

# Simple iPad fixes

| Problem                                     | Likely issue                                                                                                   | Fix                                                                                                              |  |
|---------------------------------------------|----------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------|--|
| <b>Book will not download</b>               | Software is out of date                                                                                        | Settings/General/Software update                                                                                 |  |
|                                             | Wrong user signed into iTunes                                                                                  | Sign out of iTunes U and sign in with correct user                                                               |  |
|                                             | Book was purchased under the wrong email                                                                       | Call book company to switch email to your school email                                                           |  |
|                                             | Haven't waited long enough                                                                                     | Digital Text books generally take a week to be delivered                                                         |  |
| <b>Notability or other apps not working</b> | Software is out of date                                                                                        | Settings/General/Software update                                                                                 |  |
| <b>Can't send/receive between apps</b>      | Software is out of date                                                                                        | Settings/General/Software update                                                                                 |  |
| <b>Can't print</b>                          | Not on Garces Student Network                                                                                  | Toggle on WiFi                                                                                                   |  |
|                                             | Software out of date                                                                                           | Settings/General/Software update                                                                                 |  |
| <b>iTunes U won't load new material</b>     | Signed into iPad with a different Apple ID than when student added the class                                   | Re-enroll into your class with current Apple ID or sign in with old ID                                           |  |
|                                             | Software is out of date                                                                                        | Settings/General/Software update                                                                                 |  |
| <b>Not getting email</b>                    | Account not signed in                                                                                          | Settings/mail/add account/Google. See Mr. Lacava if can't remember Garces email password                         |  |
|                                             | Email address incorrect in the Garces server                                                                   | Contact <a href="mailto:glacava@garces.org">glacava@garces.org</a> to check the address is correct in the server |  |
| <b>Can't be seen on Apple Classroom</b>     | Bluetooth is off                                                                                               | Swipe up/touch bluetooth symbol                                                                                  |  |
|                                             | Bluetooth network is "forgot"                                                                                  |                                                                                                                  |  |
| <b>Broken screen</b>                        | Make sure you have back up on Notability, iCloud etc... Remove Passcode, sign-out. You will be switching iPads | Bring \$50 to business office then bring receipt to Mr. Lacava for a new iPad.                                   |  |
| <b>iPad not charging</b>                    | Charging port is dirty                                                                                         | Use a toothpick or Q-Tip and lightly pick the lint out of the charging port                                      |  |
|                                             | 3rd party charger                                                                                              | Use an Apple iPad charger, as many 3rd party chargers will not work.                                             |  |