PAULO VASCONCELOS FREITAS
Tech Atelier

IPHONE TIPS · NO. 08 | UPDATED FOR IOS 27

# I need help with my iPhone

How to contact us, how to prepare your iPhone and how we protect your data

## 1 How to contact us

The quickest way is **WhatsApp +351 291 610 100**, the same number for both shops: you can send photos or a video of the problem and get a written reply, with everything on record.

SHOP

### Funchal (Madeira)

C.C. Alferes Veiga Pestana, Loja 10-B
9050-079 Funchal
**Phone and WhatsApp:** +351 291 610 100
**Email:** geral@pvf.pt
**Facebook:** /pvf.pt

SHOP

### Horta (Azores)

Rua Conselheiro Terra Pinheiro, n.º 22
9900-037 Horta, Faial
**Phone:** +351 292 101 560
**WhatsApp:** +351 291 610 100
**Email:** horta@pvf.pt
**Facebook:** /pvf.horta

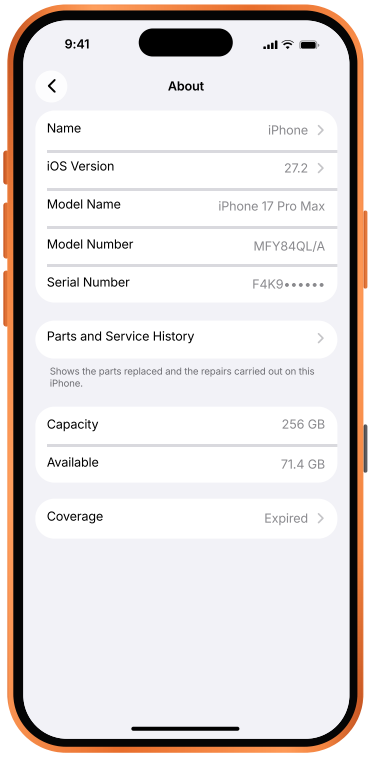
You can also find us on **Instagram /pvf.pt** and at **www.pvf.pt**.

## 2 What to tell us

With this information we can give you an idea of the problem, the turnaround time and the cost straight away:

- **Your iPhone model.** See *Settings › General › About › Model Name*.
- **What is happening**, since when, and whether it started suddenly or gradually.
- **Any cause:** a drop, contact with liquid, an update.
- **Photos or a short video** of the problem, whenever possible.
- **Previous repairs:** see *Parts and Service History* on the same screen.

> **Send us a message before you come**
> It helps us have the part ready and keeps the time you are without your phone to a minimum.




Settings › General › About

## 3 Before you hand over your iPhone

1. **Make a backup** on the same day.

   Settings › [your name] › iCloud › iCloud Backup

   Tap **Back Up Now** and wait for it to finish (see guide No. 05).

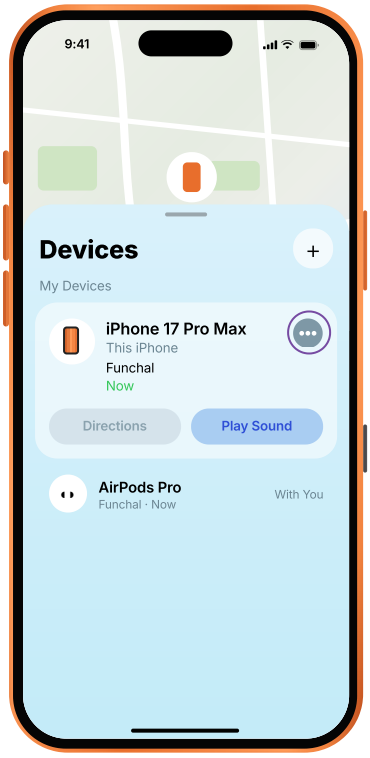
2. **Check that your photos are in iCloud** or copied to a computer.

3. **Back up WhatsApp:** *Settings › Chats › Chat backup*.

4. **Know your Apple Account password.** You will need it if the iPhone has to be reset.

5. **Turn on repair mode** (step 4) or, on older versions, turn off Find My.

> **iPhone won't turn on, or the screen doesn't work?**
> Bring it in anyway. If a backup isn't possible beforehand, we explain the risks to your data **before** any work is done.




Find My app › Devices

## 4 Repair mode

On the latest versions of iOS, you no longer need to turn off Find My to leave your iPhone for repair. The iPhone becomes **Ready for Repair or Trade-In**, but stays protected by **Activation Lock** and you can still see it on the map.

### On iOS 27 or later

1. Open the **Find My** app and, under **Devices**, find your iPhone.
2. Tap the ••• button, to the right of the iPhone's name, then **Repair or Trade In**.
3. Tap **Enable** and confirm with your Apple Account password.

### On iOS 26 or earlier

Turn off Find My in *Settings › [your name] › Find My › Find My iPhone*. If the iPhone won't let you, use the Find My app on another device or icloud.com/find.

## 5 Passcodes and personal data

To test the iPhone after a repair, or for some software work, we may need the **iPhone passcode** or other details. In those cases:

- **Whenever possible, you enter the passcode yourself**, at the counter, in front of us.
- If you really do need to give us a passcode or password, by phone or in the shop, **change it straight after** you collect your iPhone.
- Change the passcode in *Settings › Face ID & Passcode › Change Passcode*, and your Apple Account password in *Settings › [your name] › Sign-In & Security*.

**Always check who you are talking to**

If you receive a call or message asking for codes on behalf of PVF **when you have no repair with us**, don't reply: call us yourself on the shop number.

### How we protect your data

- **No work is carried out without the owner's authorisation.** You receive a quote and we only go ahead once you approve it.
- Your personal data is used only for the repair and to contact you, in line with the RGPD (Regulamento Geral sobre a Proteção de Dados, the EU's GDPR). **It is not shared** with third parties.
- Our technicians only access what is needed to repair and test. **We do not open** photos, messages or other personal content.

## When you collect your iPhone

- Check that the problem is solved and test the main functions.
- If you turned off Find My, **turn it back on**.
- If you gave us a passcode or password, **change it**.
- If the iPhone was reset, **restore your backup** during setup.

**PAULO VASCONCELOS FREITAS – Tech Atelier,** Apple Independent Repair Provider, with Apple-certified technicians. We are in Funchal and Horta: message us on WhatsApp before you come.