



Apple Quick Transfer Process (QTP)

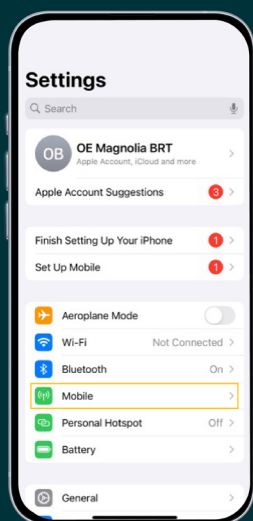
Transfer between iPhones

Quick Transfer Journey to another iPhone

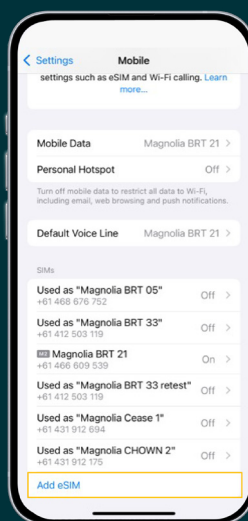
Before you start:

- Make sure both devices are signed in with the same Apple ID.
- Unlock your old iPhone with its passcode.
- Keep the devices close together and turn on Bluetooth.
- Check that both iPhones are running iOS 18.4 or later.

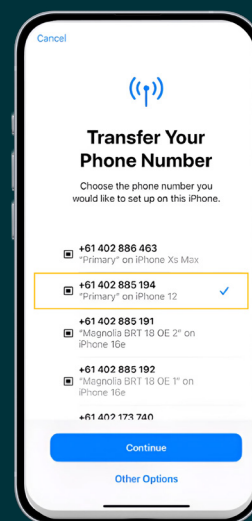
If any of these criteria are not met, you will see screens that are different to the ones below - where you will need to select Transfer From Nearby iPhone, and enter a verification code from your previous iPhone. See <https://support.apple.com/en-au/118669#QuickTransfer> for more information.



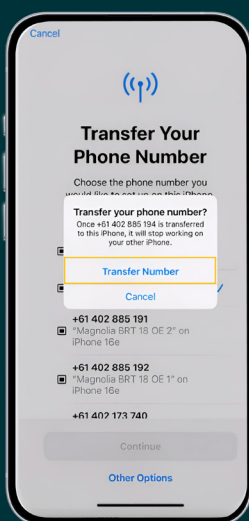
1. Open Settings → Mobile



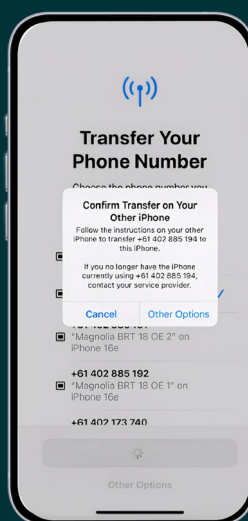
2. Tap 'Add eSIM'



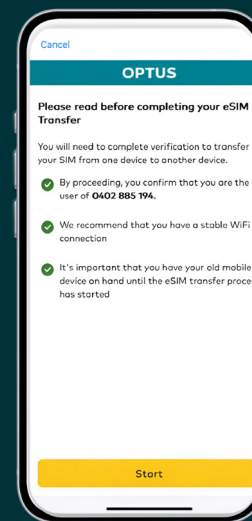
3. Select number to transfer



4. Select 'Transfer Number'

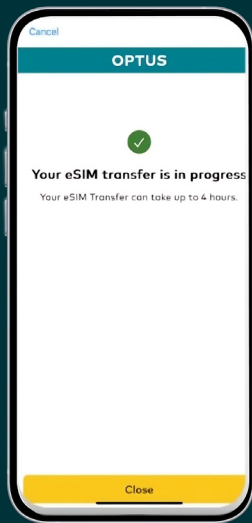


5. Confirm transfer on existing iPhone

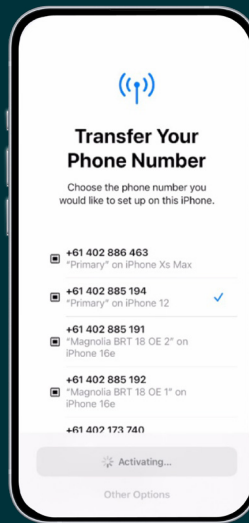


6. Read info displayed and select 'Start'

Quick Transfer Journey to **another iPhone**



7. Transfer in progress
- select 'Close'



8. Transfer in progress



9. Transfer complete

Further information

Our dedicated support team is here to help. If you encounter any issues, reach out to us via one of the contact points below, and we'll assist you in getting your eSIM up and running in no time.

1. **Your dedicated Service Desk 1300 number** – via the unique 1300 number setup for your team

2. **General Enquiries:**

Phone: 134 315

Monday to Friday from 8:00AM to 6:00PM
(for service enquiries and requests)

24 x 7 (for incident reporting)

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