

# iPad Basic Troubleshooting



1. **Certificate Required** - If you get the message saying “Certificate” asking you to “Accept”, you must click “Accept” to join CPSB-SECURE WiFi. The certificate name is “sec2.cpsb.org”. It will also say “Not Verified”.
2. **Keep iOS and Apps Up to Date** – updates are free and most provide bug fixes and add new features to the app or iPad. Remember, since iOS 6, you no longer have to enter a password to update apps so it is really quick and easy.
3. **Set up iPads to Automatically Install Apps on All Devices at Once** – Go to “Settings”, “iTunes & App Store”, then turn on “Automatic Downloads” for “Apps”. You can also turn on Music and iBooks if needed.
4. **My Apps Won’t Update** – If apps hang up while attempting to update there are a couple of things to try: First, sign out of the app store and sign back in. Next, tap all of the apps that are attempting to update (to make sure they are not just paused). If that doesn’t work, restart the iPad.
5. **Download Previously Installed Apps on Another Device** – If the additional devices are signed in to the App Store with the same Apple ID, launch the App Store and tap the “Purchased” button located at the bottom of the screen. Tap the cloud icon next to any app to install. Notice, you can filter previously purchased apps by “All” or “Not on this iPad”.
6. **Flaky Apps** - Close the Apps in the recently used view – If apps are not working properly or if you are losing battery quicker than normal, close apps. Double-click the home button and swipe up on the app thumbnail.
7. **Turn Off FaceTime** - Open the Settings app then “FaceTime” in the list on the left. Tap the Apple ID that is signed in. Tap the Apple ID again then select “Sign Out”. To prevent students from signing in to your iPad with their Apple ID, go to Settings/General/Restrictions and turn off FaceTime
8. **Turn Off Messages** - Open the Settings app then “Messages” in the list on the left. Tap the Apple ID that is signed in. Tap the Apple ID again then select “Sign Out”. To prevent students from signing in to your iPad with their Apple ID, go to Settings/General/Restrictions/Accounts and choose “Don’t Allow Changes”.
9. **Restrict FaceTime/Messages** - To prevent students from signing in to your iPad with their Apple ID, go to Settings/General/Restrictions/Accounts and choose “Don’t Allow Changes”.
10. **Losing Battery Too Quickly** - If you are losing battery life too quickly, you may need to recalibrate: Let the iPad battery run down completely until it powers itself down. Charge the iPad completely (don’t remove from charger until the battery reaches 100%). Apple recommends doing this charge cycle at least once a month.
11. **Home Button Not Responding** – Use the multitouch gesture to get back to the home screen. Touch all five fingers on the glass and pinch them together.
12. **Touchscreen is Slow or Unresponsive** – Clean the screen with a soft lint free cloth or slightly damp cloth. (NEVER Use household cleaner on the glass.)
13. **iPad is Not Responding Normally** - Restart – Just like a computer, iPads can be restarted. Restarting can fix a lot of issues like unresponsiveness, frozen apps, WiFi connectivity issues, etc. To restart, hold both the power button and the home button down simultaneously until you see the Apple logo appear on the screen.
14. **iPad is Charged But Won’t Turn On** - To restart, hold both the power button and the home button down simultaneously until you see the Apple logo appear on the screen.
15. **WiFi Signal Keeps Dropping** – If you notice that you keep losing the WiFi connection, there are a few things to try. First, go to “Settings” then “WiFi”. Tap the blue information button next to the Network Name then tap the “Renew Lease” button. If you still have WiFi issues, go to “Settings” then “WiFi”. Tap the blue information icon next to the Network Name then tap the “Forget the Network” button. And lastly, if that doesn’t solve the issue, go to “Settings”, “General” then “Reset” and tap “Reset Network Settings”. (This will not delete any apps or data. It will only reset network settings.)
16. **Reset All Settings** – If you have ongoing issues you can reset all settings to put all settings back to default. This will not delete any apps or data. It will only reset settings.

17. **Recovery Mode** - If the iPad is disabled or is stuck on the Apple logo, you can put the iPad in "Recovery Mode" and restore in iTunes. On a computer with the latest version of iTunes, plug in the USB sync cable. Turn off the iPad by holding down the sleep/wake button until the red slider appears prompting you to slide to power off. Hold down the home button while connecting the sync cable to the iPad. Keep the home button pressed until you see a graphic of the USB sync cable on the screen. At this point iTunes should open on your computer. Follow the onscreen instructions on the computer to complete the restore.
18. **Restore From iCloud Backup** - If the iPad has been reset and you backup to iCloud, you can restore from an iCloud backup: Go through the initial setup choosing language & country, join the CPSB-SECURE wifi, and enable location services. When you get to the screen labeled "Set Up iPad", select "Restore from iCloud Backup" and tap "Next". Enter your Apple ID and password. Agree to the "Terms and Conditions". On the screen labeled "Choose Backup", tap the backup you wish to use then tap "Restore"
19. **Reset iPad for a New User** – If you are giving your iPad to a new user, you should reset it to factory defaults. Open the "Settings" app then go to "General" and scroll all the way down to "Reset". Tap "Erase All Content and Settings" to completely wipe everything from the iPad and restore everything to factory default. NOTE: if you have "Find My iPad" turned on, you will need to enter the Apple ID password to reset the iPad.
20. **Need to Rest an iPad for a Teacher that is no Longer Employed** – submit a Tech Help ticket in the Apple section requesting the Activation Lock be removed.
21. **iPad Has a Passcode Set on it that No one Know** – You will need to restore the iPad which will erase everything from the iPad. On a computer with the latest version of iTunes, plug in the USB sync cable. Turn off the iPad by holding down the sleep/wake button until the red slider appears prompting you to slide to power off. Hold down the home button while connecting the sync cable to the iPad. Keep the home button pressed until you see a graphic of the USB sync cable on the screen. At this point iTunes should open on your computer. Follow the onscreen instructions on the computer to complete the restore.
22. **iCloud Storage** - 5GB free per Apple ID. To free up space in your iCloud storage, you will need to manage what is backed up and delete previous large backups. Settings, iCloud, Storage & Backup, Manage Storage. Select the device you want to manage. Turn off the backup for any apps you no longer want to backup data. Note: Apps are not backed up to iCloud...only the app's data)
23. **iPad Has Not Backed Up in XX Days Message** - To back up to iCloud, the iPad must be plugged in to power, locked and connected to wifi. If these conditions have been met and you still receive message: Restart iPad, Sign in then Force backup – Settings/iCloud/Storage & Backup/Back Up Now
24. **Apple TV Display Colors are Not Right** – If you notice that the display from the Apple TV is not showing the right colors, you probably have the setting wrong on the Apple TV. On the Apple TV, go to Settings/Audio & Video/TV Resolution and select 720p HD – 60 Hz.
25. **Apple TV not Mirroring** – If your AppleTV has an icon that looks like an iPod next to it rather than a TV icon, reset the AppleTV then update the software.
26. **Not Seeing AirPlay or Print Option on Apple TVs & Printers** – Make sure the Apple TV or Printer is connected to the same WiFi that the iPad is connected. Make sure the Apple TV/Printer is powered on. You may need to press the "Menu" button on the Apple TV remote to wake it up.
27. **Lost or Stolen iPad** - If your iPad is lost or stolen, go to the "Find My iPad" app on another iDevice OR on any computer go to <http://icloud.com> and enter your Apple ID and password to attempt to locate your device.
28. **Forgot your Apple ID Password** - Go to <http://iforgot.apple.com>. Enter your Apple ID and on the next screen, you can have Apple email a file to you to reset your password or you can answer security questions to reset the password.
29. **Check your Warranty** - <http://checkcoverage.apple.com> and enter the iPad serial number to see what kind of coverage you have. If the iPad is covered by AppleCare, hardware repairs are included and if the iPad is covered by AppleCare+, broken screens and other physical damage is covered for a \$49 fee.