

GSD. Global – Mobile Phone - Import Contacts from a SIM Card to iOS Device

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General Information:

Possible symptoms/errors:

User wants to import Contacts from a SIM Card to iOS Device

Alternative names of the system:

SIM cardContacts

IMPORTANT NOTICE:

Business contacts should not be stored in private cloud accounts. Those needs to be stored in business account.

Solution:

iOS does not have a feature that lets users save contacts via SIM card. They are saved on the device or other cloud solution account. However, if users have a SIM card that stored contacts from other devices like Android, they can import them on their iOS device through these steps.

Advise user to tap Settings on their iOS device.

Next, user must go to Mail, Contacts, Calendars.

Note: in other iOS versions - this may look little different - Mail, Contacts, Calendars may be divided to separate sections

Advise user to tap Import SIM Contacts.

Inform user to select the place where the contacts should be imported. In this example, the selected option is On My iPhone.

User must wait for the import process to complete.

Note: Contact information imported from a SIM card depends on the available on information set by your previous phone.

Assignment Group:

Ext_WW_Mobile-Workplace_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A