

iPad Troubleshooting Tips

Here are some of the most common problems and solutions with iPads. Knowing how to troubleshoot your own iPad will save you a trip to the help desk.

1. My iPad is acting funny or "slow."
2. An application won't work correctly.
3. An application won't launch correctly.
4. My iPad screen cracked.
5. My iPad doesn't charge, or charges slowly.
6. My battery life is horrible.
7. I can't seem to get on the Internet.
8. I got a new iPad. How do I transfer my information to the new one?

Problem #1: My iPad is acting funny or "slow."

Solution: One of the easiest ways to troubleshoot an iPad that's not working as it should is to do a hard reset. To do this, hold in the "power" button and the "home" button at the same time for a few seconds, until you see the Apple logo. At that point, release the buttons and let your iPad power up. The hard reset doesn't damage your work, apps, or files.

Problem #2: An application won't work correctly.

Solution: Did you just upgrade to the latest version of iOS from Apple? If it's a minor upgrade (Say, going from 10.2.0 to 10.2.1), it's usually safe to upgrade, since these minor upgrades usually contain improvements, bug fixes, and security improvements. If it's a major upgrade (Say, going from iOS 10 to iOS 11), the application developer (author) may need to release the app so that it's compatible with the new iOS version. Sometimes this can take several weeks, during which you may be without a note-taking application, textbook app, or other important tool. For this reason, it is strongly recommended that you wait at least 3 weeks to download the latest iOS on your device.

If the application won't work correctly with the camera or microphone, then you may need to adjust your privacy settings.

Problem #3: An application won't launch correctly.

Solution: If an application won't launch, it's either incompatible with your version of the iOS (see above) or it was downloaded with another Apple ID. On your iPad, click "Settings" and then "iTunes and App Store" -- if the Apple ID shown here does not match your iCloud account, we recommend signing out of the account and then signing in again with your iCloud account. Once that's complete, delete the app by tapping and holding the icon and hitting "X." Re-download the app from the app store and launch.

Problem #4: My iPad screen cracked.

Solution: If your iPad (or iPhone) screen cracks, it can be repaired if the corners on the frame are not damaged. iPads without strong corner protection on the cases have been shown to have a much higher breakage rate than cases with strong corner protection. Take care of your iPad and be sure you place it in your backpack next to another strong, flat object like a thick notebook. Tossing it in a backpack next to a padlock can puncture the glass and/or LCD, which makes for a costly repair.

Problem #5: My iPad doesn't charge, or charges slowly.

Solution: Be sure you're using the charging "brick" that came with your iPad. A small iPhone / iWatch charger may not deliver enough energy to the iPad for it to charge. If you're using a desktop or laptop computer to charge your iPad through the USB cable, the words "not charging" at the top of the screen indicate that your computer's USB port is not delivering enough energy to charge the iPad. Try a different USB port or use a wall charger.

Problem #6: My battery life is horrible.

Solution: Adjust the brightness on the iPad so that it's not at maximum or high brightness. Contrary to popular belief, shutting down most applications can actually harm your battery life if you re-open them constantly. In iOS 10, click on the "Battery" tab in the settings panel and you'll be able to see which application(s) are draining your battery. If they're downloading information in the background, it will say "Background Activity" next to the app, and you can shut down that particular application to see if it helps.

You can also adjust the "Auto-Lock" number to 2 minutes. Be sure that it doesn't say "Never" or the iPad screen will never turn off automatically unless you tell it to. Finally, remember that iPad batteries, like all batteries, have a finite (limited) number of charge cycles and that after a couple years of use, you'll notice that you don't get the same time out of the battery as you did when the iPad was new. You can take your iPad to an authorized service center to change out the battery.

Problem #7: I can't seem to get on the Internet.

Solution: Many times, a simple "cycle" of the WiFi will fix the problem. This essentially means you should turn off the WiFi, wait a few seconds, and turn it on again. This will clear and reset your connection to the Ignatius network. To do this, swipe up from the bottom and find the WiFi icon that looks like a radio wave icon. (It's the second circle on the screen, just to the right of the airplane.) Tap it once to turn it off. You'll see the circle clear, and in the upper-left hand corner, the WIFI symbol disappears. Wait approximately 10 seconds, and tap the WIFI circle again. This turns wireless connectivity on again. When you see the icon in the upper-left hand corner re-appear, try to connect to the Internet again.

Problem #8: I got a new iPad. How can I transfer all of my old content and data from the old iPad to the new one?

Solution: Just like upgrading to the latest iPhone, the best way to do this is through either an iCloud backup, or a local backup. A local backup is usually faster. To do this,

connect your iPad to the USB port of your computer (Mac or PC) that is running iTunes and follow the instructions on Apple's support page here: <https://support.apple.com/en-us/HT203977>