

# Migrating a User to a new iPhone from an existing iPhone (WIP)

Migrating a user with an existing PBR issued iPhone to a new PBR issued iPhone that is MDM enrolled

## Step 1 - Backup Device

Use Apple Devices App from Microsoft Store to backup existing iPhone

## Step 2 - Restore Backup on new Device

Device must be enrolled in Apple business manage and intune

- If using a **new phone**, this can be done by turning on the new iPhone when it prompts for language plug in USB cable connected to PC, make sure you have Apple Devices App open. Then you will have the option to restore
- If enrolling an **existing device**, erase the phone, when it restarts and prompts for language plug in USB cable connected to PC, make sure you have Apple Devices App open. Then you will have the option to restore

When restore is complete the iPhone will restart. remove the cable from the computer when apple logo is displayed

## Step 3 - Enrollment Process

- When phone restarts should come up with restore complete
- Connect to 'internet' Wi-Fi

- Enroll this iPhone
- Setup face id
- Create a passcode
- Sign in to users apple account
- Accept terms and conditions
- Turn on location services

Everything should come across, photo's contacts, settings, apps etc.

## Notes:

- Backups done via Apple Devices App are found stored on your local PC in C:\Users\User name\Apple\MobileSync\Backup\

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