

Backup and restore your iPhone using iTunes

Backup iPhone using iTunes

Performing this backup process on a Monash computer will enable eSolutions to provide further support if required.

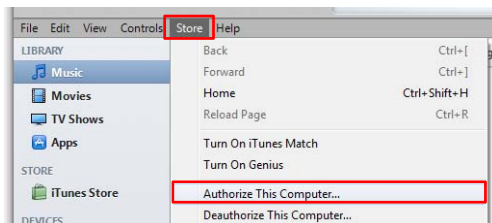
Your iTunes backup includes:

1. Purchased music, apps, and books,
2. Photos and video in the Camera Roll,
3. Device settings (for example, Phone Favorites, Wallpaper, and Mail, Contacts, Calendar accounts),
4. App data,
5. Home screen and app organization,
6. Messages (iMessage, SMS, and MMS) and ringtones.

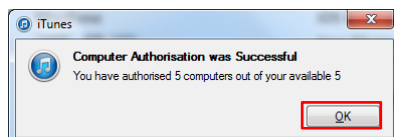
Please ensure that you are running the latest version of iTunes 12.0.1. A guide to installing Software on a Monash computer can be found here:

<http://intranet.monash.edu.au/esolutions/software/catalogue/apps.html>

1. Open iTunes 12.0.1.
2. Press **Ctrl+B** to show the **Menu bar** on a Windows computer.
3. Click on **Store** in the Menu bar > **Authorize this Computer**.



4. Enter the same Apple ID account that is used on your Phone and click on **Authorize**. (The Apple ID can be found on your iPhone under **Settings > iTunes & App Stores**)

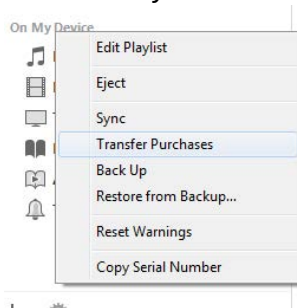


5. Connect your iPhone to your computer via USB cable.
6. Select your phone under the **Device** section.

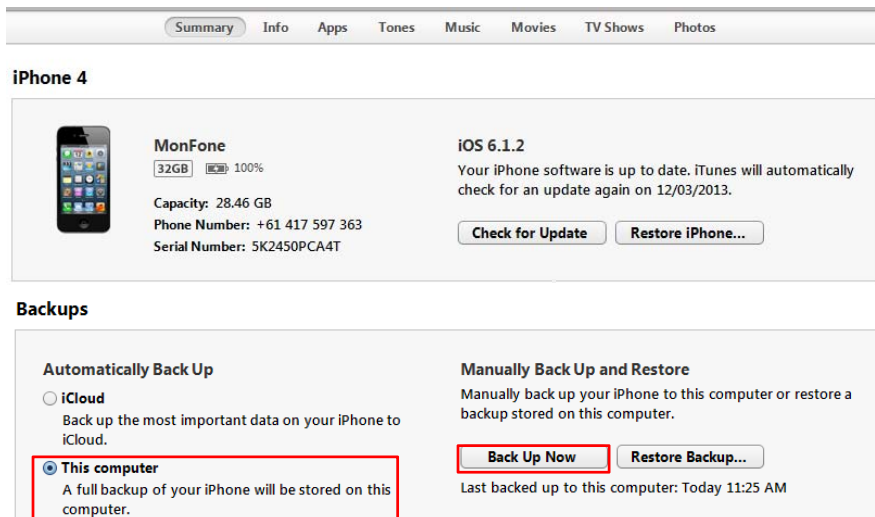


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7. **Right click "On My Device"** and select **Transfer Purchases**. Please wait for the transfer to complete before continuing. This may take some time depending on how much data you have.



9. From the main window under **Backups**, select **This Computer** and click on **Backup Now**. **Note:** If Back Up Now is greyed out, Transfer Purchases has not completed, please wait.



10. When the backup is complete you will see the current date and time below the **Back Up Now** button.

11. You have now completed the backup, please eject and disconnect your iPhone.

Please note that any future changes you make to your iPhone will not be saved in this backup and will not be reflected in the restore.

Need help? Contact the Service Desk

Telephone: +61 3 9905 1777

Online: servicedeskonline.monash.edu



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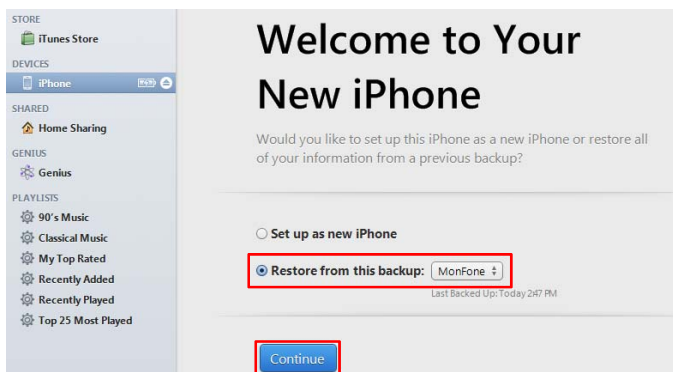
Restore your iPhone using iTunes

Please ensure that you are using the same computer on which the backup was completed.

1. Open iTunes.
2. Connect your new iPhone to your computer via USB.
3. You may be prompted to update your iPhone software to version 8.3. Click **Download and update** to start the update.



4. The phone will update and restart when the update is complete.
5. Select **Restore from this backup** and click **Continue**.



6. Once the restore has completed your phone will restart again.
7. The Start-up wizard will launch on your iPhone.
8. Connect to the **eduroam** wireless network. Enter your **authcate password**.
9. Complete the wizard as prompted to customise your settings.
10. If prompted, enter your password(s) for your email account(s).

You have now completed the backup/restore process and your data is now restored to your iPhone.

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