

We can help!



Device Content/Data Transfer

Allows you to move photos, text messages, emails, and other files and applications between devices.

INSTRUCTIONS FOR: iPhone to iPhone using iCloud Backup

Before you begin

- If you have an Apple Watch and a new iPhone, unpair your Apple Watch from your old iPhone before you set up your new one. Unpairing automatically backs up your Apple Watch so you can restore it after you pair with a new iPhone.
- Make sure that you have backed up your old device to the Cloud.
- Have your Apple ID and password ready.



Transfer your iCloud backup

1. Turn on your new device. A "Hello" screen should appear.
If the new device has already been set up, you will need to erase all content and settings.*
2. Follow the steps until you see the Wi-Fi screen.
3. Tap a Wi-Fi network to join. Follow the steps until you see the Apps & Data screen, then tap Restore from iCloud Backup.
4. Sign in to iCloud with your Apple ID and password.
5. When asked, choose a backup. Make sure that it's the correct one by checking the date and size of each. If asked to update to a newer version of iOS, complete the update.
6. If you purchased iTunes or App Store content using multiple Apple IDs, you're asked to sign in to each. If you can't remember the passwords, you can skip this step by tapping "Don't have an Apple ID or forgot it."
7. Stay connected and wait for the restore process to finish, then complete the rest of the onscreen setup steps. If possible, keep your device connected to Wi-Fi and plugged into power after setup. This allows content like your photos, music, and apps stored in iCloud to automatically download back to your device.

* To erase your device, tap Settings > General > Reset > Erase All Content and Settings. This erases all data on your device. After you erase it, your device restarts and the "Hello" screen appears.