
DATA TRANSFER GUIDE

REMEMBER:

- If none of these options work, it's time to get creative! Explore other approaches that might solve the issue—this guide doesn't cover every possible step. If you don't see an exact solution here, brainstorm alternative methods to get it working!
 - Additional resources: Google, YouTube, Victor, Sarah
 - **Think outside the box—this guide is just a starting point!**
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SAMSUNG TO SAMSUNG DATA TRANSFER SERVICE

WHEN TO USE:

- Samsung to Samsung
- Any other Android to Samsung (but not the other way around)
- iPhone to Samsung (as long as they have an iCloud back up)
- Both screens must be working on both devices for this method.

SAMSUNG SMART SWITCH:

1. Download the **Smart Switch** app on both devices.
2. Connect the devices using a USB cable or Wi-Fi.
3. Open the Smart Switch app on both devices.
4. On the receiving device, tap Receive Data and select Galaxy/Android.
5. On the sending device, tap Send Data and select the same connection method as the receiving device.
6. Follow the on-screen instructions to complete the transfer.

ADDITIONAL TIPS:

- Make sure both devices have a good charge, at least 50%.
- Don't switch the SIM card until the transfer is complete.
- If you're using a USB cable, use the original cable and the adapter that came with the customer's new phone.
- If they're switching from an iPhone or iPad, you can back up their data to iCloud and then transfer it using Smart Switch.
- You can also use Smart Switch to create a backup of their old files on a Windows PC or Mac.
- The device you are transferring from must have at least 500MB of storage.

ICLOUD & IPHONE TO IPHONE DATA TRANSFER SERVICE

WHEN TO USE:

- iPhone to iPhone
 - When both devices have working screen displays.

ICLOUD OR DEVICE TO DEVICE TRANSFERS:

1. Turn on new phone.
2. Go through initial set up (language, country, etc.) and connect the phone to the WiFi.
3. Choose either device to device or iCloud.
4. You can only do iCloud if the customer knows they have enough storage and there was a recent back up.
 - a. How to check when the most recent back up was:
 - i. Go into the settings and tap their name at the top.
 - ii. Go into iCloud and it says save to iCloud. Hit all and then it will show you what is and isn't backed up.
5. For device to device backups, the customer should stay in the store because it uses WiFi to transfer, unlike the iCloud transfer.

ADDITIONAL TIPS:

- Make sure both devices have a good charge, at least 50%.
- Make sure customer has Apple ID password. Extra charge for Apple ID password reset.
- Make sure Apple ID password is working first by turning off Find My iPhone. It will ask for the password so you can ensure the customer has the correct password.
- Make sure the device you are transferring to is factory reset. You can't transfer without it being completely factory reset.
- Ask if the customer wants photos, videos, and contacts transfer only, or if they want a whole copy of the phone including apps. Encourage them to do just the photos, videos, and contacts because it is much faster.
- The device you are transferring from must have at least 500MB of storage.

ANDROID TO IPHONE DATA TRANSFER SERVICE

WHEN TO USE:

- Android to iPhone
 - When both devices have working screen displays.

ICLOUD OR DEVICE TO DEVICE TRANSFERS:

1. Download “Move to iOS” app on Android.
2. Follow the steps.
3. Turn on new iPhone.
4. Go through initial set up (language, country, etc.) and connect the phone to the WiFi.
5. Choose Android to iPhone.
6. There will be a code on the Android that will need to be put into the iPhone.
7. Follow all the steps.

ADDITIONAL TIPS:

- Make sure both devices have a good charge, at least 50%.
- Make sure the device you are transferring to is factory reset. You can't transfer without it being completely factory reset.
- The device you are transferring from must have at least 500MB of storage.

MONITOR DATA TRANSFER SERVICE

WHEN TO USE:

- When device screen does not work.
 - Samsungs:
 - Note and S Series do work
 - A Series DO NOT work with this!
 - Foldable phones: some work and some do not. Flip 2 does NOT work. You will need to plug in foldable ones and see if it works or not.
 - Does not work for Pixels

MONITOR TRANSFERS:

1. Once you get the phone unlocked, follow the steps from the other docs that show which type of phone to phone transferring.

ADDITIONAL TIPS:

- Sometimes they do not “wake up” so you will need to push the space bar to get the passcode screen to come up and type in the passcode with the keyboard.
- If it has a pattern instead of a code, you can use the shortcut to call 911 to wake it up. Be sure the phone is not activated or the SIM card is pulled so you do not actually call 911. Tap the power button 5 times on a Samsung to do that.
- iPhones can use Face ID to open them to wake up the screen.
- Sometimes just because you can't see the screen, doesn't mean the touch doesn't work. So you could try to guess and type the code in.
- You can use Siri to turn on assistive touch.
- Battery life is very important! Make sure both devices have a good charge, at least 50%. Even use a wireless charger if needed to keep them charged.

PHONE TO FLASH DRIVE DATA TRANSFER SERVICE

WHEN TO USE:

- When they just want to back up pictures or just transfer photos.
- When they want their information backed up somewhere, but not the new phone.

PHONE TO FLASH DRIVE TRANSFERS:

1. Go into file management app.
2. Find files you want to transfer.
3. Copy and paste into the flash drive.

ADDITIONAL TIPS:

- Customer needs to provide their own flash drive.
- Make sure the flash drive has more storage than the phone does.
- Needs to be USB-A port, USB-C port, or a lightning port.
- USB-A needs to be plugged into the dongle and then plugged into the device.
- On Android, go to file manager app and then find the files you want to transfer, and then press on them, copy, and find the destination target you want it to go to.

THIRD PARTY APP DATA TRANSFER SERVICE

WHEN TO USE:

- When no other options work and both devices will turn on.
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THIRD PARTY APP TRANSFERS:

1. Download “Content Transfer” from Verizon.
2. Follow the directions in the app.

ADDITIONAL TIPS:

- This will only transfer photos, videos, and contacts.
 - Only data stored directly on the phone's hard drive will transfer; cloud data or data requiring loading will not.
 - If they are connected to an email, or something of that sort, it will not transfer until they log back into it.
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TEMPORARY REPAIR DATA TRANSFER SERVICE

WHEN TO USE:

- When the device will not turn on and when the monitor option does not work. This is the last resort. Try everything before this.
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TEMPORARY REPAIR TRANSFERS:

1. Replace the screen or battery.
 2. Follow instructions for whichever phone it is.
 3. Be sure to put the old screen or battery back on before you give it to the customer!
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ADDITIONAL TIPS:

- This service is an additional \$30.
 - It can be tricky to know if the phone is still working.
 - Don't always trust the customer, do your own assessment of the phone.
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