

IPad Troubleshooting Document

- **What do you do when your app isn't responding?**

1. Double tap home button then swipe up the app
 2. Restart your device
 - reset your device by pressing and holding the home and power buttons
 3. Update your device software and your apps
 - if updates are available tap update a
 4. Delete the app and redownload the app.
 5. Contact the developer
 - find the app in the App Store
 - tap the app, then tap reviews
 - tap app support
 6. turn off your device and let it sit for awhile
 7. it may not be your fault and you just have to have patience and wait until the app is ready or whatever happens next
- Go to the App Store.

What to do when you accidentally delete an app from the iPad?

1. Go into the App Store app
2. Go into purchased apps
3. Tap on the " Not on this iPad" tab at the top of the screen
4. click on the deleted app from the list

What to do when your internet window opens small?

1. You can click on the 2 Arrows in the top right corner.
2. Click, hold and drag anywhere on the outside of the browser
3. You can click on the green circle in the top left corner.

What do you do every time you type in a certain word another word appears?

- 1.) Push the x beside the word if it's not the word you want.
- 2.) Turn your auto correct off:
 - Step 1: Go to Settings
 - Step 2: General
 - Step 3: Keyboard
 - Step 4: Disable Auto-Correction

How do you fix an iPad that's zoomed in?

- a) double tap the screen with your finger
- b) press the home button three times rapidly

What do you do if your iPad is slow?

1. Exit out of all apps by doubling clicking the home button and swiping up
2. Hold down the power button and turn off your iPad
3. Clear some space, delete some apps by holding them down and hitting the the little x and then hitting delete
4. Go onto general and select software update and update your iPad
5. Disable push notifications and/or turn off location services

What do I do if your Ipad's screen goes blank.

1. Plug in the ipad to the charger
2. Push and hold the power button
3. If all else fails contact tech help

What to do when your app crashes as soon as it opens

1. Reset iPad
2. Close app from multitasking tray (press home button twice)
3. Delete app then redownload
4. Check for app update
5. Turn iPad off and on

What do you do when your iPad doesn't charge?

1. Hold the home and off buttons until screen goes blank
2. Plug iPad in to computer.
3. try charging for 15 minutes in a good setup, then hold the home and sleep/awake button for fifteen seconds
4. -purchased he a new charger and wall port
5. try another outlet
6. try a different plug or a stronger cable
7. T

What to do if Wifi connection isn't responding

1. Hold down Home button (circle button) and power button (top right button) for 10 seconds simutainlessly.
2. Once screen goes blank turn IPad back on.
3. Go to settings.
4. Turn off wifi by swiping the wifi button left.
5. Wait at least 5 seconds.
6. Turn wifi back on.

What To Do If Your iPad Freezes And Starts To Flash

1. Hold home and off button for 10 seconds.
2. Then wait for 1 minute to turn it back on.
3. Turn iPad on once again. (It may take awhile!)
4. Hold the top button and the home screen.

What to do if your microphone isn't working

1. Your microphone is probably blocked. Maybe a bit of dust got in it. Try using a vacuum cleaner or some compressed air to try and get it out.
2. Try to restart your iPad mini

What to do if auto brightness isn't working

1. Go to setting
2. Then go to brightness and wallpaper.
3. Turn the brightness up to your designated brightness.

What to do if you can't download an app?

1. Restart the App Store
2. Turn off iPad

What to do if your iPad is freezing?

1. Hold the top button until it says "slide for power off" and turn it off and on again.
2. Hold the top button for 10 seconds and turn it off.
3. Plug in the iPad to your computer with the USB cable, go to iTunes, select your iPad choose the summary tab, and hit the restore button. Turn off and wait for a minute

How to turn up the brightness

1. Pull up the bottom of the screen.
2. Then slide the sun dial up to what to what ever level of light on your screen.

How to Save *Your* iPad's Battery

Turn brightness down

Put your iPad on airplane mode

Turn off GPS

Turn off Bluetooth

Turn off push notifications

Fetch mail less often

Turn off background app refresh

Turn off 3G/4G

Keep up with iPad updates