



[Apple iPad: Basic iPad Troubleshooting](#)

iPad Troubleshooting Tips

Here are some things to try before contacting IT411. Most issues can be resolved with a Hard Reset and should be something teachers and students can attempt before sending it to LMS.

- Please try these things to eliminate downtime for the end-user before sending in to repair. If you do not have success with these steps, contact IT411 or enter a ticket and document steps taken.
- The technician will let you know if you should send the device in for repair. (Please note, as part of their troubleshooting steps, your technician may contact you as ask you to repeat some of the steps before having you send the device to repair)

[New Employee iPad Onboarding](#): Used for new staff members to follow and set up their new iPads. It contains detailed steps on creating an Apple ID, setting up the iPad Backup, setting up Mail, and downloading apps.

[ECASD - Technology Resource iPad Support Page](#)

General Troubleshooting:

Restart iPad/Hard Reset: Turning the iPad off and then back on or performing a hard reset is similar to restarting a desktop computer and should be done as a first troubleshooting step when having iPad issues. This does NOT wipe data or settings from the device

When to use:

- iPad freezing
- Keypad not responding.
- Touch screen not responding
- Apps not responding.

How to Restart iPad (does NOT wipe data):

1. Follow the steps below.
2. Press and hold the power button until "slide to power off" appears then release.
3. Slide the power button right.
4. Once the device is powered off, you can turn it back on again.

*Alternative Method 1: Settings > General > Shut Down... Slide the power button right.

How to perform a Hard Reset (does NOT wipe data):

1. Press and hold the Power and Home buttons at the same time until the Apple logo appears (approximately 10-20 seconds) then release.

Hardware Damage: Devices that have physical damage should be sent to the repair shop. Enter a ticket, be sure to include the device serial number, what is wrong with the device and the date that it was sent in for repair.

- Staff Device Damage: Be Sure to include the Staff Damage Form.
- Student Device Damage: The teacher should communicate with the principal regarding the damage, and the schools will handle as they see fit.

Apple ID Forgotten Passcode: We are unable to reset a password on a Staff Apple ID as the staff owns it. We do not have access to any settings or information regarding their Apple ID. If they do not remember the password, they will need to go to <https://iforgot.apple.com> and perform a password reset from the website. They will need to have access to the email address used for their Apple Id.

Restore a Disabled iPad or Reset to Factory Default using iTunes:

This most often results from an incorrect passcode being entered multiple times over a period of time. If the iPad is disabled, you will see the iTunes symbol with the white cord. All data will be lost!

- Do not send it to repair.
- See steps below to Contact IT411 or enter a ticket and document steps taken.
 - The technician will let you know if you should send the device in for repair

How to:

1. Follow the steps below.
2. Open iTunes on the Media Center Circ computer. If prompted for an update, you can choose to ignore it. You do not need to update.
3. Using a lighting cable, connect the iPad to the computer.
4. While your iPad is connected, force restart it by holding down the power and home buttons until you see the iTunes symbol on your device. This can take some time to appear.
5. You will be given an option in iTunes to Restore or update.
6. When prompted, choose Restore and Update.
7. Agree to the terms if asked.
8. Click Restore. Remember...all data will be wiped from the iPad.
9. This will download the most current iOS and will take some time. It may appear that nothing is happening. When the iPad is done, you will see the Hello Welcome screen on the iPad. You can then unplug the device and set it up to be used again.

Frozen/Locked App

(Here is a list of things to try or look at when you have this issue)

- Close the app and reopen.
 1. Follow the steps below.
 2. Double-tap on the home button,
 3. Swipe up to close the app.
 4. Reopen the app to verify functionality.
- Perform a hard rest on the iPad by holding down the power and home buttons until you see the white apple symbol.
- Delete the app by pressing the icon until it wiggles, then taps the "x" on the app. Reinstall the app from Self Service.

- Update iOS.
 1. Follow the steps below.
 2. Tap Settings...General....Software Update. If there is an update available, you will see a link to Download and Install.
 3. After the update is complete, attempt to open the app.
 4. You may need to delete and reinstall the app again.
- Confirm that the app is working on another iPad.
- Contact IT411 or enter a ticket and document steps taken.
- The technician will let you know if you should send the device in for repair.

iPad Will Not Charge

(Here is a list of things to try or look at when you have this issue)

- Attempt to charge with a different charger and cable that you are sure works.
- Attempt to charge with a known good charger and cable in a different outlet located in a different area.
- If using a known good charger, cable and outlet without success: With the iPad plugged into power, press and hold the Power and Home buttons until the Apple logo appears (approximately 10 seconds) then release. Let device charge with a known good charger, cable, and outlet for 2 hours.
- Contact IT411 or enter a ticket and document steps taken.
- The technician will let you know if you should send the device in for repair.

iPad Will Not Hold a Charge

(Here is a list of things to try or look at when you have this issue)

- Confirm that the iPad is truly charged to 100% and that you are using a known good charger and cable.
- Update iOS.
 1. Tap Settings... General... Software Update. If there is an update available, you will see a link to Download and Install.
- To help preserve battery on an iPad that has trouble holding a charge: Turn on Auto-Brightness by tapping Settings > General > Accessibility > Display Accommodations and set Auto-Brightness to On
- View your battery usage by going to Settings > Battery.
- Plug your iPad in every night using a known good charger and cable.
- Contact IT411 or enter a ticket and document steps taken.
- The technician will let you know if you should send the device in for repair.

No Sound

(Here is a list of things to try or look at when you have this issue)

- iPad Air only: Check to make sure the side switch isn't showing the orange dot. If it is, switch it back.
- Check the Sound Settings
 1. Follow the steps below.
 2. Open Settings... Sounds
 3. Confirm that the Change with Button setting is toggled to on (green).
 4. Attempt to increase the volume with the slider located in Settings...Sound.
- Test with headphones
- Test without headphones
- Contact IT411 or enter a ticket and document steps taken.
- The technician will let you know if you should send the device in for repair.

Self Service Missing

Self Service is automatically installed when a device is enrolled in Casper. If someone has deleted the app, it will not be reinstalled until the device checks in to Casper for Inventory. This happens about once every 24 hours automatically.

- Be sure the device has wireless connect and check back on the device in 24 hours.
- Contact IT411 or enter a ticket. Provide the device serial number and/or the student name and ask them to Push an Inventory Update.
- The device must be connected to wireless.

Self Service Hangs and Won't load

(Here is a list of things to try or look at when you have this issue)

- Perform a hard reset
 1. Follow the steps below.
 2. Perform a hard reset by pressing and hold the Power and Home buttons at the same time until the Apple logo appears (approximately 10-20 seconds) then release.
 3. Attempt to access Self Service.
- Delete the Self Service App and contact IT411 to have an inventory update completed.
- Contact IT411 or enter a ticket and document steps taken.
- The technician will let you know if you should send the device in for repair.

Wireless Connection Issues

(Here is a list of things to try or look at when you have this issue)

- Restart your iPad and attempt to connect.
- Move to another location and attempt to connect.
- Reset Network Connection.
 1. Open Settings... Wi-Fi.
 2. Tap the little blue "i" next to the Wi-Fi symbol for ECASD_Wireless.
 3. Tap Forget this Network.
 4. Tap Forgot again when prompted.
 5. Reconnect to ECASD_Wireless by tapping it and entering the username and password of the student/staff member using this iPad.
 6. Tap Join.
 7. Tap Trust.
 8. Attempt Connection.
- Contact IT411 or enter a ticket and document steps taken.
- The technician will let you know if you should send the device in for repair.

Forgotten Passcode

(Here is a list of things to try or look at when you have this issue)

If a student or staff member has forgotten their passcode, it can be reset via Casper, provided the device has a wireless connection.

- Contact IT411 or enter a ticket. Provide the device serial number and/or the student name and ask them to Clear the Passcode on the device.
- The device must be connected to wireless.
- Reset iPad to Factory Default settings using iTunes (last resort). Do not wipe the iPad using iTunes until you have been asked to do so by a technician. This should not be a natural consequence.