**Frequently Asked Questions (FAQ) for Iphone Users**

| Frequent issue | Steps to be taken |
|---|---|
| **How do I update my device to the latest iOS version** | • go to **Settings > General > Software Update**. If an update is available, tap **Download and Install**. |
| **iPhone Running slow** | • Go to **Settings > General > iPhone Storage** to check your storage and free up space<br>• Make sure your device is up to date with the latest iOS version by checking **Settings > General > Software Update**. |
| **Turn on Face ID or Touch ID** | • For **Face ID**: Go to **Settings > Face ID & Passcode** and follow the instructions to set it up.<br>• For **Touch ID**: Go to **Settings > Touch ID & Passcode** to add a fingerprint for unlocking your device and using Apple Pay |
| **Enable two-factor authentication for my Apple ID** | • Go to **Settings > [Your Name] > Password & Security** and tap **Turn On Two-Factor Authentication** |
| **iPhone battery is warm and swollen, causing the device to overheat** | • Avoid charging devices overnight and use the original adapter provided with the phone |
| **Iphone has charging issues** | • Use the original adapter provided with the phone |
| **How do I activate eSIM on my iPhone?** | • Go to Settings > Cellular > Add eSIM, scan the QR code provided by your carrier, or follow the on-screen instructions for carrier activation. |
| **Why isn't my eSIM working on my iPhone?** | • Ensure your device is eSIM-compatible and unlocked. Restart your phone, check for carrier updates, or contact your carrier for activation support. |