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How to Purchase Apple iPhone 13 Pro from the Service Catalog

👤 Authored by System Administrator

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Product Overview:

Name: Apple iPhone 13 Pro
Model: A2636 (US)
Key Features:

- Display:6.1-inch Super Retina XDR display

- Camera: Pro camera system with 12MP Ultra Wide, Wide, and Telephoto cameras; Night mode, Deep Fusion, Smart HDR 4, 4K Dolby Vision HDR recording

- Processor:A15 Bionic chip

- Storage Options:128GB, 256GB, 512GB, 1TB

- Operating System: iOS 15

- Battery Life: Up to 22 hours talk time

- Colors: Graphite, Gold, Silver, Sierra Blue

How to Purchase:

1.
Navigate to the Service Catalog:

- Log in to your ServiceNow account.

- Click on the "Service Catalog" link from the main menu.

2.
Search for iPhone 13 Pro:

- Use the search bar to type "Apple iPhone 13 Pro".

- Select the product from the search results.

3.
Select Configuration:

- Choose your preferred storage option and color.

- Review the product details and specifications.

4.
Add to Cart:

- Click the "Add to Cart" button to add the iPhone 13 Pro to your shopping cart.

5.
Checkout:

- Proceed to checkout by clicking the shopping cart icon.

- Follow the prompts to complete your purchase.

Installation and Setup Instructions:

1.
Unbox Your iPhone 13 Pro:

   ◦
   Carefully unbox your new iPhone and remove all protective materials.

2.
Power On the Device:

   ◦
   Press and hold the side button until the Apple logo appears.

3.
Follow On-Screen Setup Instructions:

   ◦
   Select your language and region.

   ◦
   Connect to a Wi-Fi network.

   ◦
   Set up Face ID and create a passcode.

   ◦
   Sign in with your Apple ID or create a new one.

4.
Transfer Data:

   ◦
   If you are upgrading from another iPhone, use the Quick Start feature to transfer your data.

   ◦
   Alternatively, restore from an iCloud or iTunes backup.

5.
Complete Setup:

   ◦

Customize your settings and preferences.

- Download and install any available software updates.

Troubleshooting Common Issues:

1.
iPhone Not Powering On:

- Ensure the device is charged by connecting it to a power source.

- Try a forced restart by pressing and quickly releasing the Volume Up button, then the Volume Down button, and finally, press and hold the side button until the Apple logo appears.

2.
Wi-Fi Connectivity Issues:

- Toggle Wi-Fi off and on in Settings.

- Restart your router and modem.

- Reset network settings by going to Settings > General > Reset > Reset Network Settings.

3.
Face ID Not Working:

- Ensure the True Depth camera is not obstructed.

- Go to Settings > Face ID & Passcode and re-register your face.

Frequently Asked Questions (FAQ):

1.
What are the storage options available for the iPhone 13 Pro?

- The iPhone 13 Pro comes in 128GB, 256GB, 512GB, and 1TB storage options.

2.
Can I use my old SIM card with the iPhone 13 Pro?

- Yes, the iPhone 13 Pro supports nano-SIM cards. You can use your existing SIM card or get a new one from your carrier.

3.
Does the iPhone 13 Pro support wireless charging?

- Yes, the iPhone 13 Pro supports Mag Safe and Qi wireless charging.

4.
How can I extend the battery life of my iPhone 13 Pro?

- Enable Low Power Mode in Settings > Battery.

- Reduce screen brightness and use Wi-Fi whenever possible.

- Disable background app refresh and location services for apps you do not use frequently.

5.
What should I do if my iPhone 13 Pro is not responding?

- Try a forced restart by following the steps mentioned in the troubleshooting section above.
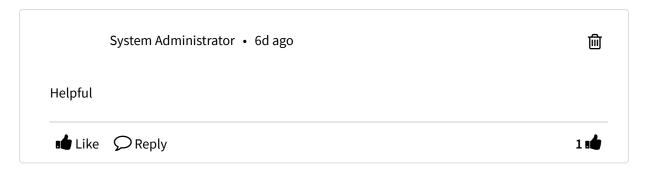
Contact Support:

If you encounter any issues not covered in this guide, please contact our support team through the ServiceNow portal.

Conclusion:

The Apple iPhone 13 Pro is a powerful and versatile smartphone designed to meet all your needs. By following this guide, you can easily purchase, set up, and troubleshoot your device. Should you need further assistance, our support team is always ready to help. Enjoy your new iPhone 13 Pro!

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