

We can help!



Device Content/Data Transfer

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

INSTRUCTIONS FOR: Apple to Apple Direct Transfer

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 device. Unpairing automatically backs up your Apple Watch so you can restore it after you pair with the new iPhone.
- Have your Apple ID and password ready.



Use Quick Start

You can use an iPhone or iPad that's already running iOS 11 or later to automatically set up a new device. This process occupies both devices, so make sure that you choose a time when you won't need to use either device for several minutes.

1. Power on both devices, turn on Bluetooth on the old device, and place them side-by-side.
2. The Quick Start screen will automatically appear on the old device and will display the option to use your Apple ID to set up the new device. Make sure that it's the Apple ID that you want to use, then tap Continue. If Quick Start does not automatically appear, you will need to update the old device to iOS 11 or later.
3. Wait for an animation to appear on the new device. Hold the old device over the new device, and centre the animation in the viewfinder. The new device will display 'Finish'. If you can't use the old device's camera, tap Authenticate Manually, and follow the steps.
4. When prompted on the new device, enter the passcode you used for the old device.
5. Follow the instructions to set up Face ID or Touch ID on the new device.
6. When prompted, enter your Apple ID password on the new device. If you have multiple devices, you might also need to enter their passcodes.
7. Your new device offers the choice of restoring apps, data, and settings from your most recent iCloud backup, or updating your current device's backup and then restoring. After you select a backup, you can choose whether to transfer some settings related to location, privacy, Apple Pay, and Siri. If you want to update the backup on your device, make sure that Wi-Fi is enabled on your device.