Nice chatting with you.

Here's the transcript of your chat with Apple Support:

Leonard Ian
Thanks for contacting Apple Support. Please give me a moment to look over the information you have provided.

Leonard Ian
Hi! I see that you are reaching us about iPhone 12 Pro Max and Face ID concern.

Leonard Ian
Can you please provide me more details

Abdulsalam Abubakar
my face id doesnt recogniz me anymore and i cant reset because the stolen the device protection is on

Leonard Ian
Thank you for sharing this concern you have. I'll help you out and check this with you.

Leonard Ian
May I please know if you attempt to turn off stolen device protection. You are not given the option to turn off using passcode?

Abdulsalam Abubakar
is actually very concerning because i have activated required face id for many of my apps and i cant access them

Abdulsalam Abubakar
i dont actually because i just notice that after i tried it many times saying cant reset because of stolen device is activated

Leonard Ian
Settings > Face ID & passcode > stolen device protection > turn it off here

Leonard Ian
It still ask for the faceID?

Abdulsalam Abubakar
yes

Leonard Ian
Let me run a diagnostic on the device.

Leonard Ian
I have sent a request for the diagnostic on your device. Please accept the request

Abdulsalam Abubakar
yes please

Leonard Ian
Once its completed please inform me

Abdulsalam Abubakar
completed

Leonard Ian
Checking here

Abdulsalam Abubakar
alright

Leonard Ian
Upon checking here it shows the Face ID still working but since it's not currently recognizing currently set. Just a heads up we might need to factory reset the device.

Leonard Ian
May I pleas know if you have already force restarted the device the same issue happens?

Abdulsalam Abubakar
yes

Abdulsalam Abubakar
do i need to backup my things

Leonard Ian
Can you please go ahead and backup your data for now.

Abdulsalam Abubakar
okay on it

Leonard Ian
How to back up your iPhone, iPad, and iPod touch

Leonard Ian
If you have iCloud storage.

Leonard Ian
On settings> yourname> iCloud > make sure everything is enabled there.

Abdulsalam Abubakar
all i need is to pack some of my images thats all

Abdulsalam Abubakar
i will be done in less than ten minutes

Leonard Ian
Alright.

Leonard Ian
Do you have a computer to work on resetting the device?

Leonard Ian
Restore your iPhone, iPad, or iPod to factory settings using a computer

Abdulsalam Abubakar
yes im current using it to chat with you

Leonard Ian
Understood

Abdulsalam Abubakar
im done go ahead

Leonard Ian
Once again just a heads up this will factory reset the phone like starting from scratch since we cannot remove the stolen device protection.

Leonard Ian
You do still know your apple account login correct?

Leonard Ian
You don't need to provide it here.

Abdulsalam Abubakar
yes i do know my login the question is there any guarantee that my face id will work again

Leonard Ian
Basing on the diagnostic there is no issue showing on your Face ID. If the phone save Face ID information is not just registering your previous setup faceID. Resetting would fix this issue.

Leonard Ian
If after resetting the phone but the phone doesn't let you register a new Face ID. Then we may need to get the phone physically check

Abdulsalam Abubakar
alright

Abdulsalam Abubakar
how can we proceed

Leonard Ian
Please go ahead and connect the iPhone to your Mac.

Leonard Ian
Or pc

Leonard Ian
The computer you are using is this a windows computer?

Abdulsalam Abubakar
is mac

Leonard Ian
Please open finder on your mac.

Leonard Ian
It should show the iPhone on the left panel

Leonard Ian
Click on that and you should see the option for update or restore there

Abdulsalam Abubakar
using cable /

Abdulsalam Abubakar
?

Leonard Ian
That would be correct

Abdulsalam Abubakar
alright on it

Leonard Ian
Okay thank you

Abdulsalam Abubakar
i have connect

Leonard Ian
It would show on your iPhone to trust this device.

Leonard Ian
Make sure to allow.

Leonard Ian
Open finder on the Mac. Does the iPhone show listed on the left panel?

Abdulsalam Abubakar
yes

Leonard Ian
Once you selected that do you see the option for update or restore?

Leonard Ian
Click on restore there to factory reset the phone.

Abdulsalam Abubakar
Find My must be turned off before "Freeman 😎 ✌️ " can be restored.

Leonard Ian
That would also need to turn off stolen device protection

Abdulsalam Abubakar
wow whats the solution now

Abdulsalam Abubakar
are you here

Leonard Ian
Lets put the phone on recovery mode

Abdulsalam Abubakar
whats that?

Leonard Ian
1

icon with a cable)

Leonard Ian
This will power off the iPhone - > shows the apple logo - > shows the recovery screen

Leonard Ian
Make sure to keep holding those buttons still you get that recovery screen

Leonard Ian
That is the recovery environment for Apple devices when connecting to a computer

Leonard Ian
After that we can restore the iphone

Abdulsalam Abubakar
i try the volume down and up with but it doesnt work

Leonard Ian
Make sure you are able to do those step within 1 sec but still hold the side button until you see that recovery screen

Leonard Ian
How is it going?

Abdulsalam Abubakar
is just restarting no progress

Leonard Ian
You still have the phone connected to a computer doing this step right?

Leonard Ian
How about this.

Leonard Ian
Can you please go ahead and disconnect the iPhone from the computer.

Leonard Ian
Let's turn off the iPhone for now. Press and hold both the side button and the Volume down button until the power off slider appears.

Leonard Ian
Go ahead and power it off.

Leonard Ian
Once it's off please inform me.

Abdulsalam Abubakar
its off

Leonard Ian
connect the cable to your iPhone and Mac and quickly hold the side/powerbutt...

Leonard Ian

...on. Do not release it.

Leonard Ian

Do not let go even if you see the apple logo

Leonard Ian

Only let go if you see that laptop icon with a cable

Abdulsalam Abubakar

its shows diagnostics & repair page

Abdulsalam Abubakar

to complete a repair, a configuration step is requires

Leonard Ian

You might held down the volume buttons

Abdulsalam Abubakar

a option of continue and exit

Leonard Ian

Instead of the side/power button

Leonard Ian

Lets exit there.

Leonard Ian

Redo the step. Make sure you are holding the side or power button.

Abdulsalam Abubakar

its works

Abdulsalam Abubakar

asap

Leonard Ian

Great!

Abdulsalam Abubakar

whats next

Leonard Ian

Now on your Mac. Click the iPhone again on the left side of finder.

Leonard Ian

Then click on restore once more.

Abdulsalam Abubakar

it says downloading update and it will restore when download is finish

Leonard Ian

Thats good now we just need to wait that to finish. The download would depend on your internet.

Leonard Ian

Your iPhone will exit recovery mode after 15min. If it exit put the phone to restore mode again and then click on restore once more. It would continue where it left off for the download

Abdulsalam Abubakar
is actualy kind of fast

Leonard Ian
We may need to repeat this step for few times depending on how fast your internet download the file.

Leonard Ian
Okay thats good.

Leonard Ian
Lets hope it finish it up with this first run we have.

Abdulsalam Abubakar
hope so

Abdulsalam Abubakar
thank you i realy appreciate the support means alot

Leonard Ian
No worries. Just trying to help as much as possible

Abdulsalam Abubakar
thanks is still in progress

Leonard Ian
Since at this pointe just need to do this step possible repeat. Are you good doing this on your own?

Leonard Ian
Once this is done you will see the setup page of your iphone

Abdulsalam Abubakar
you mean the step that we just did

Leonard Ian
That would be correct

Abdulsalam Abubakar
i thinks so

Leonard Ian
Alright. How about this. Let me leave you the case number for this concern.

Leonard Ian
102567254151

Leonard Ian
Just incase you have further question or concern doing this step chat us back with that case number.

Abdulsalam Abubakar
alright thanks

Leonard Ian
Thank you for contacting Apple Support. Take care!

Sincerely,
Apple Support

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