

bravad

TELUS

Authorized Dealer

SETTING UP YOUR NEW DEVICE

DATA TRANSFER

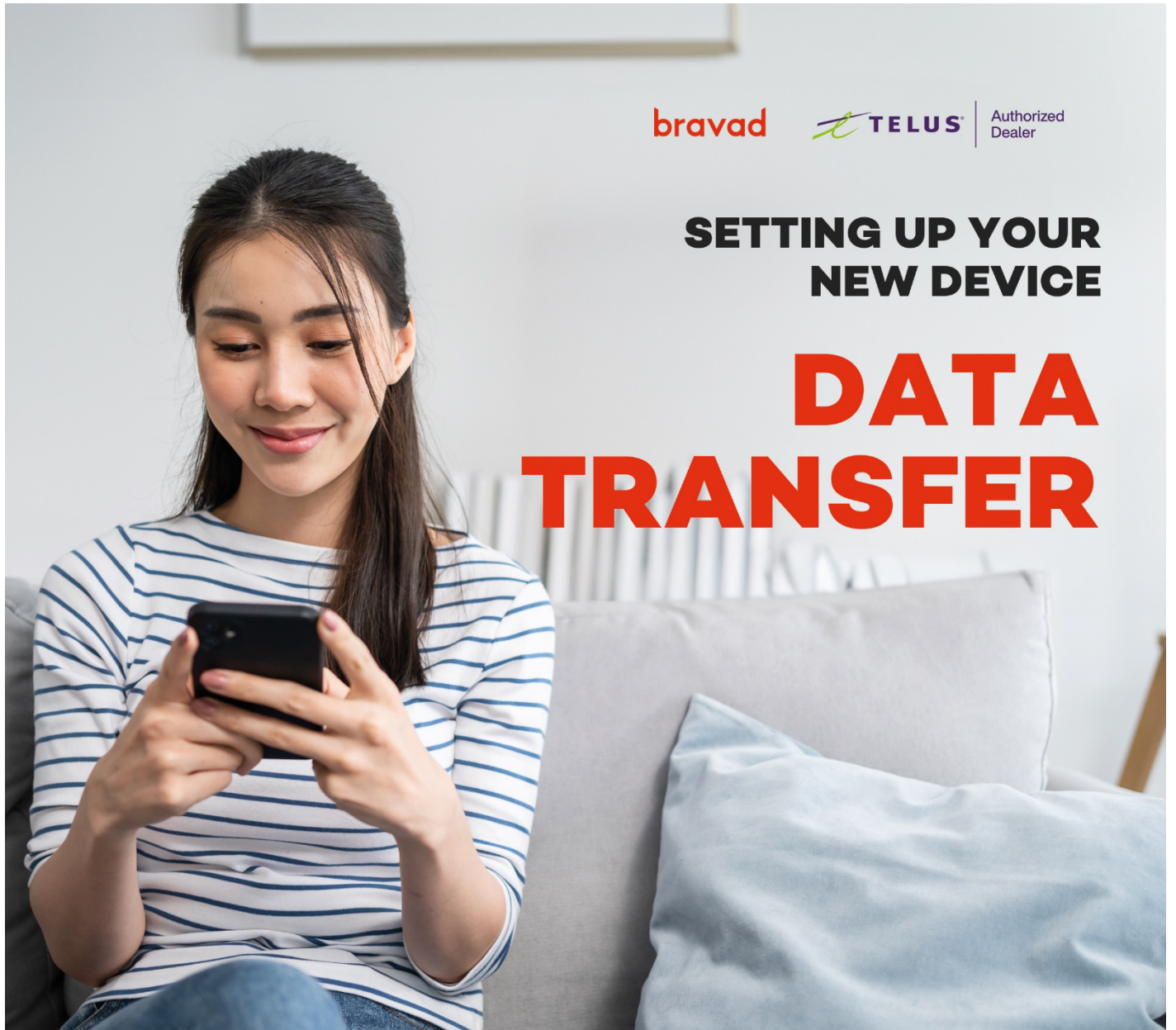


Table of contents

Data transfer	2
Apple device to Apple device	2
Samsung device to Samsung device.....	2
Apple device to Samsung device.....	2
Samsung device to Apple device.....	2
Delete your device.....	3
Procedure for Apple devices.....	3
Procedure for Android devices - Google and Samsung	4

Data transfer

Apple device to Apple device

Click [here](#) to view the procedure for transferring data to your new Apple device.

Samsung device to Samsung device

Click [here](#) to view the procedure for transferring data to your new Samsung device.

Apple device to Samsung device

Click [here](#) to view the procedure for transferring data to your new Samsung device.

Samsung device to Apple device

Click [here](#) to view the procedure for transferring data to your new Apple device.

Delete your device

Procedure for Apple devices

Before handing over your device, check that you have deactivated the Locate my [device] service on your device before sending it to us. Otherwise, your device will be locked and unusable.

Unlocking from your phone

Simply log out of iCloud, then delete all your content and settings. This operation will erase all data from your device, dissociate it from your Apple ID and deactivate the Locate service.

On iOS 10.3 or later:

1. Touch Settings > [your name].
2. Scroll down the page and touch Disconnect.
3. Enter the password associated with your Apple ID, then touch Deactivate.
4. Return to Settings.
5. Touch General > Reset > Erase content and settings.

On iOS 10.2 or earlier:

1. Touch Settings > iCloud.
2. Scroll down the screen and touch Disconnect > Disconnect.
3. Touch Delete from my iPhone and enter your password.
4. Return to Settings.
5. Touch General > Reset > Erase content and settings.

Unlocking on the web

To remove the activation lock from a device that is not in your possession, proceed as follows:

1. In a web browser, connect to iCloud.com with your Apple ID.
2. Go to Locate my iPhone.
3. At the top of the screen, click on All my devices.
4. Select the device.

Procedure for Android devices - Google and Samsung

See devices that have used your account

You can see computers, phones, and other devices that are currently using or have recently used your Google Account. You can check this info to make sure no one else has signed in to your account.

Tip: You can see devices that have used your account at google.com/devices.

Review devices where you're signed in

1. Go to your [Google Account](#).
2. On the left navigation panel, select Security .
3. On the Your devices panel, select Manage devices.
4. You'll see devices where you're currently signed in to your Google Account. For more details, select a device.

Review devices where you've recently signed out

1. Go to your [Google Account](#).
2. On the left navigation panel, select Security.
3. On the Your devices panel, select Manage devices.
4. Scroll down to "Where you've signed out."
5. You'll see any devices where you've signed out of your Google Account in the last 28 days.

Sign out on a device you no longer use

To help keep your account secure, sign out on devices that:

- Are lost or you no longer own
- Don't belong to you

Important: If you don't recognize a device or there's unfamiliar activity on your account, follow the steps to [secure your account](#).

1. Go to your [Google Account](#).
2. On the left navigation panel, select Security.
3. On the Your devices panel, select Manage devices.
4. Select the device > Sign out.

Secure your account if you see an unfamiliar device

1. Go to your [Google Account](#).
2. On the left navigation panel, select Security.
3. On the Your devices panel, select Manage devices > Don't recognize a device?.

You can look for these signs that someone else is using your account:

- You don't recognize a device. You might not recognize activity that was actually you if:
 - You started using a new device.
 - You used someone else's device or a public computer, like at a library. Learn how to [sign out on a public device you're no longer near](#).
 - You recently reset your device to factory settings. The device could still show up.
- You weren't in a location at the time listed. You might not recognize a location where you were if:
 - You traveled to that place or stopped there briefly, like at an airport.
 - You see a nearby place instead of an exact location. [Learn how we determine a device's location](#).

- You don't remember using your account at a certain date and time. You might not recognize a certain date and time if you have apps that connect to your Google Account, like Gmail or Calendar, because the times could be more recent than you remember.
- You see a different browser (like Chrome or Safari) than the one you normally use.