iPhone Replacement Instructions
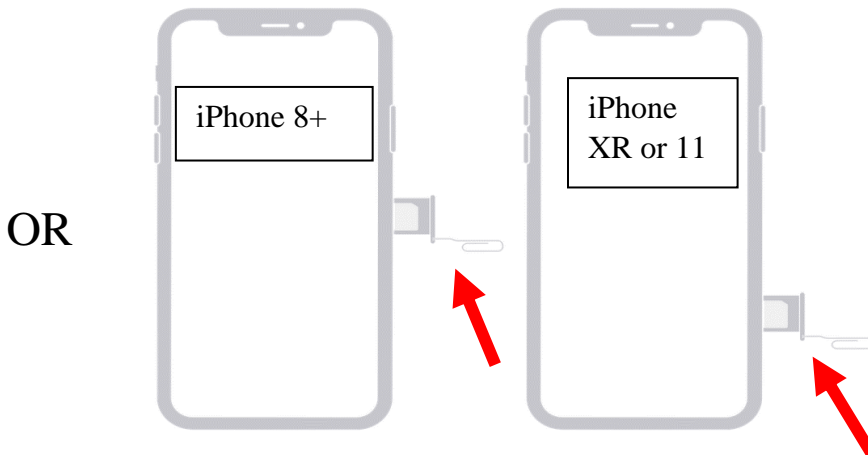
Follow the instructions below or create a Help Desk ticket for assistance.

Step 1 – Back up your old cell phone to **iCloud**
   A. Connect to wireless
   B. Go to Settings – At the top choose your name.
   C. Choose iCloud
   D. Choose iCloud Backup (turn it on if it's off)
   E. Choose Back Up Now – it will notify you how long it will take
   F. If you get a message that states there isn't enough space to back up to iCloud you'll either have to back up to iTunes or move photos to your computer or USB device.
   G. When it finishes it will show the time of the last back up (which should be the current time)

Step 2 – There are two ways that you can activate your cell phone.
   1. Switch SIMs.
       a. Shut off old phone and new phone.
       b. On both phones, insert a paper clip end into the hole beside the tray. Push it in towards the iPhone but don't force it. The SIM card tray should pop out. Remove the SIM card.
       c. Notice the notch on one corner of the new SIM card. It will only fit one way because of the notch. Place the old phone's SIM card into the new phone SIM card tray. Insert the SIM card tray into the new iPhone completely and in the same orientation that you removed it.

OR

   2. Call Verizon
       a. The new phone must be off.
       b. Using your **old phone** call 877-807-4646 and follow the directions
            i. When prompted type your phone number including area code
            ii. When prompted press 1 to activate
            iii. Your call will be disconnected after it is activated.
       c. Turn off your __old phone__

Step 3 – Setup new cell phone
   A. Turn on your **__new cell phone__** by holding the right hand side button until you see an apple
       a. Swipe up to open
       b. English
       c. United States
       d. Set Up Manually

     e. Choose Wi-Fi Network - SCSCHOOLS – Type your network username and password – Join – Trust - Next (it will take a few minutes to activate the phone)

B. Face ID is not something you need. If you decide you want it, read "About Face ID & Privacy" first.
C. Create a 6 digit passcode or you can press Passcode Options to choose 4-Digit Numeric Code - Type passcode (**DO NOT FORGET YOUR CODE**)
D. At Apps & Data, depending on how you backed up your old cell pick Restore from iCloud Backup or Restore from iTunes Backup.
E. Choose the latest backup - At Settings from Your Backup choose Continue
F. It's up to you if you set up Screen Time
G. It's up to you if you set up Apple Pay
H. It's up to you if you set up iCloud Keychain
I. At Siri press Continue
J. At App Analytics press Don't Share
K. To "Go Home" swipe up from the bottom edge at any time. Continue
L. To switch between recent apps swipe up further from the bottom edge, then release, to show your recent apps. Continue
M. Swipe down from the top-right edge to open Control Center (flashlight, alarm, calculator, etc.). Press and hold on a control to reveal more options. Continue
N. Welcome to iPhone. Swipe Up
O. Your district email should automatically set up for you.
P. Set up iCloud backup - Settings – Press your name – Press iCloud – Scroll down to iCloud Backup – Turn it on
Q. If you want to enable Find My Phone, go to Settings – Press your name – Press iCloud – Scroll down to Find My iPhone and turn it on.
R. To power off new phone, press and hold the right side button and on the left hand side either the up or down volume buttons.

Step 5 – Check new iPhone to see if it's working properly
A. Call someone. Ask someone to call you.
B. Open Safari and browse to a website.
C. See if your contacts, notes, apps, photos, etc. transferred from your old phone to the new phone. **If they didn't, don't proceed to Step 6.**
D. If you have any problems create a ticket in HelpDesk

Step 6 – Erase your old phone (**if everything transferred to your new phone**)
A. Turn on old phone
B. Go to Settings and choose your name at the top of the screen
C. Press Find My
D. Press Find My iPhone
E. At Find My iPhone turn it off
F. Type your Apple ID password and press Turn off
G. Go back to the screen that shows Apple ID and your name and choose iCloud
H. Choose iCloud Backup
I. At iCloud Backup turn it off
J. Go back to iCloud
K. Press Apple ID in the upper left hand corner to go to iCloud
L. Scroll to the bottom and choose Sign Out
M. Type your Apple ID password and press Turn off in the upper right hand corner.
N. Go to Settings and choose General
O. Scroll to the bottom and press Transfer or Reset iPhone and choose Erase All Content and Settings

P. Press Erase All Content and Settings
Q. Type your passcode
R. Press Erase iPhone
S. Your phone will restart and should end up and the Hello screen. Turn it off.
T. Tape your name to your old phone and return it to Technology at ESC.