



What to do before you sell, give away, or trade in your Mac, iPhone, iPad

Back up your data, then restore to factory settings by turning off certain features and services, erasing your Mac, and reinstalling macOS.

Moving to a new Mac? Before taking these steps, you can use Migration Assistant to [move your files from the old Mac to your new Mac](#).

June 1, 2021

Tom Bonanno & Bruce Mitchell -
Open Discussion





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1

Create a backup

Make sure that you have a current backup of your important files. [Learn how to back up your Mac](#).

2

Sign out of iTunes in macOS Mojave or earlier Deauthorize this Computer

If you're using [macOS Mojave or earlier](#), open iTunes. From the menu bar at the top of the screen or iTunes window, choose Account > Authorizations > Deauthorize This Computer. Then enter your Apple ID and password and click Deauthorize.

Authorize or deauthorize your computer for iTunes Store purchases

Learn how to authorize your computer before you use it to sync or play content that you download from the iTunes Store.

When you authorize your Mac or PC, you give it permission to access your music, movies, and other content.

For Music App

- You can authorize up to 5 computers, which means that you can play your content on 5 different computers.
- You can't authorize a computer from another computer or from your iPhone, iPad, or iPod touch.

Before you sell or give away your computer or send it in for service, deauthorize your computer to remove its access to protected purchases. For other devices, [learn how to see where you're signed in or remove devices](#).

Store availability and features might vary by country or region.

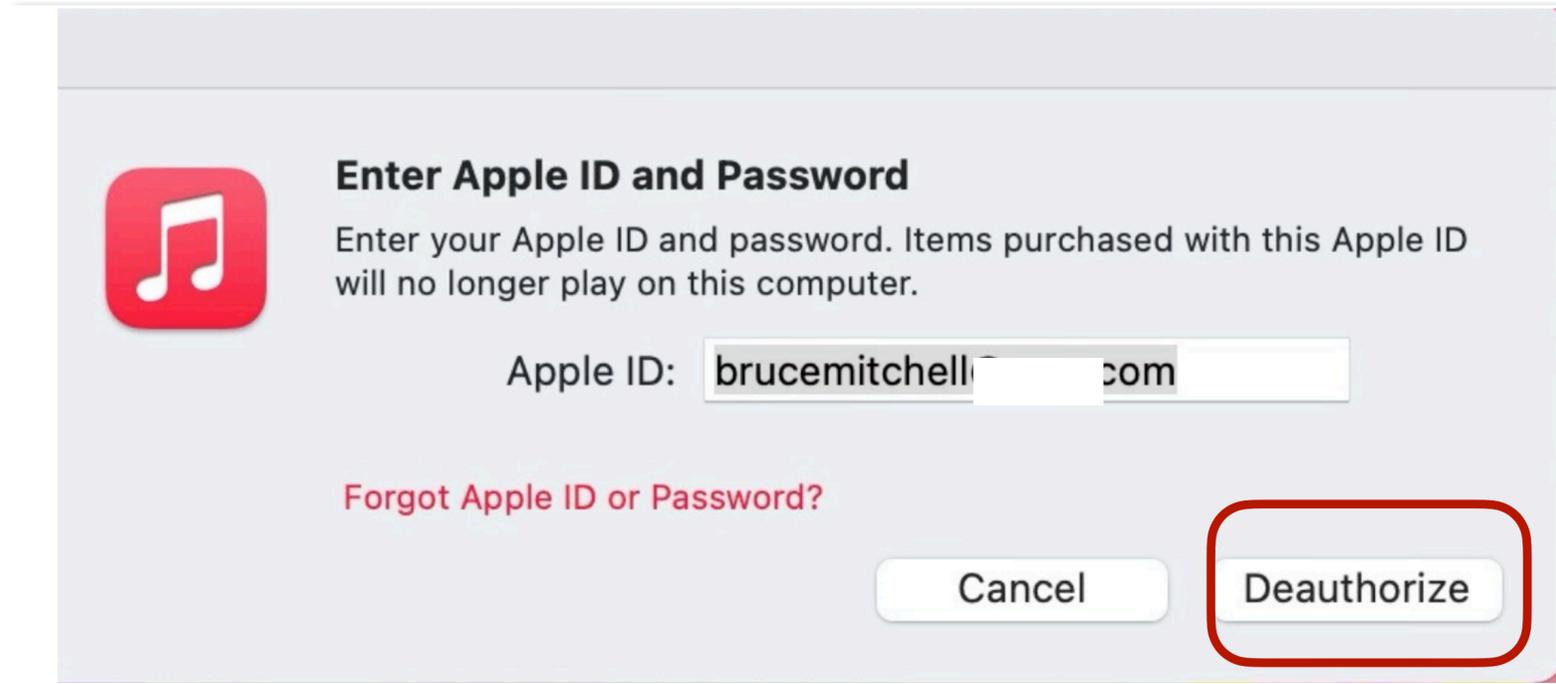
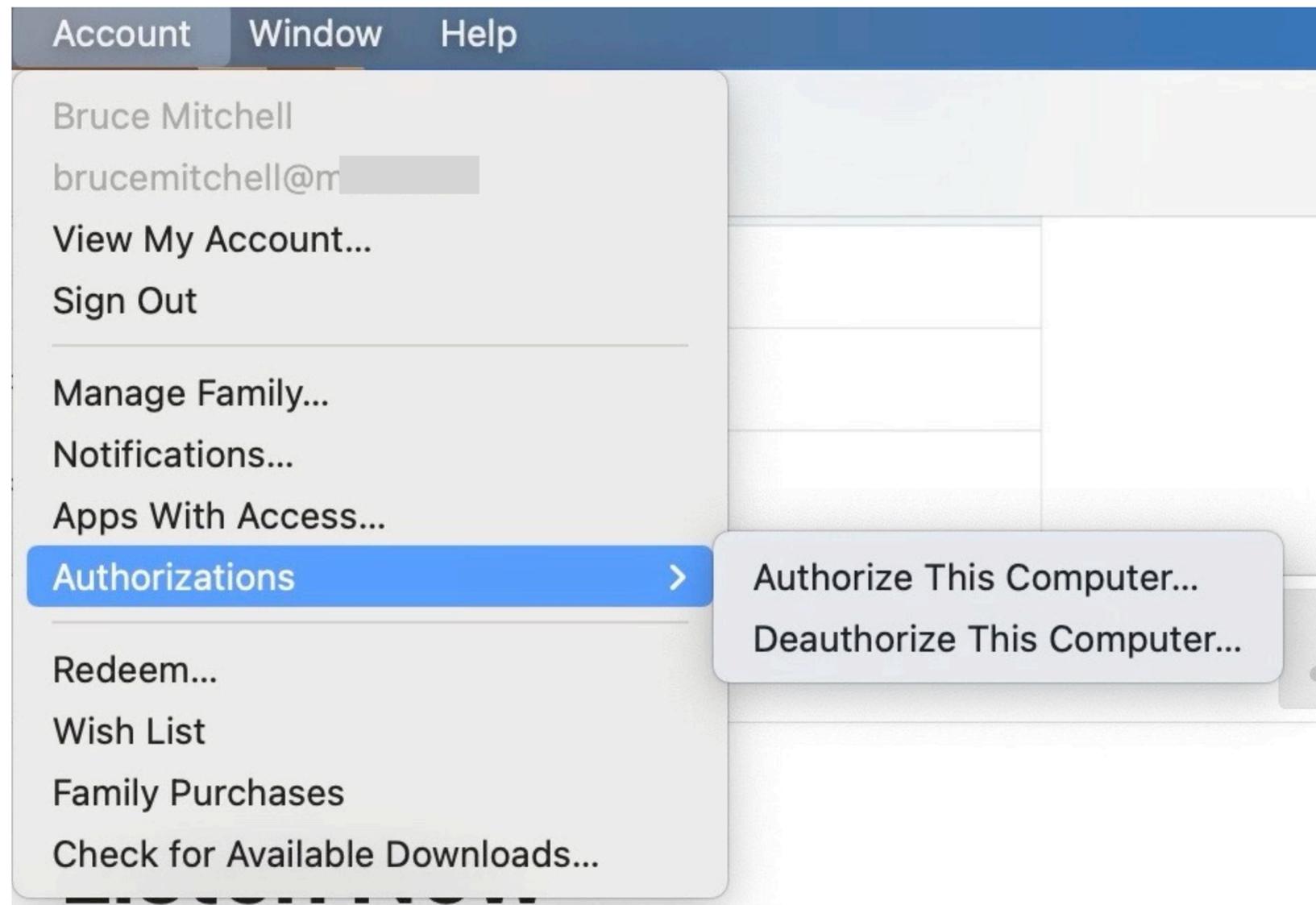
[Authorize a Mac
or PC](#)

[See authorized
computers](#)

[Deauthorize
a computer](#)

[About authorizing
other devices](#)

In the Music App on Your Mac



Music > Account > Authorize > Deauthorize
enter ID and Password when prompted

3 Sign out of iCloud

If you're using [macOS Catalina or later](#), choose Apple menu  > System Preferences, then click Apple ID. Select Overview in the sidebar, then click Sign Out.

If you're using macOS Mojave or earlier, choose Apple menu  > System Preferences, click iCloud, then click Sign Out.

You will be asked whether to keep a copy of your iCloud data on this Mac. You can click Keep a Copy, because you're erasing your Mac later. Your iCloud data remains in iCloud and on any other devices that are signed in to iCloud with your Apple ID.

4 Sign out of iMessage

If you're using [OS X Mountain Lion or later](#), open the Messages app, then choose Messages > Preferences from the menu bar. Click iMessage, then click Sign Out.

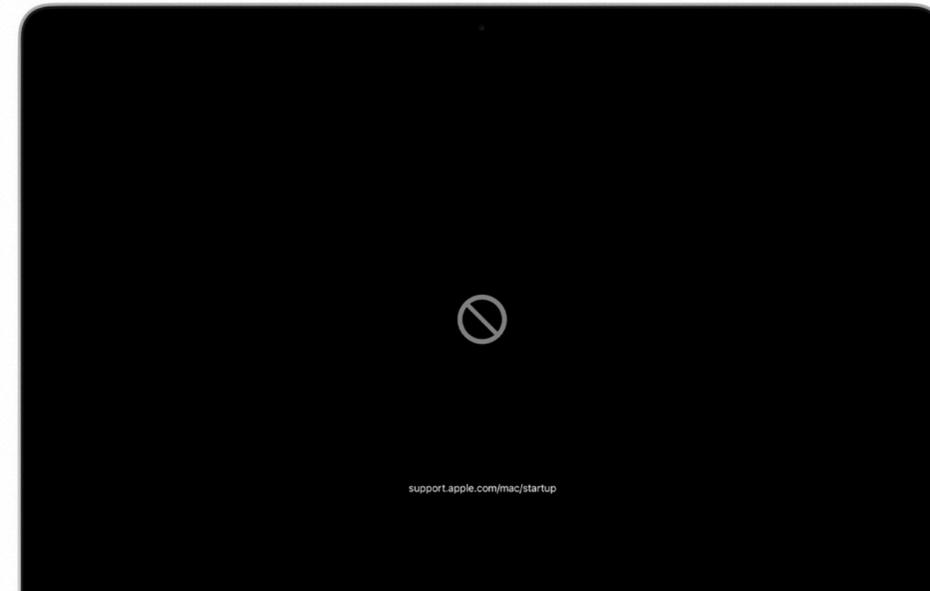
5 Reset NVRAM

Shut down your Mac, then turn it on and immediately press and hold these four keys together: Option, Command, P, and R. Release the keys after about 20 seconds. This clears user settings from memory and restores certain security features that might have **Option-Command P R**

If your Mac doesn't start up all the way

If your Mac doesn't start up all the way or needs you to do something during startup, it might stop at one of these screens.

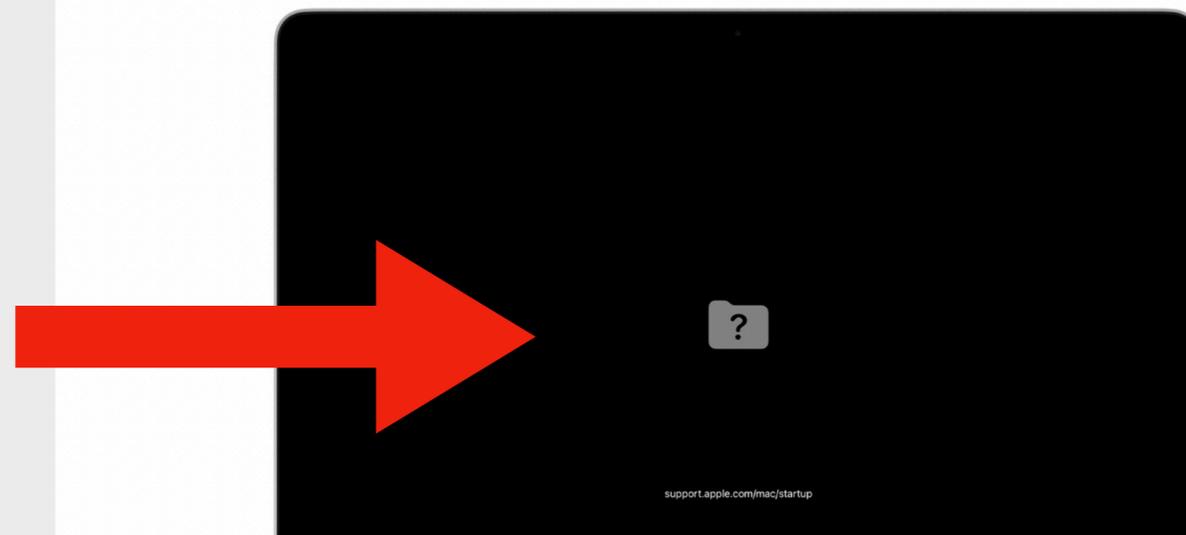
Circle with a line through it



Learn what to do [if your Mac starts up to a circle with a line through it](https://support.apple.com/en-us/HT204156?cid=mc-ols-mac-article_ht204156-macos_ui-10062020) (prohibitory symbol).

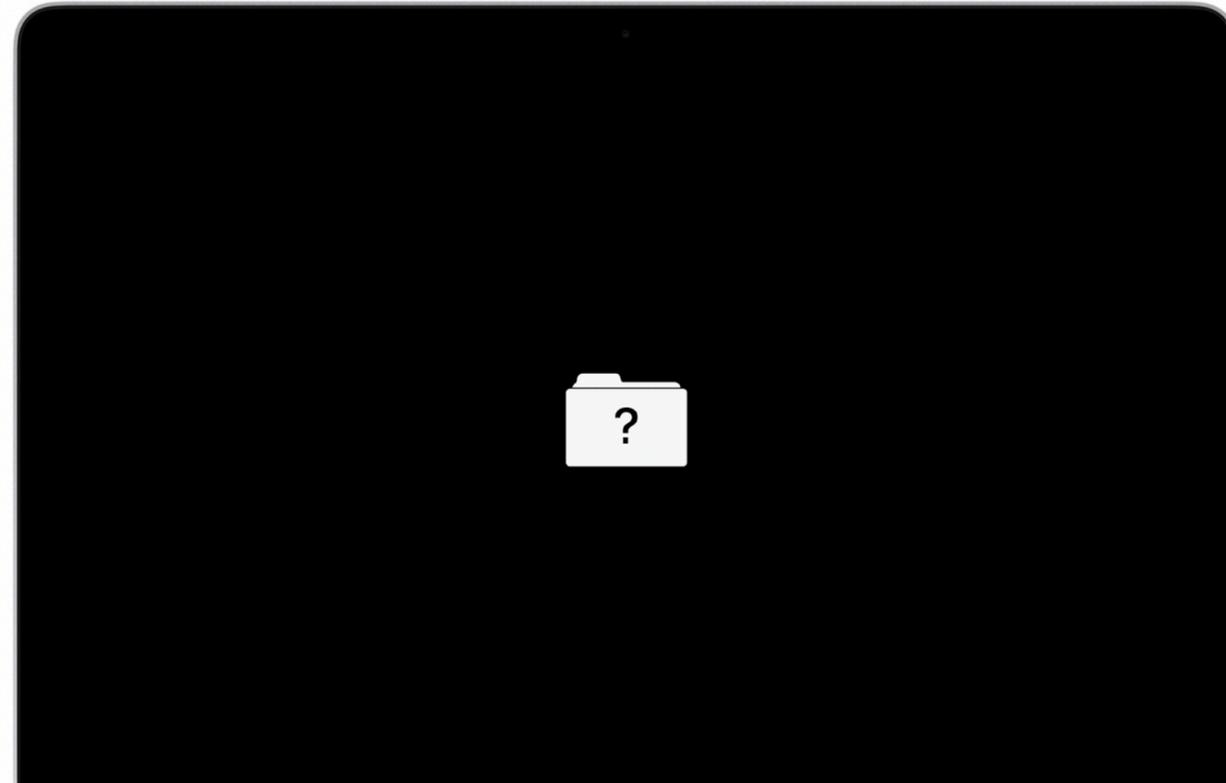
https://support.apple.com/en-us/HT204156?cid=mc-ols-mac-article_ht204156-macos_ui-10062020

Question mark



If your Mac starts up to a question mark

A folder with a flashing question mark means that your startup disk is no longer available or doesn't contain a working Mac operating system.



If the question mark appears only momentarily before your Mac starts up normally:

1. [Reset NVRAM](#).
2. Make sure that your preferred startup disk is selected in [Startup Disk preferences](#).

If the question mark persists, follow these steps:

1. Press and hold the power button on your Mac for up to 10 seconds, until your Mac turns off.
2. Turn on your Mac and immediately press and hold Command (⌘) and R to [start up from macOS Recovery](#).
3. While in macOS Recovery, [use Disk Utility to repair your startup disk](#).
4. If Disk Utility found no errors or repaired all errors, [reinstall macOS](#).

6

Optional: Unpair Bluetooth devices that you're keeping

If your Mac is paired with a Bluetooth keyboard, mouse, trackpad, or other Bluetooth device that you plan to keep, you can unpair it. This optional step prevents accidental input when the Mac and device have separate owners but remain in Bluetooth range of each other.

If you're unpairing Bluetooth input devices from a desktop computer such as an iMac, Mac mini, or Mac Pro, you must plug in a USB keyboard and mouse to complete the remaining steps in this article.

To unpair a Bluetooth device, choose Apple menu  > System Preferences, then click Bluetooth. Move your pointer over the device that you want to unpair, then click the remove (x) button next to the device name.

7

Erase your hard drive and reinstall macOS

Don't re-install macOS
on Trade-In

The best way to restore your Mac to factory settings is to [erase your hard drive and reinstall macOS](#).

After macOS installation is complete, the Mac restarts to a setup assistant that asks you to choose a country or region. To leave the Mac in an out-of-box state, don't continue setup. Instead, press Command-Q to shut down the Mac. When the new owner turns on the Mac, the setup assistant guides them through the setup process.

7

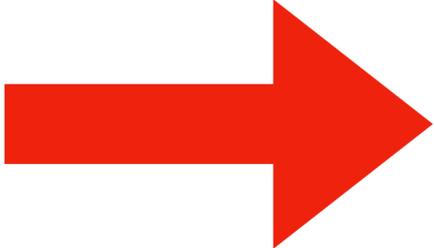
Erase your hard drive and reinstall macOS

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No matter the model or condition, we can turn your device into something good for you and good for the planet: [Learn how to trade in or recycle your Mac with Apple Trade In](#).



Published Date: June 04, 2020

Helpful?

Yes

No

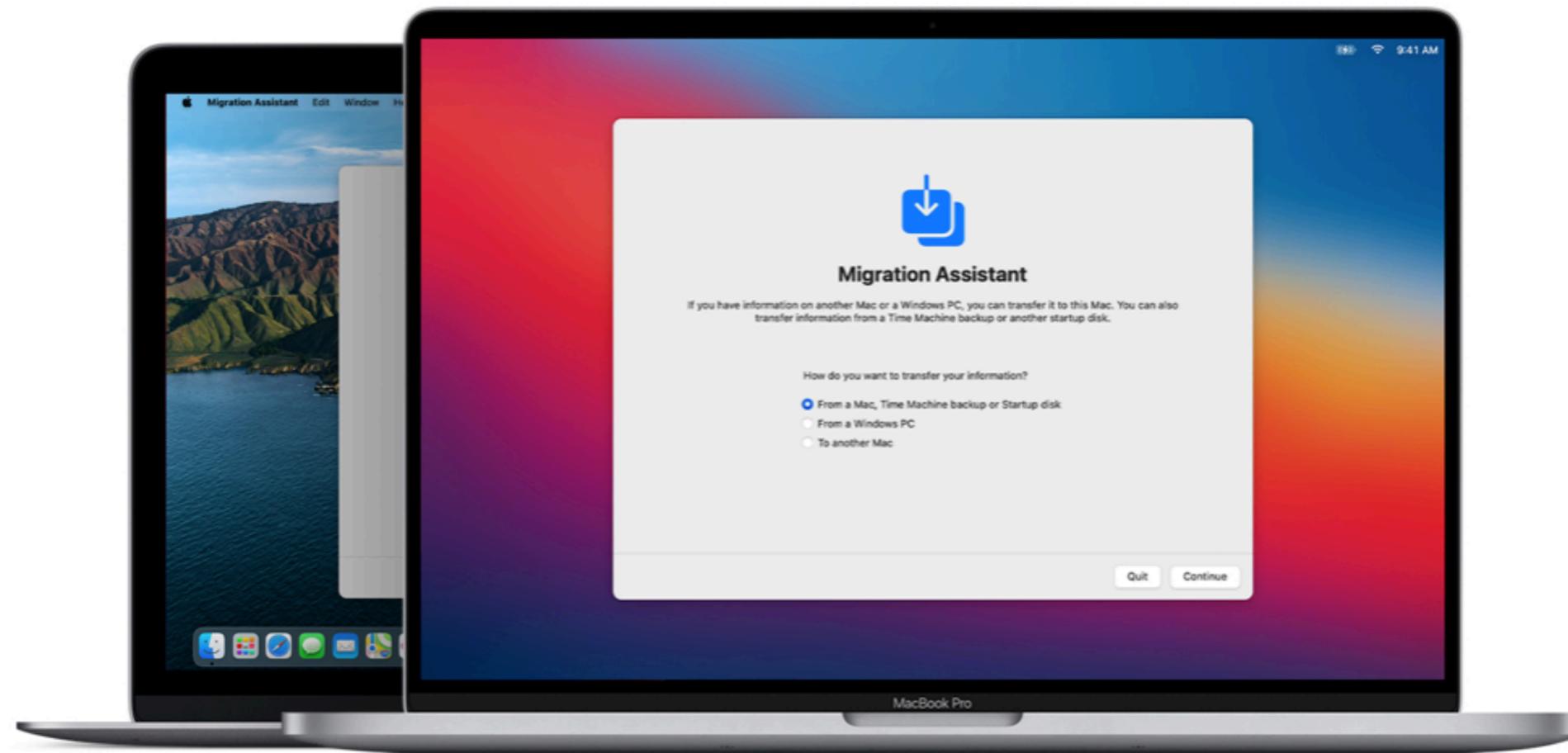


Start a discussion in Apple Support Communities

[Mac](#)[iPad](#)[iPhone](#)[Watch](#)[TV](#)[Music](#)[Support](#)

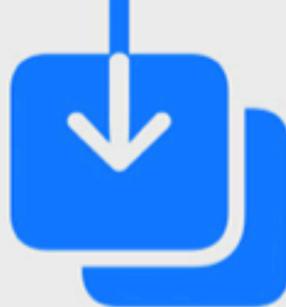
Move your content to a new Mac

Use Migration Assistant to copy all of your documents, apps, user accounts, and settings to a new Mac from another computer.



Migration Assistant copies all of your files from your old Mac to your new Mac so that you don't have to copy them manually.

<https://support.apple.com/en-us/HT204350>



Migration Assistant

If you have information on another Mac or a Windows PC, you can transfer it to this Mac. You can also transfer information from a Time Machine backup or another startup disk.

How do you want to transfer your information?

- From a Mac, Time Machine backup or Startup disk
- From a Windows PC
- To another Mac

Quit

Continue

Transfer information to this Mac

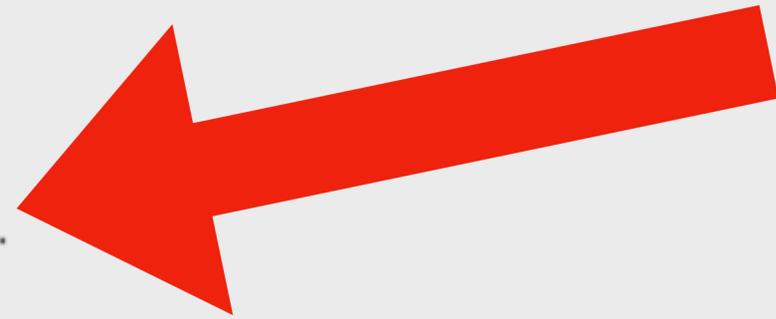
Select a Mac, Time Machine backup, or other startup disk to transfer its information to this Mac.



John's MacBook Pro

[Other Server...](#)

⚙ Looking for other sources...



Make sure that the other Mac, Time Capsule, or disk that you are transferring from is connected to the same network or directly connected to this Mac.

When transferring from another Mac, open the Migration Assistant app in the Utilities folder on that Mac and select "To another Mac".

Current Wireless Network: Wi-Fi [Change...](#)

Back

Continue

Transfer information to this Mac

Choose which backup to transfer information from.



John's MacBook Pro

- >  Media (Macintosh HD - Data)
Last Backup: July 28, 2020
- >  Media (Macintosh HD - Data)
Last Backup: Today at 9:41:00 AM

Data Volume

Back

Continue



-  iCloud >
-  Media & Purchases >
-  Find My >

If you no longer have the device, you can remove it from your account using **Find My**



Turn off Find My on a Mac

On the Mac, choose Apple menu  > System Preferences, then do one of the following:

- *macOS 10.15 or later*: Click Apple ID, click iCloud, then deselect Find My Mac. Enter your Apple ID password, then click Continue.
- *macOS 10.14 or earlier*: Click iCloud, then deselect Find My Mac. Enter your Apple ID password, then click Continue.

<https://support.apple.com/guide/icloud/turn-off-find-my-on-your-devices-mmcdc23b125f6/icloud>

Turn off Find My on an Apple Watch

1. On your Apple Watch, press and hold the side button until the sliders appear, then drag the Power Off slider to the right.
2. Open the Apple Watch app on your iPhone, tap My Watch, then tap your Apple Watch at the top of the screen.
3. Tap , then tap Unpair Apple Watch.
4. In Find My iPhone on iCloud.com, click All Devices, then select the Apple Watch.

If you don't see All Devices, it's because you've already selected a device. Click the name of the current device in the center of the toolbar to access the Devices list, then select a new device.

5. Click Remove from Account.

If your Apple Watch was set up by a family member, you can turn off Find My on your Apple Watch. Go to Settings > [your name] > Find My, turn off Find My Watch, then enter your Apple ID password.

<https://support.apple.com/guide/icloud/turn-off-find-my-on-your-devices-mmdc23b125f6/icloud>

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Turn off Find My on your devices

Before you sell, give away, or trade in a device, you should turn off Find My. When you turn off Find My on a device, the device is removed from your Devices list and [Activation Lock](#) is turned off.

If you no longer have the device, you can [remove it from your account using Find My iPhone on iCloud.com](#).

Note: If you only want to stop sharing your location temporarily, you can hide your location. See [Share your location in Find My](#) in the Find My User Guide for Mac.

Turn off Find My on an iPhone, iPad, or iPod touch

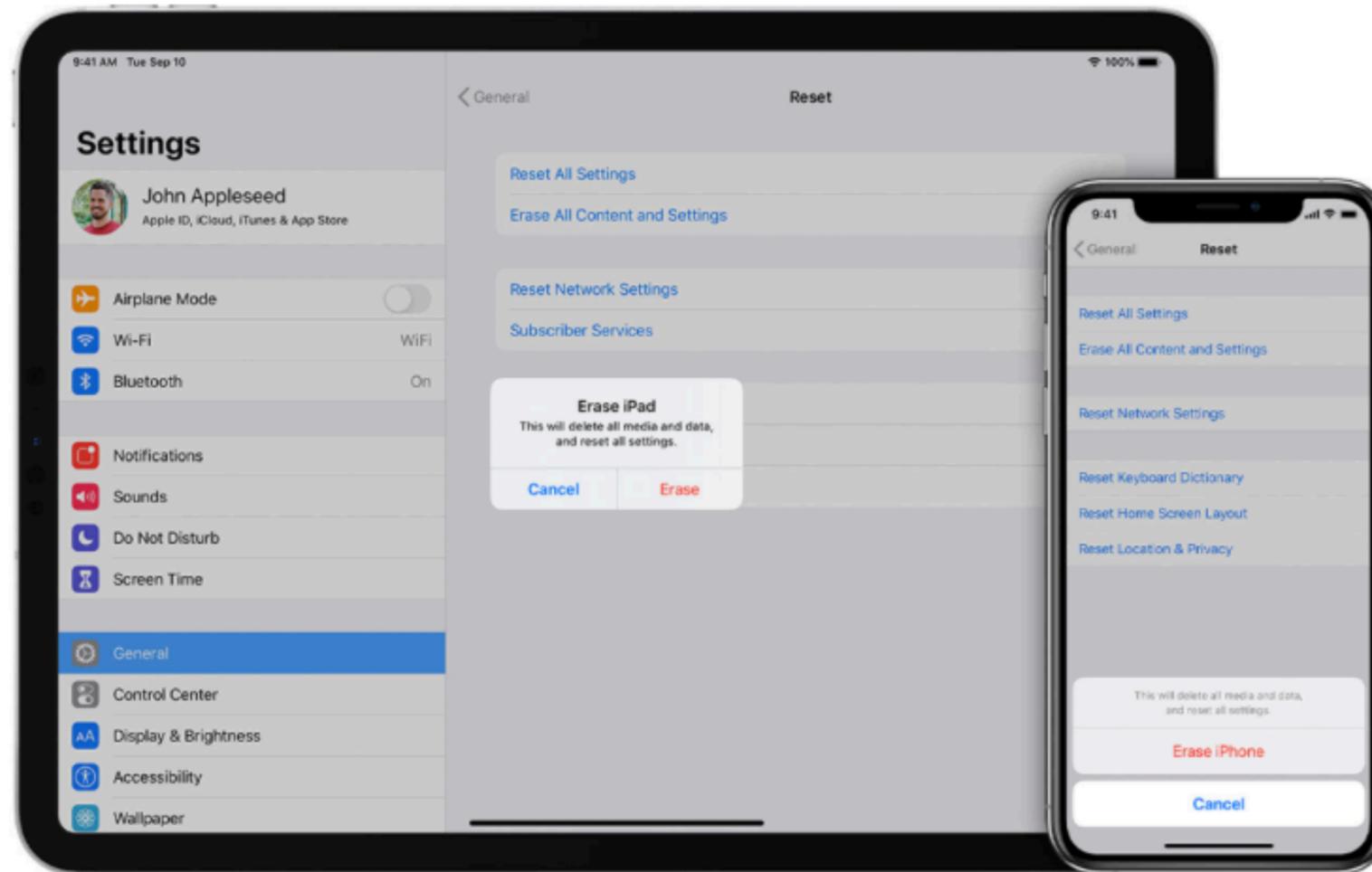
On the device, do one of the following:

- *iOS 13, iPadOS 13, or later:* Go to Settings > [your name] > Find My, then turn off Find My [device]. Enter your Apple ID password, then tap Turn Off.
- *iOS 12 or earlier:* Go to Settings > [your name] > iCloud, then turn off Find My [device]. Enter your Apple ID password, then tap Turn Off.

What to do before you sell, give away, or trade in your iPhone, iPad, or iPod touch

Use these steps to transfer information to your new device, then remove your personal information from your old device.

<https://support.apple.com/en-us/HT201351>



Before you sell, give away, or trade in your device, you should first transfer information to your new device, then remove your personal information from your old device.

You shouldn't manually delete your contacts, calendars, reminders, documents, photos, or any other iCloud information while you're signed in to iCloud with your Apple ID. This would delete your content from the iCloud servers and any of your devices signed in to iCloud.

Sell or give away your iPad

Before you sell or give away your iPad, see the Apple Support article [What to do before you sell, give away, or trade in your iPhone, iPad, or iPod touch](#), and be sure to perform the following tasks:

- [Back up iPad](#). If you replace one iPad with another, you can [use the setup assistant](#) to restore the backup to your new iPad.
- [Erase all content and settings](#) that contain personal information. If you previously [turned on Find My](#) for your iPad, Activation Lock is removed when you erase iPad, making it ready for a new owner.

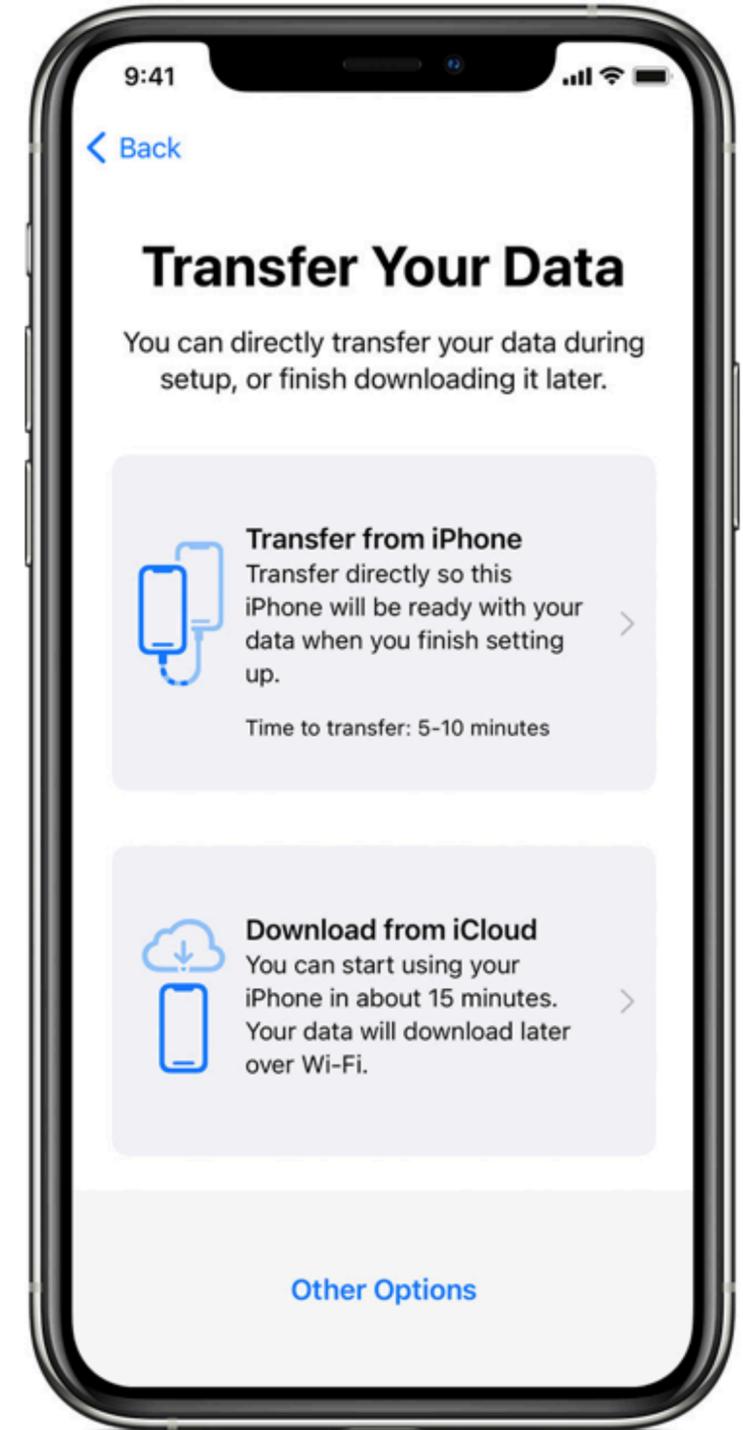
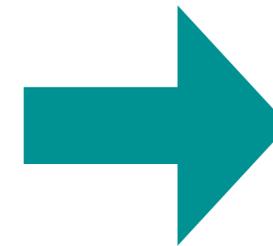
<https://support.apple.com/guide/ipad/sell-or-give-away-your-ipad-ipada92a4d12/ipados>

<https://support.apple.com/en-us/HT210216>

How to use Quick Start

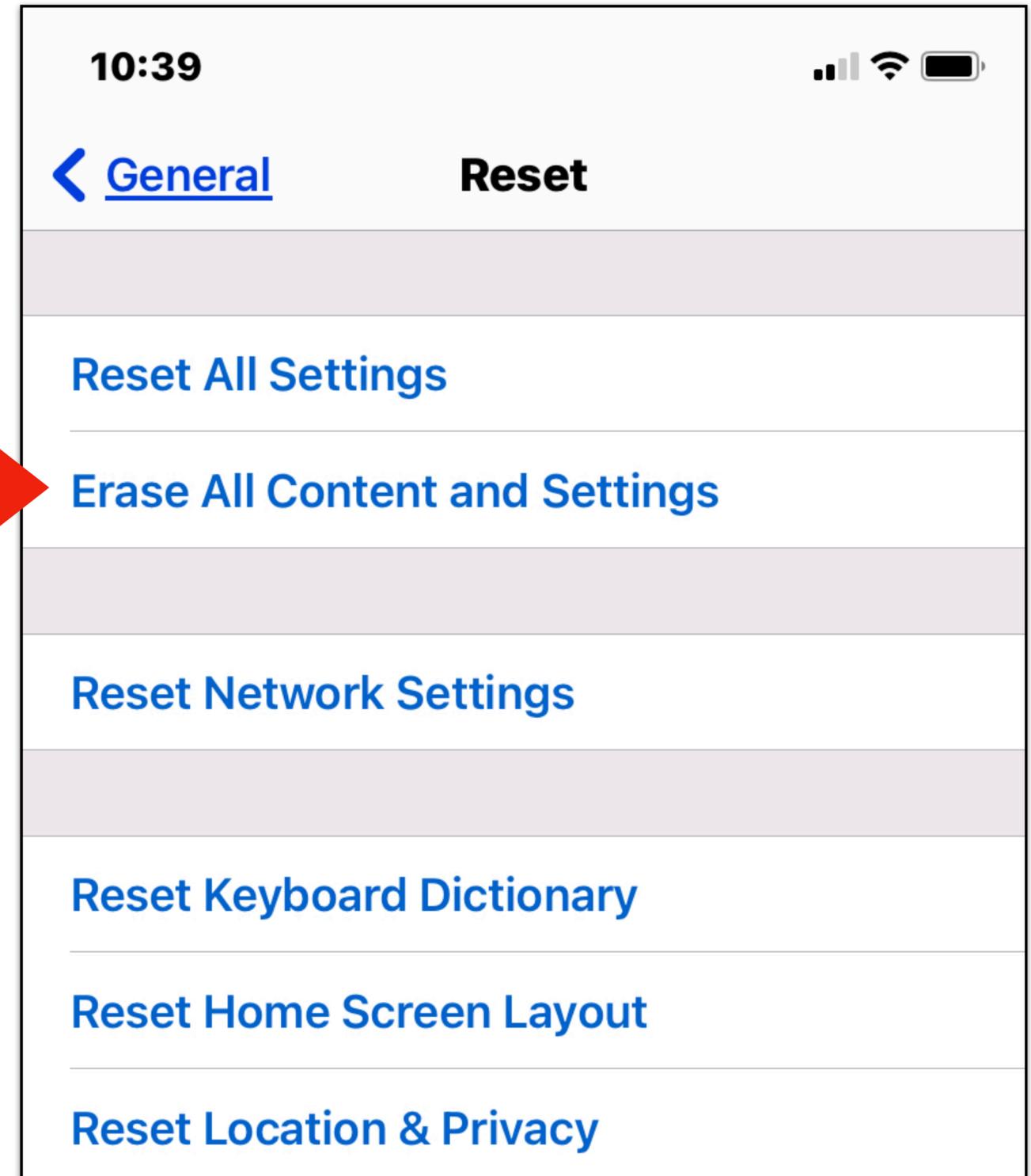
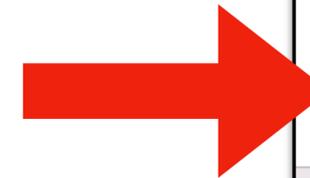
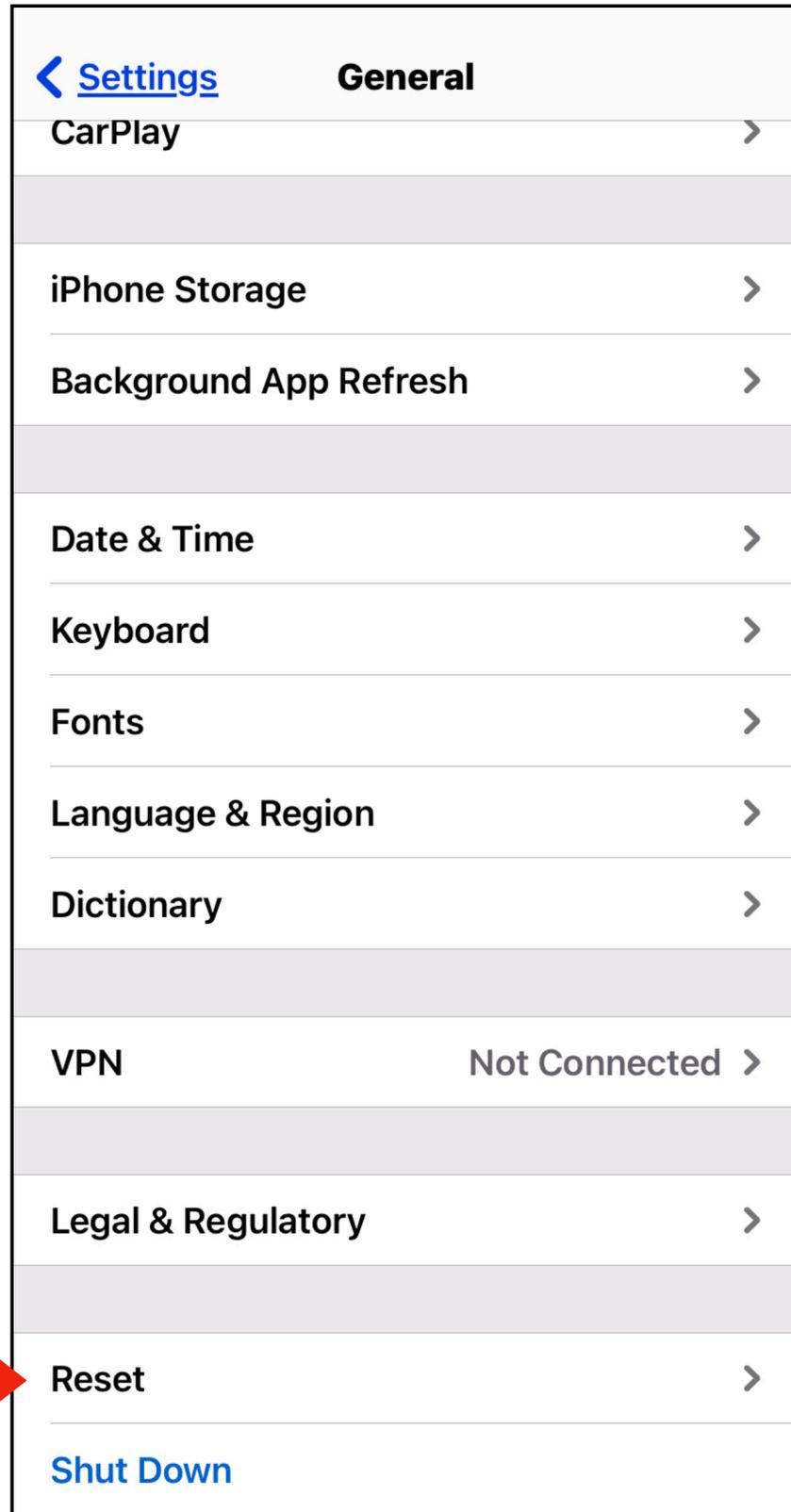
To Transfer data to a new iPhone or iPad

Can be done wirelessly or with a lightning cable



To Wipe Clean all data on an iPhone / iPad

Settings > General > Reset



Now that your data is safely backed up
and transferred to a new device....

Option #1

Donate to TVAUG and we will find it a good home

The Villages Apple User Group

Home ▾ Meetings Presentations ▾ News ▾

About Us
TVAUG Board
Contact Us
Equipment Donations
Site Map

Presentations

1st TUESDAY

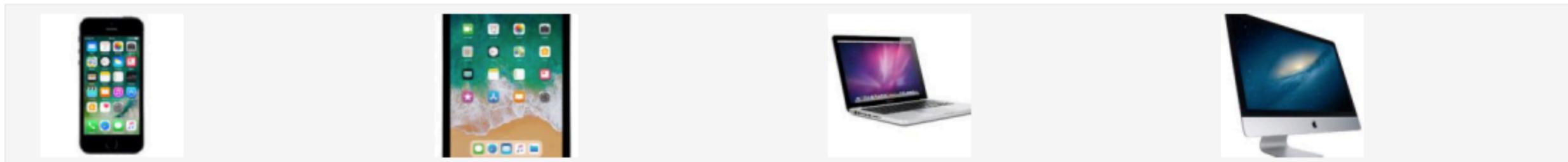
Interest Groups (SIGs)

2nd TUESDAY

Detailed description: This is a screenshot of the website for 'The Villages Apple User Group'. The header is dark green with the group's name in white. Below the header is a light grey navigation bar with links for 'Home', 'Meetings', 'Presentations', and 'News', each followed by a downward arrow. A dark green dropdown menu is open over the 'Home' link, listing 'About Us', 'TVAUG Board', 'Contact Us', 'Equipment Donations' (which is highlighted with a red border), and 'Site Map'. The main content area features two blue boxes on the left, one with a person icon and a 'Presentations' banner, and another with the text '1st TUESDAY'. To the right, there is a section for 'Interest Groups (SIGs)' with an icon of three people and the text '2nd TUESDAY'.

Option #1

EQUIPMENT DONATIONS



After stepping up to newer technology, many members have asked us what they can do with their older Apple devices.

TVAUG will gladly take in your old device and set it back to factory original settings. We donate the restored items to local charities like the local Boys and Girls Clubs in Lake County and the Sumter County Youth Centers in Bushnell and Wildwood.

PLEASE NOTE:

We take in the following Apple devices only: iPhone, iPad, MacBook, Mini, iMac – sorry, no printers! We are always in need of USB keyboards and mice to help with the refurbishing process and to pair with the donated computers.

If you are donating an iOS device, you must remove your power-on passcode and turn off the "Find My iPhone" option if it is enabled. Please attach a piece of paper with your contact information in case there are any questions. [Here is a link](#) to the Apple Support website that shows you how to reset your iOS device.



Chuck and Ed



Ed Muhs, along with his new helpers, Bill Holstun and Iris Stansfield, do the refurbishing and distribution. When we have in-

Option #2

Trade In

Apple Trade In

Turn the device you have into the one you want.

Apple Trade In provided by **phobio**[®]

Trade in your eligible device for credit toward your next purchase, or get an Apple Gift Card you can use anytime.¹ If your device isn't eligible for credit, we'll recycle it for free. No matter the model or condition, we can turn it into something good for you and good for the planet.

<https://www.apple.com/shop/trade-in>

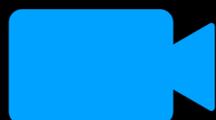


iMac Trade In Apple Website

Apple Trade In

What type of device do you have?

- Smartphone
Up to \$1050
- Tablet
Up to \$580
- Computer
Up to \$2040



Costco also provides the same service through Phobio

1 **Your Device** [Start Over](#) [Inspection Tips](#) ?



Apple MacBook Pro 15"
2014 Core i7 2.5GHz
512GB SSD
S/N: C02NTI 33QD

Does your device power on?
Select "No" if the device has:

- Issues powering on and off
- [Signs of battery swelling](#)

Does the operating system load properly?
Select "No" if the device has:

- Software boot-up errors
- Software can't be installed
- A blinking folder with a "?" displayed
- [View Accepted Mac Screens](#)

Is the device in good physical condition?
Select "No" if the device has:

- Broken or cracked screen
- Malfunctioning screen (flickers, pixel loss, non-functioning backlight, lines in the screen)
- Cracks, dents or severe scratches to the housing
- Malfunctioning or missing buttons

Will the working power adapter be included?

Yes No

Yes No

Yes No

1 **Your Device** [Start Over](#) [Inspection Tips](#) ?



Apple MacBook Pro 15" \$485.00
2014 Core i7 2.5GHz 512GB SSD S/N: C02NTKJ4G3QD

2 **Shipping Information**

Provide us with your shipping address so we can send your prepaid shipping label and shipping supplies (typically received in 3-5 business days). We cannot ship to PO Box or military APO

Now **Estimate \$485.00 USD** [Accept Quote](#)
Trade quote is based on information provided and

Trade in your Apple device at <https://apple.com/shop/trade-in>

Check Trade Status

Your device is in good hands.



Trade Status Lookup

To review your trade status, enter your email address and the confirmation number you received when you confirmed your trade quote.

Confirmation Number

Email Address

[Home](#)

[How It Works](#)

[Support](#)

[Blog](#)

[Buy Devices](#)



[Get A Quote](#) 

Another Trade-In Vendor

Get The Highest Offer, Guaranteed.

Sell Your Devices the Easy Way

[Get Started](#) 

Get a Quote **\$480**

<https://www.gadgetgone.com>

Sample Trade-in Pricing

iPhone 11 Pro Max	Up to \$515
iPhone 11 Pro	Up to \$465
iPhone 11	Up to \$380
iPhone XS Max	Up to \$340
iPhone XS	Up to \$270
iPhone XR	Up to \$220
iPhone X	Up to \$220
iPhone 8 Plus	Up to \$180
iPhone 8	Up to \$120
iPhone 7 Plus	Up to \$130
iPhone 7	Up to \$90
iPhone 6s Plus	Up to \$75
iPhone 6s	Up to \$50

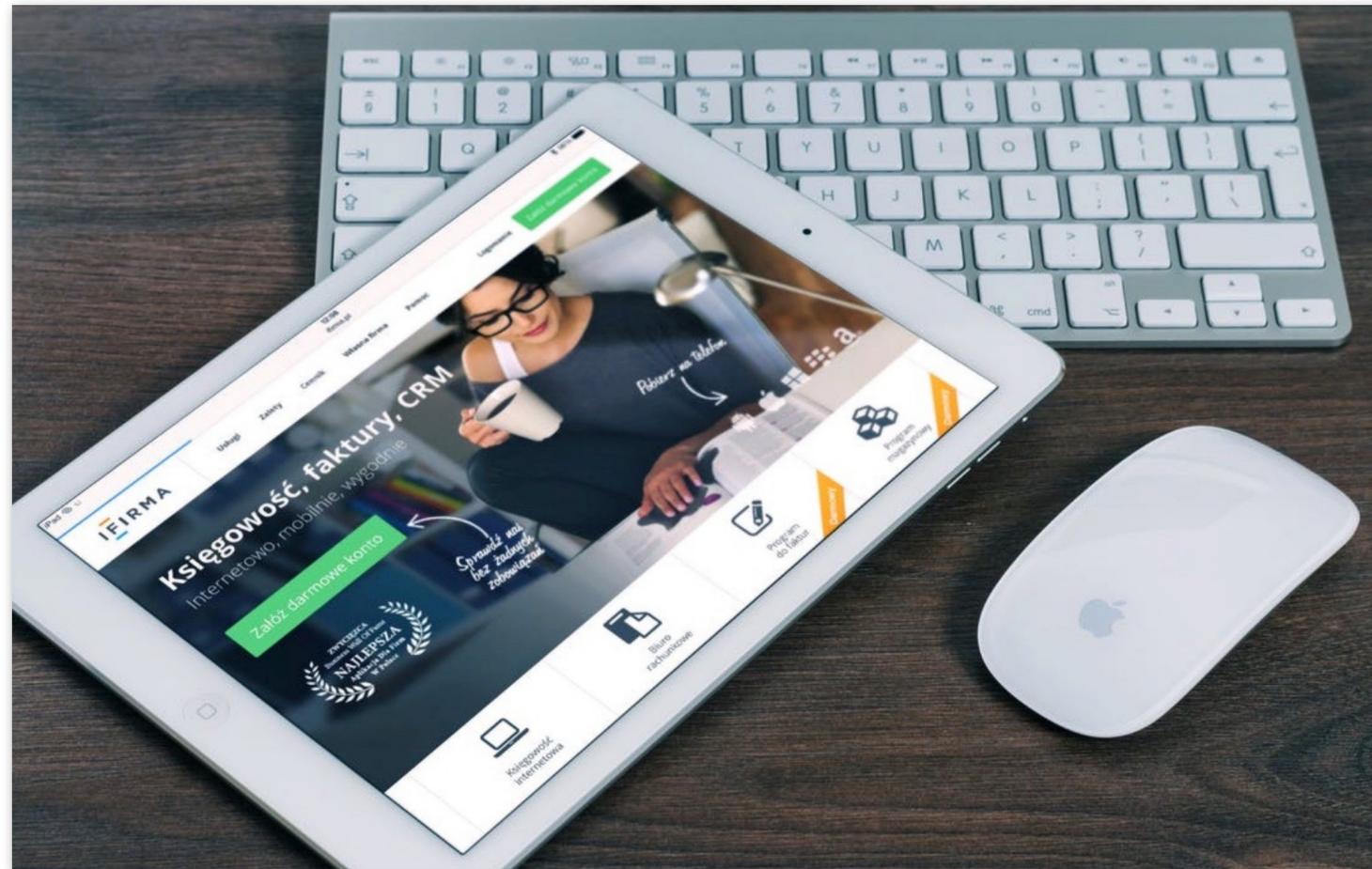
Option #3

Give to your Grand Kids



Option #4

Sell outright



MacBook Pro Close Out Checklist

1. Close out Find My
2. Deauthorize Music from MBP
3. Dismount Time Capsule
4. Sign out of Messages
5. Sign out of iCloud
6. Unpair Bluetooth devices
7. Reset NVRAM
8. Erase Hard drive





Discussion

