

## Issue Details:

Application	Version	Description of issue
iCloud	iOS 5 iOS 6 iOS 7	There are times when you need to back up your current iPhone and restore the data to a new iPhone. This tech note will take you through the steps to transfer data from an iPhone to other using iCloud.

## Solution:

### How to transfer data from an iPhone to a new one using iCloud:

1. In your current iPhone, open the **Settings** app as shown in Exhibit 1.
2. Tap on **iCloud** as shown in Exhibit 2.
3. Tap on **Storage & Backup** as shown in Exhibit 3.
4. Toggle **iCloud Backup** on as shown in Exhibit 4. This will ensure that iCloud backs up your data once in a day.  
*Note: Make sure that your iPhone is connected to Wi-Fi and plugged in before backing up the data.*
5. If you need to back up again before transferring the data, tap on **Back Up Now** as shown in Exhibit 4.
6. View the status of your backup and wait till the backup process finishes.
7. Turn on your new iPhone.
8. Select your language and country to complete the setup assistant.
9. Choose to enable **Location Services** if required.
10. Select your Wi-Fi network when prompted.
11. Choose **Restore from iCloud Backup** and tap next when prompted as shown in Exhibit 5.
12. You will be asked to enter your Apple ID and password.
13. Choose your backup and tap Restore as shown in Exhibit 6. Wait till the restore process finishes.
14. Your iPhone will restart. You can connect it with iTunes to sync the data (such as videos, apps, etc.) not contained in the backup.

*Note:*

- *The data backup and restores processes may take some time depending on the amount of data and Internet speed.*
- *You would need to enter your passwords for voicemail, Apple ID and other accounts. Contact your carrier in case you forget your voicemail password.*

Immediate, Expert TECHNICAL SUPPORT of Off-the-Shelf Software and Mobile Devices

### Illustration:

Exhibit 1: The Settings app

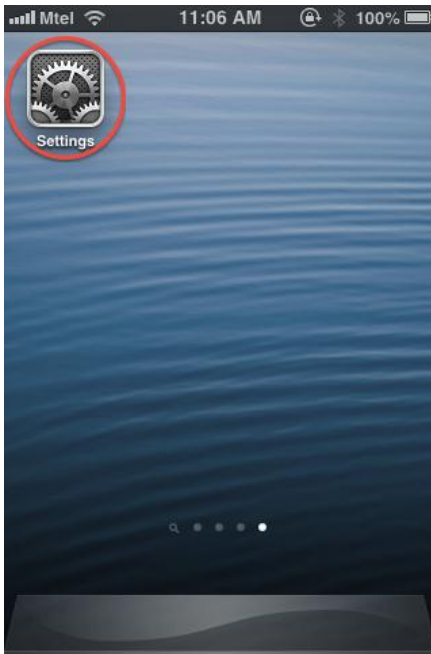


Exhibit 2: iCloud

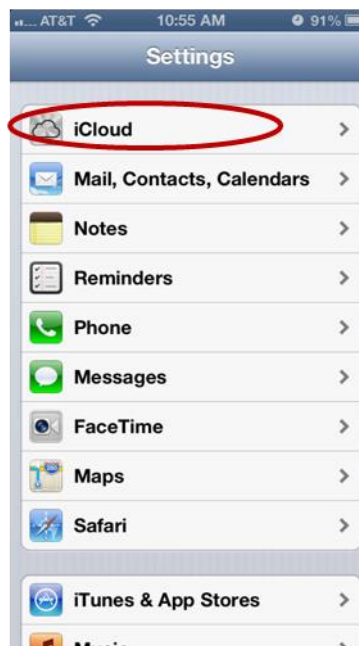


Exhibit 3: Storage & Backup



Exhibit 4: iCloud Backup



Exhibit 5: Restore from iCloud Backup

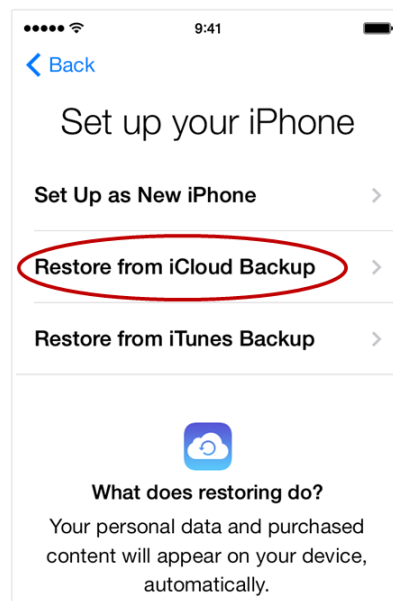


Exhibit 6: Choose backup

