



Quick Reference Sheet

When troubleshooting the iPad, reference the quick fixes in the order listed.

IMPORTANT: These steps are not effective for all iPad issues. Apply only the steps necessary to isolate and resolve the issue.

Quick Fix	Action
Update to Latest Software	<p>Make sure the iPad has the latest software updates</p> <ul style="list-style-type: none">- Use iTunes to check for the latest version of the iPhone OS- Use iTunes version 9.1 or later <p>Connect your iPad to the computer. Select iPad in the Source List. In the Summary panel, click “Check for Updates” to see if there’s a new version of the iPad software available. Click Update to install the latest version.</p>
Charge the Battery	<p>Connect to a power outlet using the included USB cable and 10W USB Power Adapter to charge the battery. Do not charge via the computer port. Note: The iPad 30-pin USB cable is interchangeable with the iPod/iPhone 30-pin USB cable.</p>
Force Quit an Application	<p>Press and hold the Sleep/Wake button on top of iPad for a few seconds until a red slider appears, then press and hold the Home button until the application quits.</p>
Restart	<p>A restart forces the device to close all open files and powers off all hardware components.</p> <ol style="list-style-type: none">1. Press and hold the Sleep/Wake button until a red slider appears.2. Slide your finger across the slider to turn off iPad.3. To turn iPad on, press and hold the Sleep/Wake button until the Apple logo appears.
Reset	<p>A reset resolves only one specific issue: an unresponsive device you cannot restart.</p> <p>Press and hold both the Sleep/Wake button and the Home button for at least ten seconds, until the Apple logo appears.</p>
Reset All Settings	<p>All preferences are reset, but no data or media are deleted. From the Home screen choose Settings > General > Reset > Reset All Settings.</p>
Erase All Content and Settings¹	<p>Same as Restore, but it doesn’t reinstall the system software. From the Home screen choose Settings > General > Reset > Erase All Content and Settings</p>
Restore¹	<p>A restore erases all user content, settings, and operating system files, and then reinstalls only the operating system. Restore with iTunes.</p>
Recovery Mode Restore¹	<p>Recovery mode loads only the firmware drivers necessary for iTunes to recognize the device. See Recovery Mode Restore topic in the iPad>General Troubleshooting chapter.</p>
Device Firmware Update (DFU) Restore¹	<p>Device Firmware Update allows you to perform a restore when all other attempts to restore the device fail. See Device Firmware Update (DFU) topic in the iPad>General Troubleshooting chapter.</p>

¹**Warning:** This erases all content.