**How to Purchase and Set Up the Apple iPhone 13 Pro**

**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, featuring Night mode, Deep Fusion, Smart HDR 4, and 4K Dolby Vision HDR recording

- Processor: A15 Bionic chip for super-fast performan

- Storage Options: Available in 128GB, 256GB, 512GB, and 1TB

- Operating System: Runs on iOS 15

- Battery Life: Up to 22 hours talk time

- Colors: Graphite, Gold, Silver, and Sierra Blue

**How to Purchase**

Follow these steps to buy your iPhone 13 Pro from the Service Catalog:

1. Log in to your ServiceNow account.

2. Go to the Service Catalog from the main menu.

3. Search for “Apple iPhone 13 Pro” in the search bar.

4. Select Configuration:

- Choose your storage and color preferences.

- Review the product details.

5. Add to Cart: Click the “Add to Cart” button.

6. Checkout: Go to your cart and follow the checkout steps to complete your purchase.

**Installation and Setup Instructions**

**Unbox Your iPhone 13 Pro**

- Carefully remove your iPhone from the box along with the accessories.

**Power On the Device**

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

**Follow the On-Screen Setup**

1. Language and Region: Select your language and region.

2. Wi-Fi: Connect to a Wi-Fi network.

3. Face ID and Passcode: Set up Face ID and create a passcode.

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

**Transfer Data**

- Use Quick Start if you're upgrading from another iPhone.

- Or, restore from an iCloud or iTunes backup.

**Complete Setup**

- Customize settings and download any available software updates.

**Troubleshooting Common Issues**

**iPhone Not Powering On**

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

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

**Wi-Fi Connectivity Issues**

- Toggle Wi-Fi off and on in Settings.

- Restart your router and modem.

- Reset network settings: Go to Settings > General > Reset > Reset Network Settings.

**Face ID Not Working**

- Ensure the TrueDepth camera is not obstructed.

- Re-register your face: Go to Settings > Face ID & Passcode.

**Frequently Asked Questions (FAQ)**

What storage options are available for the iPhone 13 Pro?

The iPhone 13 Pro is available in 128GB, 256GB, 512GB, and 1TB.

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

Yes, the iPhone 13 Pro supports nano-SIM cards.

Does the iPhone 13 Pro support wireless charging?

Yes, it supports both MagSafe and Qi wireless charging.

How can I extend my battery life?

- Enable Low Power Mode in Settings > Battery.

- Reduce screen brightness.

- Use Wi-Fi whenever possible.

- Disable background app refresh for apps you don’t use often.

What should I do if my iPhone is not responding?

Perform a forced restart as described in the troubleshooting section.

**Contact Support**

If you encounter issues not covered in this guide, please reach out to our support team through the ServiceNow portal.

**Conclusion**

The Apple iPhone 13 Pro is a powerful smartphone with advanced features. This guide helps you through purchasing, setting up, and troubleshooting your device. If you need more assistance, our support team is always here to help. Enjoy your new iPhone 13 Pro!