

Project title :

**Comprehensive Guide to Apple iPhone 13 pro**

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Abstract :

**This definitive guide provides an in-depth exploration of the Apple iPhone 13 Pro, covering its cutting-edge features, technical specifications, and practical applications. Key topics include:**

- Design and Display: 6.1-inch Super Retina XDR, Ceramic Shield, and durable construction**
- Performance: A15 Bionic chip, 6GB RAM, and optimized battery life**
- Cameras: Quad-camera setup, Night mode, and advanced video recording capabilities**
- Software: iOS 15 features, security enhancements, and intuitive interface**
- Connectivity: 5G, Wi-Fi 6, Bluetooth 5.0, and wireless charging**
- Accessories and Compatibility: AirPods, Apple Watch integration, and third-party peripherals**

**This comprehensive guide equips readers with essential knowledge to unlock the full potential of their iPhone 13 Pro, from novice users to tech enthusiasts.**

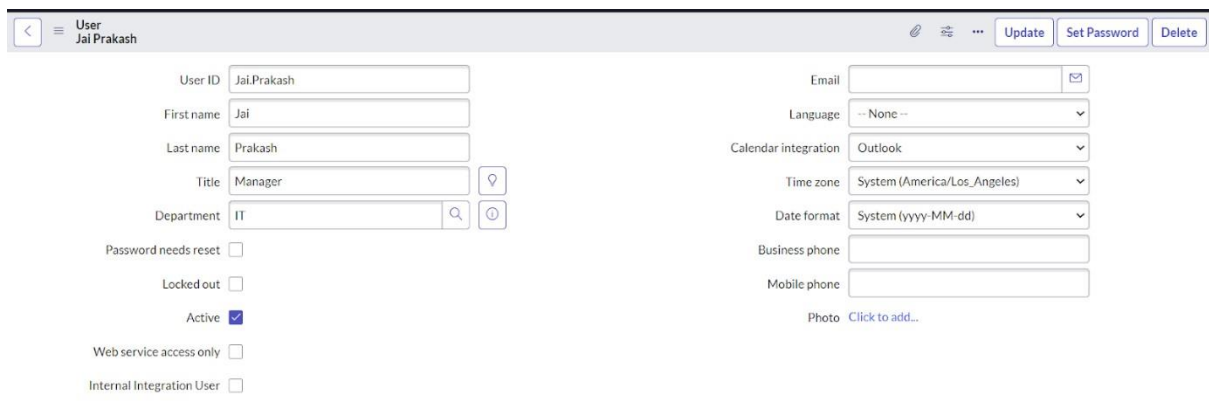
### Keywords:

**Apple iPhone 13 Pro, Smartphone, Mobile Technology, iOS 15, Camera, Performance, Battery Life.**

### Process :

#### Activity-1

- 1. Open service now developer Instance**
- 2. Click on All >> search for users**
- 3. Select Users under system security**
- 4. Click on new**
- 5. Fill the following details to create a new user**



The screenshot shows the 'User' creation form in ServiceNow. The header bar includes a back arrow, a menu icon, the text 'User Jai Prakash', and action buttons: 'Update', 'Set Password', and 'Delete'. The form is divided into two main sections. The left section contains fields for 'User ID' (Jai.Prakash), 'First name' (Jai), 'Last name' (Prakash), 'Title' (Manager), and 'Department' (IT). Below these are checkboxes for 'Password needs reset', 'Locked out', 'Active' (checked), 'Web service access only', and 'Internal Integration User'. The right section contains fields for 'Email', 'Language' (set to 'None'), 'Calendar integration' (set to 'Outlook'), 'Time zone' (set to 'System (America/Los\_Angeles)'), 'Date format' (set to 'System (yyyy-MM-dd)'), 'Business phone', and 'Mobile phone'. A 'Photo' field with a 'Click to add...' link is at the bottom right.

- 6. Click on Submit.**

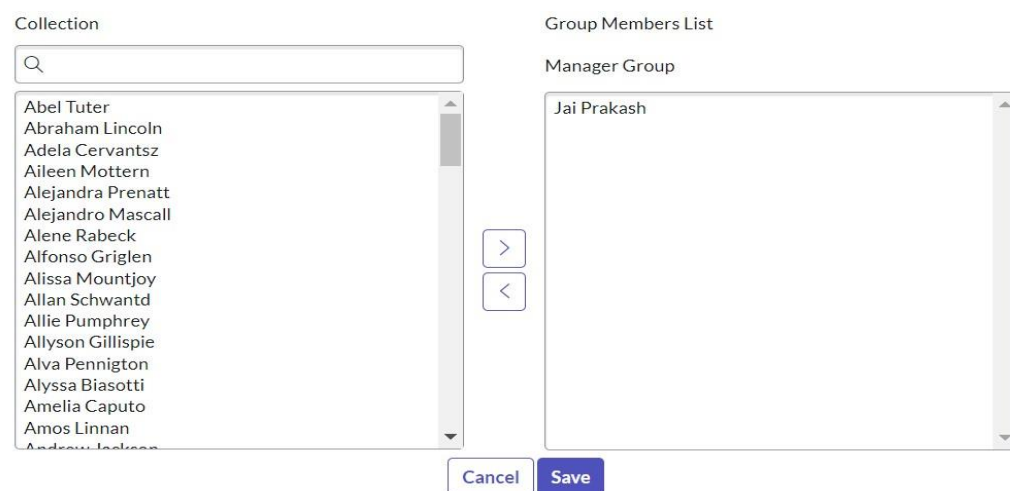
## Activity - 2: Create Groups

1. Open service now.
2. Click on All >> search for groups
3. Select groups under system security
4. Click on new
5. Fill the following details to create a new group.



The screenshot shows the 'Group Manager Group' form. It has a header bar with a back arrow, a menu icon, the title 'Group Manager Group', and an edit icon. The form fields are: 'Name' (pre-filled with 'Manager Group'), 'Group email' (with an email icon), 'Manager' (with a search icon), 'Parent' (with a search icon), and 'Description' (a large text area).

6. Under Group Members, click on edit.
7. Add the user(Jai Prakash) to the Manager Group and click on Save.



The screenshot shows the 'Group Members List' dialog. It has two main sections: 'Collection' on the left and 'Group Members List' on the right. The 'Collection' section has a search bar and a list of users: Abel Tuter, Abraham Lincoln, Adela Cervantsz, Aileen Mottern, Alejandra Prenatt, Alejandro Mascall, Alene Rabeck, Alfonso Griglen, Alissa Mountjoy, Allan Schwantd, Allie Pumphrey, Allyson Gillispie, Alva Pennigton, Alyssa Biasotti, Amelia Caputo, Amos Linnan, and Andrew Jackson. The 'Group Members List' section has a search bar and a list of users: Jai Prakash. There are two arrows between the lists: a right arrow (>) and a left arrow (<). At the bottom are 'Cancel' and 'Save' buttons.

8. It would like below.

Roles | **Group Members (1)** | Groups | Manage Subscriptions

≡ ▾ User Search ⓘ — Actions on selected rows... New Edit...

Group = Manager Group

☐ User

Jai Prakash

1 to 1 of 1

9. Click on save.

## Activity - 3: Create Roles

1. Open service now.
2. Click on All >> search for roles
3. Select roles under system security
4. Click on new
5. Fill the following details to create a new role

< ≡ Role Manager ⓘ ⓘ ... Update

Name Manager Application Global ⓘ

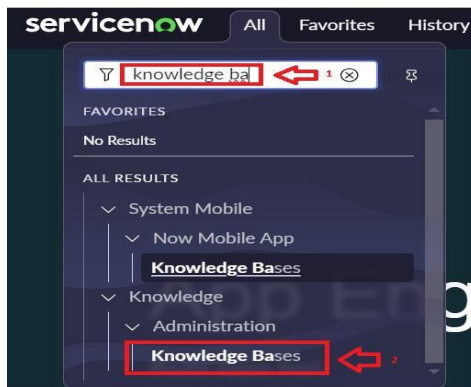
Requires Subscription Unspecified Elevated privilege ☐

Description

6. Click on submit.

## Activity - 4: Creation of Knowledge Base.

1. Go to All >> Search for Knowledge Bases.



2. Click on New.

3. Enter the details for knowledge base as:

Title : Mobiles

Owner : Jai Prakash ( give the user you created )

**Publish workflow : Select Knowledge - Approval Publish**

**Retire workflow : Select Knowledge - Approval Retire Check**

**the active checkbox is True.**

**Description : Enter “The mobiles related Articles will be displayed in this base.”**

4. Click on Save.


5. Now click on Icon and select the image.

**Knowledge Base**  
Mobiles

\* Title:

Article Validity:

Icon:



Disable commenting: ☐

Disable suggesting: ☐

Disable category editing: ☐

Disable rating: ☐

Disable mark as helpful: ☐

Description:

Application:

\* Owner:

Managers:

\* Publish workflow:

\* Retire workflow:

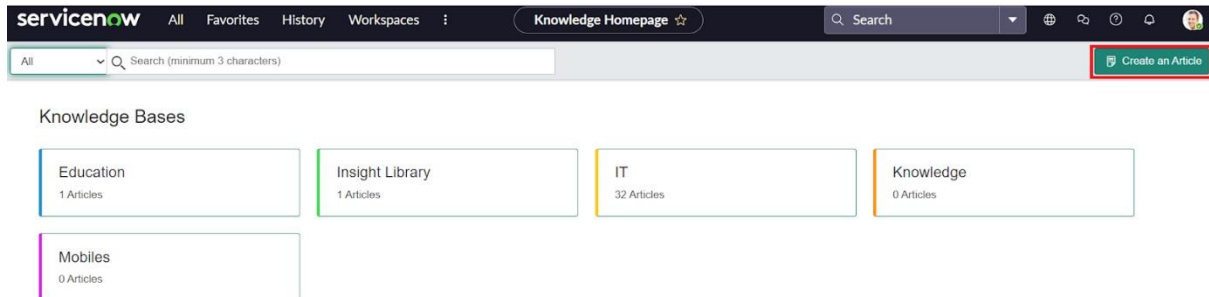
Active: ☒

## 6. After Saving the Knowledge base, it will be seen like below :

Knowledge Bases		
Title	Description	Owner
Search	Search	Search
Insight Library	This base is related to the Insight Library	Bernard Laboy
Mobiles	The mobiles related Articles will be dis...	Jai Prakash
Education		Bernard Laboy
IT	The ACME North America IT Service Desk K...	Bernard Laboy
Knowledge	All existing knowledge articles prior to...	Bernard Laboy

## Activity - 5: Creation of Knowledge Article

- Go to All >> Search for Knowledge Article.
- Click on Create an Article



**9. Enter the details as :**

**Knowledge base : Select Mobiles**

**10. For Category : Click on Search >> then '+' icon**

**11. Add some category pickers as you wish and then click on ok.**

Category picker

Iphone		
Samsung		
Nokia		
Pixel		
+	+	

CancelOK

**12. Enter the details as :**

**For Category : Select Iphone**

**Valid to : Select date**

**Description : Enter "How to Purchase Apple iPhone 13 Pro from the Service Catalog"**

**13. In Article Body : Type your Article information.**

## 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 TrueDepth 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 MagSafe 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!**

Knowledge KB0010032 Publish Retire Update Search for Duplicates

Number KB0010032

\* Knowledge base

Category

Valid to

Article type

Workflow

Source Task

Attachment link ☐

Display attachments ☐

\* Short description

Article body

Verdana 8pt **B** *I* U Paragraph

**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
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14. After Typing Article click on Submit.

## Activity - 6: Linking the Knowledge Article to Catalog item

15. Go to All >> Search for My Knowledge Article.
16. Open the Knowledge Article we created earlier.
17. Scroll down, you can find Related Catalog Items.
18. Click on Edit and add Apple iPhone 13 pro to Related Catalog Items List.

Collection

Q

Add/Remove users from group  
Apple iPhone 13  
Apple USB-C charge cable  
Apple Watch  
Application Server (Large)  
Application Server (Standard)  
Assign Office Space  
AWS account request  
Azure account request  
BeyondTrust  
Big Data Analysis  
Camtasia  
Cisco jabber softphone  
Clone group membership  
Conference Room Reservations  
Corp VPN  
Generate Mobile Devices Bulk Orders

>  
<

Related Catalog Items List

KB0010032

Apple iPhone 13 pro

^  
v

Cancel Save

## 19. Click on Save.

Affected Products	Feedback	Feedback Tasks	Approvals	Related Articles	Related Catalog Items (1)
<div> Order Search </div>					
Knowledge article = KB0010032					
<input type="checkbox"/>	Q	Catalog item	Order	Active	
<input type="checkbox"/>		Apple iPhone 13 pro	100	true	

## 20. Now click on Publish.

## Activity - 7: Approving the Article

21. Go to All >> Search for My Knowledge Article.

22. Open the Knowledge Article we created earlier.

23. Scroll down, you can find Approvals.

24. Under State, you can find Requested. Click on that

Affected Products				
Feedback				
Feedback Tasks				
Approvals (1)				
Related Articles				
Related Catalog Items (1)				
Approvals				
Approver				
Search				
Approvals				
State				
Approver				
Comments				
Approval for				
Requested				
Jai Prakash				
(empty)				

25. Approve the Article (To do that change the state to Approved)

Approval Knowledge: KB0010032

Update Approve

Approver Jai Prakash

Approving Knowledge: KB0010032

State Approved

Comments

Post

Activities: 1

System Administrator

Field changes • 2024-06-10 22:51:12

Approver Jai Prakash

State Requested

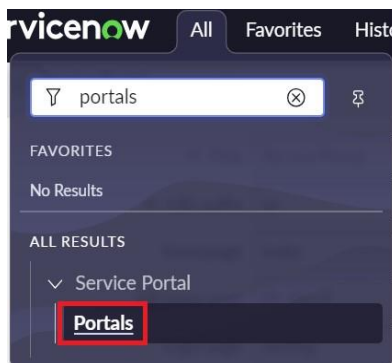
26. Then click on Update.

27. If you scroll down you can see that the Article has been approved.

Affected Products	Feedback	Feedback Tasks	Approvals (1)	Related Articles	Related Catalog Items (1)
<div> <div> <div></div> <div>Approver</div> <div></div> </div> <div>Search</div> </div>					
Approvals					
<input type="checkbox"/>	State	Approver	Comments	Approval for	
	Approved	Jai Prakash		(empty)	

## Activity - 8: Adding Knowledge Base to Service Catalog

28. Go to All >> Search for Portals.

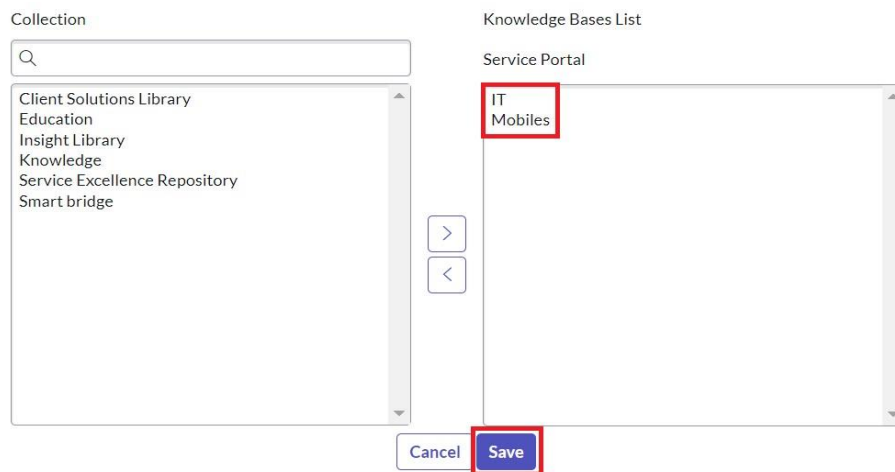


29. Open Portals >> Open Service Portal.

30. Scroll down, Open Knowledge Bases >> Click on Edit.

31. Add Mobiles to Knowledge Bases List.





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## 32. Click on Update.

### Result :

The comprehensive guide to Apple iPhone 13 Pro has successfully provided an exhaustive understanding of its cutting-edge features, performance enhancements, and user-friendly interface.