

iPhone, iPad & Android | Medium | 2 min read

iPhone and Android: moving your data to a new phone

Switching phones does not have to mean losing photos, contacts and messages. The key is to prepare the old phone and keep it until you have checked everything has arrived.

Before you start

1. Charge both phones, or keep them plugged in.
2. Connect both to Wi-Fi.
3. Back up the old phone. Do not skip this.
4. Know your passwords, especially your Apple Account or Google account, and your SIM PIN.
5. Keep the old phone until you are sure everything has moved across.

iPhone to a new iPhone

- **Quick Start:** put the two phones next to each other. When the new iPhone shows the setup screen, a prompt appears on the old one. Follow the on-screen steps and scan the pattern using the camera.
- You can usually choose to transfer directly from the old phone, or restore from an iCloud backup.
- Direct transfer is useful if you have lots of data not backed up, but takes time. Keep the phones close and plugged in.

Android to a new Android

- When setting up the new phone, choose the option to copy data from another device. Samsung offers **Smart Switch**, and Pixel phones offer a similar copy tool during setup.
- You can usually choose a cable, wireless transfer or restore from your Google backup. A cable is often faster and more reliable.

Between iPhone and Android

- **iPhone to Android:** Android phones offer a tool during setup to copy from an iPhone. Look for **Move from iPhone** or similar, depending on the manufacturer. Make sure iMessage is switched off on the old iPhone, so texts reach you.
- **Android to iPhone:** Apple offers a **Move to iOS** app on Google Play. Choose **Move Data from Android** during iPhone setup.

Transfers may not carry everything, such as some app logins or health data. Check what moves and what does not.

When to get more help

Get help if the transfer stops halfway, if you have important data you are not sure is saved, or if you use an authenticator app, banking app or WhatsApp. Do not wipe the old phone until you have checked the new one. We can help move everything across safely.

Still stuck? Email admin@visiontech336.com and tell us what you can see on the screen. Menus and button names can differ slightly between versions and makes. If something does not match, stop and ask rather than guess. Please never send passwords or card details.