

Instructions on how to send a request to Apple to check the iPhone battery remotely, no need to go to the service center

You can ask Apple to remotely check the battery through a built-in tool on your iPhone instead of having to take it to a service center.

The battery check apps on the App Store do not support Apple devices, since iOS 10 version. Therefore, want to know the status of internal batteries such as the number of charging times, number of charging cycles, current battery capacity If the battery has been discharged or not . users must bring it directly to Apple service centers to check with its dedicated tool or use 3rd party software on the computer. But there is a much more convenient way that you can ask Apple to check the battery remotely via a built-in tool on your iPhone instead of having to take it to a service center.

In Vietnam, you need to call the toll-free number **18001127** , Apple's customer care switchboard to ask them to check the battery remotely and follow the instructions.

Or you can visit the Apple support page <https://getsupport.apple.com/> and leave the phone number, choose the appropriate time for Apple to call you back.



The page interface supports Apple in Vietnamese.

Lên lịch một cuộc gọi

Dường như sản phẩm của bạn không thuộc phạm vi hỗ trợ kỹ thuật miễn phí.

Yêu cầu một ngoại lệ.

Chọn một lý do nếu bạn muốn yêu cầu một ngoại lệ hỗ trợ hoặc bạn tin rằng bạn có một vấn đề với phần cứng được bảo hành.

Phạm vi bảo hành là ước tính. [Tìm hiểu thêm về thông tin bảo hành của Apple cho sản phẩm của bạn.](#) Chế độ bảo hành của bạn vẫn giữ nguyên cho dù bạn có đăng ký hay không.
Quan trọng: Chế độ bảo hành giới hạn 1 năm của Apple và các lợi ích của chương trình AppleCare Protection Plan bổ sung cho các quyền lợi được luật tiêu dùng quy định ([xem chi tiết](#)). Nếu bạn tin rằng mình có một khiếu nại tiêu dùng hợp lệ theo luật, vui lòng [liên hệ với chúng tôi](#).

Schedule a call for Apple to call you back.

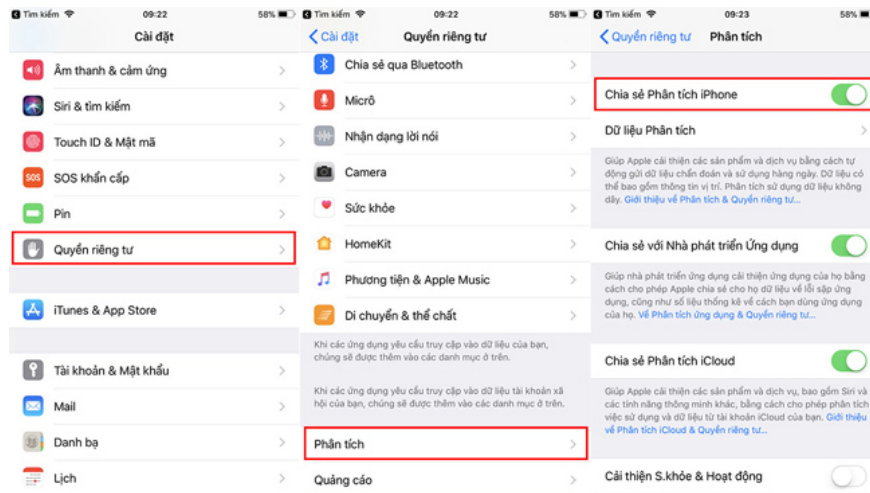
If your iPhone has reached the end of its warranty period, a message indicating that the device is no longer in the free technical support range may appear. At that time, you can provide a suitable reason to request an exception to conduct telephone support as usual and then continue to schedule the call by clicking on the option above left.

Lên lịch một cuộc gọi

Gần đây tôi có mua phần mềm mang thương hiệu Apple và tôi đang gặp phải vấn đề khi sử dụng phần mềm đó với chiếc máy tính này.

Gần đây tôi đã mua Mac OS X.

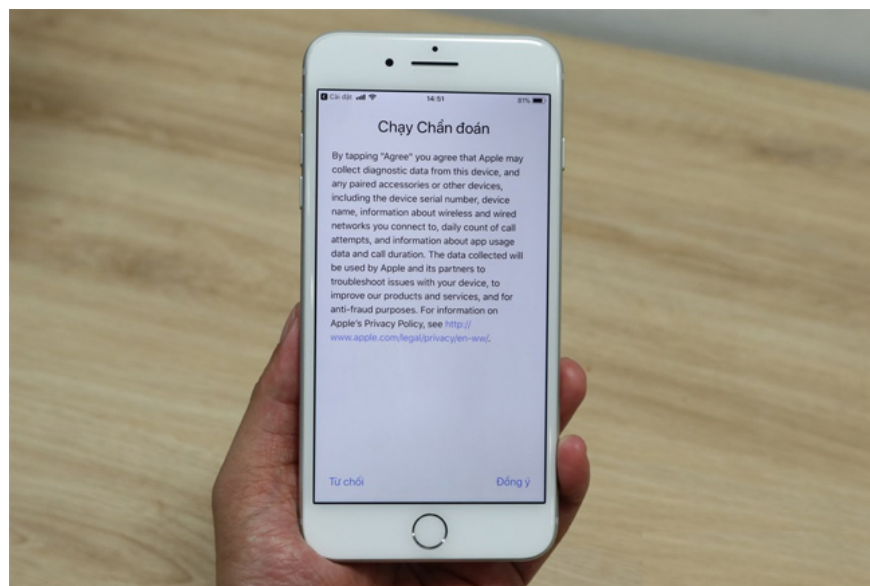
When Apple employees call you, they will instruct you to enable the remote support feature as follows: Go to **Settings** -> select **Privacy** -> click **Analysis** -> turn on the **Share Share** option **iPhone** to send requests to Apple.



Upon receiving your request, the Apple support technician will register your iPhone during the diagnostic session and remotely activate this feature, then your phone will appear **Start Diagnostic with Support. Apple support** . If you do not require Apple remote support, this item will not appear by default.



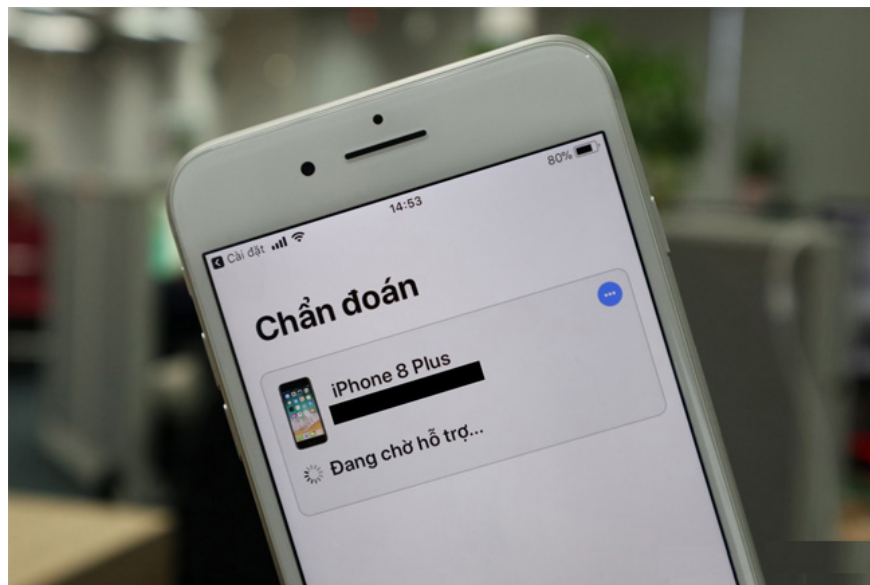
Click on **Start Diagnostic with Apple Support** , your iPhone will be connected to Apple support. You will see a message stating that the internal data such as serial number, device name, number and duration of calls made, information about WiFi networks, information about software usage The device will be sent to Apple and partners to perform the diagnosis.



If you choose **Agree** , the **Mobile Resource Inspector** will launch to send data to Apple servers.



After sending the data (about 2-3 minutes depending on your network speed), a message **Waiting for support** will appear on your **device** and then Apple staff will notify you about the situation. battery status of the device.



Apple's announcement simply helps us know whether the battery is good or bad, whether it needs to be replaced or not. You will not be able to know the details of the battery status such as the number of charging cycles, the number of full charge times or the current battery level .

If your iPhone battery needs replacing, you can go to authorized Apple service centers in Vietnam to proceed to replace the battery at a preferential price according to Apple's policy of \$ 29.

See more:

1. Instructions on how to check the iPhone / iPad battery level without jailbreak
2. Instructions to check cycle count of iPhone / iPad battery
3. How to know Apple is slowing down your iPhone?
4. Hot iPhone, cause and fix

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