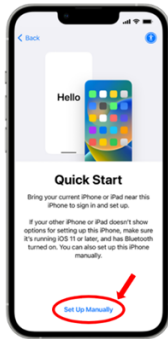


iPhone Transfer Instructions

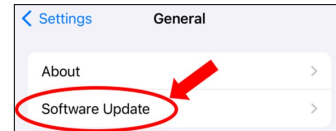
From an iPhone

1. First, set the new device up blank and do not transfer your data. Select your language & country, then on the “Quick Start” page, select “Set up Manually”



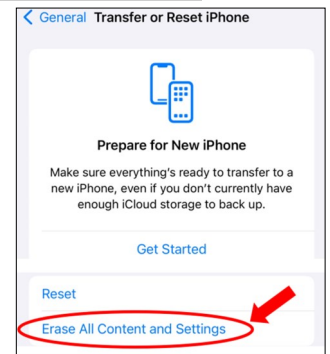
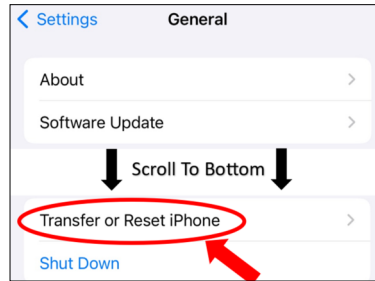
2. Continue following the on-screen instructions. You will need to connect to Wi-Fi, but don't set up a Passcode, Face ID, Siri, Apple Wallet etc. as the device will be reset in the following steps.

3. Once you get to the home screen, download and install the newest software update. Navigate to: Settings -> General -> Software Update -> Update Now
If the software is up to date, proceed to Step 4



4. Once the software update is complete, erase the device. Navigate to:

Settings -> General -> Transfer or Reset iPhone -> Erase All Content & Settings



5. Have your Apple ID password ready. If you do not know what it is, you can use “Forgot Password” to change it later on.

6. Then, use the small metal tool provided in the phone's box to open the SIM card tray on both phones and move the SIM card into your new device



7. Enable Bluetooth on the old phone, then power on the new phone and place them side by side

8. Follow the onscreen instructions until you see the “Quick Start” screen. A popup notification will appear on your old device. Tap “Continue”

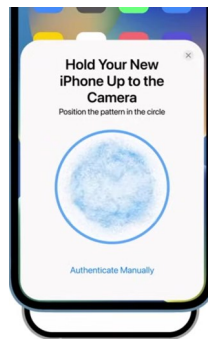
Tip – if you do not see this popup or accidentally close it turn both devices



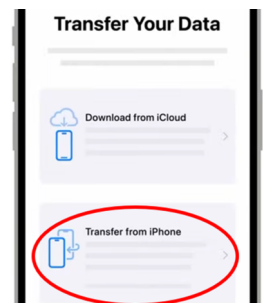
Old Phone New Phone

9. Hold the old device above the new so that the animation is the circle.

Tip - If the camera does not work, tap “Authenticate Manually” and type in the number that appears



10. Once you get to the “Transfer Your Data” screen select “Transfer from iPhone”. Once the transfer starts, a progress bar will appear on both devices



11. Keep both devices near each other and plugged in to power until the transfer com-

12. Once the transfer is complete, the new device will reboot and take you to the home screen. Your apps may be greyed-out until they complete downloading in the background

Tip – If your apps don't start popping in after a while, try turning the device off and back on!

Done!

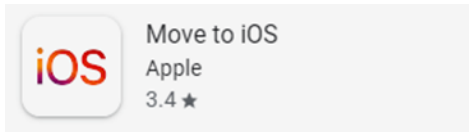
From an iCloud Backup

If you are unable to use your old device, then an iCloud backup may be the only way to get your data to the new device. This method is only able to transfer information that has been backed up to iCloud. Unless you have purchased additional iCloud storage, this will be limited to 5 GB worth of data.

1. Turn on your new device and follow the onscreen instructions until you see the “Quick Start” screen.
2. Select “Set up Manually”. Continue following the on-screen instructions until you get to the “Apps & Data” screen
3. Select “Restore from iCloud Backup”. Compare the dates & sizes of any backups that appear, and select the best one
4. Once the setup is complete, it is recommended to keep the device connected to Wi-Fi & plugged into power to allow iCloud to sync your information.

From an Android/Samsung

1. Download the “Move to iOS” app from the Google Play Store on your Android device



2. Use the small metal tool provided in the phone’s box to open the SIM card tray on both phones and move the SIM card into your iPhone. The Android should not have a cellular connection during the transfer

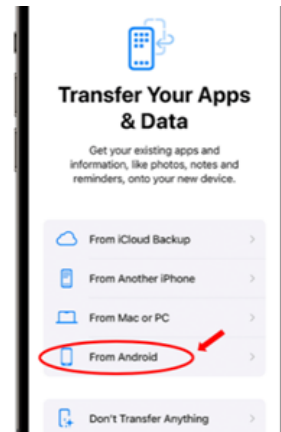


3. Turn on your iPhone and place it near your Android

4. Follow the on-screen instructions until you see the “Quick Start” screen. Tap “Set up Manually”



5. Continue following the on-screen instructions until you get to the “Apps & Data” screen. Select “From Android”



6. On the Android, open the “Move to iOS” app

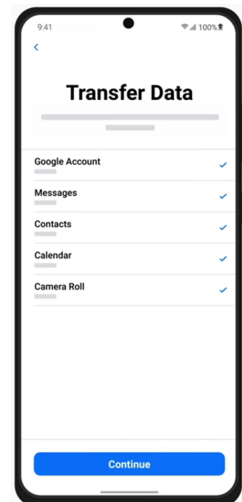


7. On the iPhone, tap continue and then wait for a 10- or 6-digit code to appear. If your Android shows an alert about a poor internet connection, you can ignore the alert. Enter the code on your Android device



8. The iPhone will create a temporary Wi-Fi network, when asked tap “Connect” then wait for the “Transfer Data” screen to appear

9. Select the content you would like to transfer, and tap “Continue”



10. Keep both devices plugged in to power and near each other until the transfer completes. It is normal for this to take a significant amount of time. ***Do not use either device while they are transferring***

Important —The Android may show that the process is complete early, but do not continue until the loading bar on the iPhone finishes

11. Once the loading bar on the iPhone is finished, tap “Done” on the Android device. Then, tap “Continue” on your iPhone and follow the on-screen instructions to complete the setup

12. If you are missing any apps, you can download replacements from the App Store



Note: Streaming services like Spotify only require you to download the iOS app and login to your account to access your library. However, files that are stored locally like PDF, EPUB and MP3 files have to be moved manually using a computer and iTunes. For more detailed instructions on this, visit <https://support.apple.com/en-us/HT205063>

Done!