



Manual & Information for iPhone

1. SETUP

Set Up

Setting up your iPhone:

If you are having trouble setting up your device, please follow these steps:

1. Turn on your device.

Once the device has been turned on "Hello" will appear on your devices screen, which will then allow you to choose your language, country or region.

2. If you have another device on iOS 11, use Quick Start.

If you don't have another iOS 11 device, tap Set Up Manually.

3. Activate your device.

To continue setting up your device, you will need to connect to a Wi-Fi network, cellular network or iTunes account. When connecting to your device (Wi-Fi/Cellular) you may need to insert your SIM card first.

4. Set up Touch ID or Face ID feature / create a passcode.

With some iPhone devices, it allows you to set up a touch ID or face ID feature. These features mean you can use your fingerprint or face recognition to unlock your iPhone, but to also make purchases. If you don't want these features on your device, just click "Set Up Later." Another option is to set up a six-digit passcode, which helps protect your data on your device. You will need to remember this passcode, as it'll need to be tapped in every time you want to unlock your device.

5. Restore or transfer your information.

If you've previously had an iCloud account, iTunes account or Android, you can transfer your data from your old device, to your new one. If you don't have either, simply choose "Set Up as new [Device]."

6. Sign in with your Apple ID.

If you have chosen to sign in with your Apple ID, the next step is to enter your ID and password. If you have forgotten these details, just tap "Don't have an Apple ID or

forgot it.” Doing this allows you to recover your Apple ID or password. With Apple you can supply more than one ID, if this is the case, click “Use different Apple IDs for iCloud and iTunes.”

7. Set up Siri and other services.

Another feature is Siri, which is a built-in voice controlled personal assistant. For this step it may ask you to speak a few phrases, just so Siri can start to recognise your voice.

8. Choose settings for app analytics, True Tone, and Home button.

If you would like to share information with app developers, just tap to confirm. If the device your using supports True Tone, you can adjust the colour and intensity of the display.

2. TROUBLESHOOTING

Troubleshooting

Basic troubleshooting:

My device won't turn on:

Having Problems? Charge the device for a minimum of 24 hours before use. Fun Fact! Refurbished devices may have had a long period without charge, this completely drains the Li-ion batteries. The batteries require a good amount of time to build up their initial charge. Sometimes when in this state the phone may charge without displaying the charging symbol.

My device won't charge:

If you can try using an alternative charging lead or plug, sometimes plugging into a laptop works best! Still no luck? Small particles of dirt or dust can build up in the charging point. Since the contacts on a charger are so small that only a small amount of dust may be preventing the device from charging! To remove any debris, unfold a paperclip and lightly move it around inside the charging port, be sure to get to the bottom.

Advanced troubleshooting:

I'm having network or software issues:

A DFU reset works wonders for your device here's how to do it! Plug your iPhone into your computer and open iTunes. It doesn't matter if your iPhone is on or off.

Press and hold the Sleep / Wake Button and Home Button (iPhone 6s and below) or the volume down button (iPhone 7 and above) together for 8 seconds. After 8 seconds, release the Sleep / Wake Button but continue to hold the Home Button (iPhone 6s and below) or the volume down button (iPhone 7 and above) until iTunes says, "iTunes has detected an iPhone in recovery mode."

Let go of the Home Button or volume down button. Your iPhone's display will be completely black if you've successfully entered DFU mode. If it's not, try again from the beginning.

3. WARRANTY

Warranty Agreement

About:

The warranty period starts at the time of the product(s) original purchase by the consumer and finishes 12 months after this purchase date. The product may consist of several different parts and different parts may be covered by a different warranty period e.g the battery.

Claiming:

In order to claim the warranty service, you must inform Ultimo Electronics of the problems you are experiencing prior to returning the device to us directly. You must present your voucher code in order to use the warranty. If the device has been looked at or repaired by any third-party repair centre (including apple) this will VOID your warranty. This warranty will not apply if the IMEI number of the product does not match original purchase or if the device has been altered in anyway e.g jailbroken.

What is not covered:

1. After 60 days, decreased battery life will not be covered as this will be classed as wear and tear.
2. Defects or damage due to moisture, liquid, extreme humidity, heavy perspiration or other moisture, sand, food, dirt or similar substances, caused from incorrectly securing the product's protective elements and/or subjecting the products to conditions exceeding any stated specification.
3. Software problems are not covered under this.
4. Hardware faults due to accidental damage will not be covered under any circumstance.

What is covered under your warranty:

1. If your device ceases to power on completely.
2. Inefficient battery life for 60 days after purchase.
3. If any buttons of the device stop working, home button, lock button, volume buttons or the silent switch.
4. Screen glitching.
5. Faults with either of the cameras on the device or microphones.
6. Charging port faults.

(Any other hardware fault with the device not stated here please contact us and we can advise further)



Once again, thank you for your purchase, any further queries please
contact us on the following:



01508 500 242

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