

# iPad Troubleshooting Basics

**When this happens....**

**Try this....**

<p>Don't have internet/ LSC WiFi Access</p>	<p><b>Check that the WiFi is connected</b>            (Settings &gt; WiFi) – Make sure it is on LSC WiFi  <b>Log on to Guest network, then Forget Guest network</b>            (Settings &gt; WiFi &gt; Guest &gt; LSC4guest__ &gt; (i) &gt; Forget this Network &gt; LSC WiFi should automatically reconnect</p>
<p>An App is Frozen</p>	<p><b>Close the App</b>            (Press the Home Button to close and reopen the app)  <b>Clear the App</b>            (Double press the home button &gt; one finger swipe the app up&gt; reopen the app</p>
<p>Apps won't load or take forever to load</p>	<p><b>Clear Web History</b>            (Settings &gt; Safari &gt; Clear History and Website Data)            Restart App</p>
<p>Downloading app freezes (teacher use only)</p>	<p><b>Delete App and Restart</b>            (Hold down on app icon until X appear &gt; hit X &gt; Delete App)            Download App from iTunes/App Store</p>
<p>Your device is frozen</p>	<p><b>Turn device off</b>            (Hold down the power button on the top edge of the device)  <b>Hard Restart</b>            (Hold the home button and the power button until the device turns off)</p>
<p>Device will not charge or turn on</p>	<p><b>Start-up</b>            (Hold the home button and the power button for longer than 5 seconds until the device turns on- Apple symbol appears)</p>
<p>Can't find an App</p>	<p><b>iPad search</b>            Start between the top row of apps, drag one finger from the top of the screen. The search iPad tool should appear. Type in the app name you are looking for.</p>
<p>iPad storage is Full</p>	<p><b>Check storage space</b>            (Settings &gt; General &gt; Usage)            You will be able to see what apps are taking up space. Delete those apps if you are not using them often (they will be available for re-download if necessary) OR delete pictures and videos</p>
<p>Boxes are appearing around your apps</p>	<p><b>Turn off Voice Over</b>            (Put box around Settings &gt; Double click &gt; Double Click General &gt; Double Click Accessibility &gt; Double Click Voice Over to turn off)</p>
<p>How to get back from inverted colors</p>	<p><b>Turn off Invert Colors</b>            (Settings &gt; General &gt; Invert Colors &gt; Switch to off)</p>

Can't move on to a new internet explorer screen or AR test question	<b>Turn off Private Mode</b> (Open Safari > Click on Show all Tabs button (2 squares) > click Private (unbox))
Closing out of Safari Tabs	<b>Closing Tabs</b> (Open Safari > Click on Show all Tabs button (2 squares) > swipe to the left with one finger to close window)
iPad won't rotate	<b>Uncheck Lock Rotation</b> (Settings > General > Lock Rotation (uncheck box))
Battery draining really fast	<b>Check that the Dynamic wallpaper is not on</b> (Setting > Wallpapers & Brightness > Choose Wallpaper (Click on the left one) > Choose a still wallpaper) <b>Check your Auto-Lock Settings</b> (Settings > General > Auto-Lock > 2 minutes) <b>Close Safari Tabs</b> (Open Safari > Click on Show all Tabs button (2 squares) > swipe to the left with one finger to close window)
How to turn on Guided Access	<b>Guided Access</b> (Settings > General > Accessibility > Guided Access > Switch to on (turns green))
Locking/unlocking a student in an app using Guided Access	<b>Guided Access</b> (Choose App > Triple click on home button > Start > type in passcode > 1234 > 1234) Will say Guided Access has started <b>To Quit Guided Access</b> (Triple Click home button > Enter passcode > 1234 > End) Will say Guided Access has ended
Checking Web History and clearing	<b>Web History Search</b> (Open Safari > Click on Bookmark Icon > History > scroll through web searches) <b>Clearing Web History from Safari</b> (Open Safari > Click on Bookmark icon > History > Clear (at the very bottom))
Logging into STAR app and startup if not automatically loading the Login screen	<b>STAR App</b> (Open up STAR App > Type in LSC-740J (Letter o, not zero) (in first bar) > Join > Done (This will bring up the login screen) Students will then type in username and password