

# Over Peover Online How to....

Transfer data, SIM card and number to a new phone

# So, you got a new phone....

- But all your contacts, apps, photos, videos, music, calendar, messages, email and settings are on your old phone!
- What you need to do depends on
  - ▣ Where you got your new phone from
  - ▣ The operating systems of the old and new phones
  - ▣ What sort of content you need to transfer



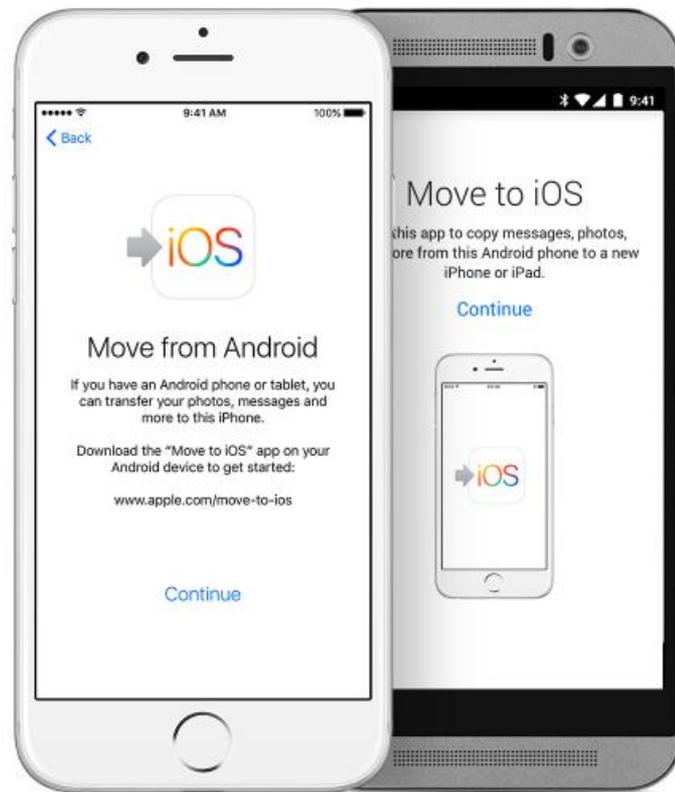
# If your new phone came from a shop

- If you bought your new phone from a high street store then first action is to ask them to transfer all your data for you. Take in both phones plus the receipt.
- If you got the new phone online or can't get to the store then consult this guide from The Carphone Warehouse [Transfer data from your old phone to your new phone](#)



# If you are moving from Android to iOS

- If you are changing operating system from Android (Samsung, HTC, Sony, Motorola etc.) to iOS (Apple iPhone / iPad) then you can also use the Apple app “Move to iOS” available from the Google Play Store.
- For more information see this guide on the Apple website.  
[Move from Android to iPhone, iPad, or iPod touch](#)



# If your SIM card doesn't fit

- SIM cards come in three different sizes as in the picture.
- In each case the chip part is the same, it is just the amount of plastic around it that is different.
- The Nano SIM is slightly thinner too but a cut down standard or micro SIM card should still fit.
- If you need to transfer your old SIM card into your new phone or tablet you have two options
  - ▣ Ask your network provider to send you a new card of the right size (they may charge for this depending on your contract or if you are on Pay As You Go)
  - ▣ Use a SIM card punch to reduce its size (available online from about £3.50)



Standard (Mini) SIM Card  
15 x 25 mm



Micro SIM Card  
15 x 12 mm



Nano SIM Card  
8.8 x 12.3 mm



# Transfer your existing phone number

- If your new phone comes with a new SIM card it may have a new phone number especially if it's from a different network provider.
- If your new phone is an upgrade from your existing provider they should provide you with a new SIM card (if a different size is needed) and transfer your phone number for you.
- If you have changed network provider you can transfer your existing phone number to the new SIM card and phone by getting a Port Authorisation Code (PAC) from your old network provider. Contact your new network provider and give them this code. It usually takes a couple of days to make the switch. During the switch process it is important that your old phone and SIM is switched off. Your new provider should tell you what you need to do.