for a password, enter the encryption password you created (If you chose to do so).
NOTE: If you receive a message saying the iPhone's software is too old. Update the software, then try again. See TRANSFER DIRECTLY FROM IPHONE TO IPHONE USING QUICK START PART 1 **for instructions on how to do so.**
9. Once the backup is restored, your new iPhone will reboot itself. Follow the onscreen prompts to finish setting it up.

USING FINDER (MAC)

1. Open the Finder on your Mac.
2. First thing that needs to be done is to backup the old iPhone. Use a cable to connect your old iPhone to the computer. A prompt may appear on the iPhone asking you if **'Trust this Computer?'**. Tap **'Trust'** and enter the iPhone passcode if it asks for it.
3. Select your iPhone when it appears in the Finder window. The click '**General'** Under "**Backups**'' make sure '**Back up all of the data on your iPhone to this Mac**' is selected. If you wish to transfer account passwords, health, and homekit data as well click '**Encrypt Backup**' and create a password for it. It can be as simple as 1111.
4. Click '**Back Up Now**'. Once the backup is finished it will show you the date and time of it in "**Last Backup to this Mac**'' Unplug the old iPhone.
5. With the Backup done, it's time to transfer everything to the new phone. Plug the new Phone into the Mac, select it in the finder, click '**Restore Backup**' under Backups and select the backup you did. If it asks for a password, enter the encryption password you created (If you chose to do so). **NOTE: If you receive a message saying the iPhone's software is too old. Update the software, then try again.**
6. Once the backup is restored, your new iPhone will reboot itself. Follow the onscreen prompts to finish setting it up.

ANDROID TO IPHONE

1. On the old Android phone, open the Google Play Store and search for the **Move to iOS** app and install. Once installed, open the app.
2. Turn on the new iPhone. Follow the steps on screen and connect to WiFi. Follow the steps further until you see the **'Apps & Data'** screen. Tap **'Move Data from Android'**.
3. Tap **'Continue'** on both devices. Your iPhone should now be showing a 6-digit code. On the Android phone, tap **'Agree'**. Then **'Next'** on the top right corner.
4. On the Android device, enter the 6-digit code displayed on the iPhone. After entering the code, the Android device will connect with your iPhone over a Wi-Fi connection.
5. After connecting, you will get a list of items that you can transfer. After selecting what you want to transfer, start the process. Once it is complete, continue to follow onscreen instructions to finish setting up your new iPhone.

NOTE: THIS WILL NOT TRANSFER APPS. Apps will have to be downloaded through the App Store on your new iPhone. Any apps that were purchased on the Android through the Google Play Store will also have to be purchased again through the App Store.

ANDROID TO LG

1. On the old Android phone, open the Google Play Store. Search for the **LG Mobile Switch (Sender)** app and download it. Open the app and tap **'Wireless'** or **'USB Cable'** (depending how you'd like to do the transfer). **NOTE: If you wish to do USB Cable, you will need an OTG Adapter**
2. Open the LG Mobile Switch app on the new LG phone. Tap **'Receive'** and the option from step 1.
3. Connect your devices. Once the phones are connected, one of the devices will list items that you can transfer. After making sure the required items are selected, tap **'transfer'** to start the data transfer process.
4. Once the transfer is done, restart your new LG phone to complete the transfer.

IPHONE TO LG

1. On your new LG, open the **LG Mobile Switch** app and select **'USB Cable'**.
2. Connect the two devices with a lightning to USB-C cable. The iPhone will prompt you with **'Trust this Computer?'**. Tap **'Trust'** and on the LG Device tap **'Next'.**
3. After connecting, you will get a list of items that you can transfer. After selecting what you want to transfer, start the process. Once the transfer is done, restart your LG and finish setting it up.

ANDROID TO ANDROID

- In the case of a lesser used android (Ex: Huawei, Blackberry, Etc.) They will usually have their own data transfer apps. On your old Android phone, go to the Google Play Store and download the transfer app your new phone needs (Ex: Huawei's is called phone clone). Open the app on both devices and follow the on screen instructions to do the transfer.
- You can also use Google to backup and restore files.
  ① Go to your old device's settings go to Google Settings>Backup. You can see what has been backed up to Google's cloud recently. If you wish to run a backup, tap **'Back Up Now'**. In the case of your photos, back up everything directly through the Google Photos app.
  ② Turn on your new device and follow the on screen instructions until you get to the Google sign in screen. Sign into your Google account and when asked, choose the back up.
  NOTE: While setting up some phones (Samsung in this example), you are asked if you wish to transfer data. Say yes and then tap 'don't have access to phone'. Otherwise the backups screen will not come up when signing into Google.

LIMITED TRANSFER ABILITY

In the event where none of the above methods work for whatever reason, there are other methods to transfer information. However, there are limits to what can be transferred. In most cases these methods will only get your contacts and pictures/videos transferred. This can also be used if you only wish to transfer those and nothing else. Some of these methods are as follows:

- There are independent apps out there that allow you to do transfers. One example would be an app called "**Copy My Data"** that allows you to transfer Contacts and photos between phones so long as the devices are connected to the same **unrestricted (No password required)** WiFi network.
- Android phones can also transfer files over to each other VIA Bluetooth. Go to the Bluetooth settings on the new device and turn it on. Then go to the Bluetooth settings on the old device and connect to the new one. Now find and select the files you want to transfer. Use the **'Share'** or **'Send'** option and select Bluetooth. From there, select the new phone and start transferring. A prompt on the new phone will appear asking if you wish to accept the transfer. Tap '**Accept**'.

FACTORY RESETTING/ WIPING DEVICES

When you transfer your information to your new device, whatever was transferred will still be on the old one. If you wish to sell it or give it to a family member, you will need to reset it to factory settings. You will also have to do this on a device in order to do some of the transfers previously listed. Most notable would be iPhone transfers. This includes transferring everything from a family member's older phone to the old one you are giving them or if you need to transfer everything from your current phone back to the old one.

RESET IPHONE

1. To avoid any unseen complications with iCloud, it is best to sign out of your Apple ID first. Go to Settings>Apple ID (Which appears as your name). Go to the bottom of your Apple ID settings and tap **'Sign Out'**. A prompt will come up asking for your Apple ID password to turn off Find My iPhone. Enter your Apple ID password and tap **'Turn Off'**.
2. Go to Settings>General>Reset. Tap **'Erase All Content and Settings'**.
3. A prompt will pop up asking if you are sure. Tap **'Erase iPhone'.** The prompt will pop up once more. Tap **'Erase iPhone'** again and the phone will reset to factory settings.

RESET ANDROID

1. Go to Settings and Locate the **'Factory Data Reset'** settings. If you have trouble locating the factory reset settings, there is a **'Search'** function (commonly shown as a magnifying glass) at the top of your settings. Tap it and search **'Factory Data'.** The setting should come up on the search results. Tap **'Factory Data Reset'.**
2. The next page will inform you that this will delete all data from your phone. It will also list all the active accounts and apps on your device. Scroll to the bottom of the page and tap **'Reset'**.
3. A confirmation prompt will come up. Tap **'Erase Everything'** and the phone will reset to factory settings.