



## 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
<b>Update to Latest Software</b>	<p>Make sure the iPad has the latest software updates</p> <ul style="list-style-type: none"> <li>- Use iTunes to check for the latest version of the iPhone OS</li> <li>- <a href="#">Use iTunes version 9.1 or later</a></li> </ul> <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>
<b>Charge the Battery</b>	<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. <b>Note:</b> The iPad 30-pin USB cable is interchangeable with the iPod/iPhone 30-pin USB cable.</p>
<b>Force Quit an Application</b>	<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>
<b>Restart</b>	<p>A restart forces the device to close all open files and powers off all hardware components.</p> <ol style="list-style-type: none"> <li>1. Press and hold the Sleep/Wake button until a red slider appears.</li> <li>2. Slide your finger across the slider to turn off iPad.</li> <li>3. To turn iPad on, press and hold the Sleep/Wake button until the Apple logo appears.</li> </ol>
<b>Reset</b>	<p>A reset resolves <b>only one</b> 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>
<b>Reset All Settings</b>	<p>All preferences are reset, but no data or media are deleted. From the Home screen choose Settings &gt; General &gt; Reset &gt; Reset All Settings.</p>
<b>Erase All Content and Settings<sup>1</sup></b>	<p>Same as Restore, but it doesn’t reinstall the system software. From the Home screen choose Settings &gt; General &gt; Reset &gt; Erase All Content and Settings</p>
<b>Restore<sup>1</sup></b>	<p>A restore erases all user content, settings, and operating system files, and then reinstalls only the operating system. Restore with iTunes.</p>
<b>Recovery Mode Restore<sup>1</sup></b>	<p>Recovery mode loads only the firmware drivers necessary for iTunes to recognize the device. See <a href="#">Recovery Mode Restore</a> topic in the iPad&gt;General Troubleshooting chapter.</p>
<b>Device Firmware Update (DFU) Restore<sup>1</sup></b>	<p>Device Firmware Update allows you to perform a restore when <b>all</b> other attempts to restore the device fail. See <a href="#">Device Firmware Update (DFU)</a> topic in the iPad&gt;General Troubleshooting chapter.</p>

<sup>1</sup>**Warning:** This erases all content.