

### Common iPad Issue Fixes:

- Verify that Date/Time is correct
  - Settings – General – Date/Time – Set Automatically
- Quit all apps that are running
  - Click the home button twice, slide each window upward to quit app. Do this for all running apps.
- Power off iPad
  - Hold in power button and slide button to the right when prompted
- Reset iPad
  - Hold Home Button and Power Button in at the same time. iPad will power itself off automatically. Release buttons when you see the Apple logo.

### Other Issue Solutions:

- Parental Controls put on by parents
  - Settings – General – Restrictions –
    - Off – means that no restrictions are set
    - On – means that restrictions have been enabled
- Swipe upward from bottom edge of screen to access quick settings
  - Sound – Volume slider & Mute
  - Connectivity – Turn on/off Wireless, Bluetooth, Airplane Mode
  - Display – Brightness slider
  - Airdrop – Turn on/off Airdrop
  - Camera – Opens camera
  - Timer – Opens Timer
  - Do Not Disturb – Turn on/off Do Not Disturb Feature
  - Airplay – Turn on/off Airplay
- Setting of Lock Switch causing screen/audio issues
  - Settings – General – Use Side Switch To
    - Lock Rotation
      - Locks screen so that it won't switch between portrait and landscape automatically
      - Places mute in quick settings – mutes headphones and speakers individually
    - Mute
      - Mutes all audio volume from iPad
      - Places lock rotation in quick settings
- Issue with audio/video/camera
  - Settings – Privacy –
    - Click on Photos to allow/deny apps to have access to photos
    - Click on Microphone to allow/deny apps to have access to the microphone
- Multiple tabs open in Safari causes issues with logging into websites
  - Close all tabs by clicking the X at the left side of the tab
    - Once you're at the main page, type in the website and try logging in

- Private Browsing is causing issues viewing websites in Safari
  - Close all tabs in Safari until you're at the main page
  - Click on Private at the bottom left corner to turn on/off
    - If private mode is on, safari window is dark gray
    - If private mode is off, safari window is white
- VoiceOver
  - All text on screen will be read
  - Enable/Disable VoiceOver
    - Hold home button in to turn on Siri. Say VoiceOver on/off to have Siri turn the setting on/off for you
    - Settings – General – Accessibility – VoiceOver on/off
- Search on iPad/web
  - Swipe finger down from the middle of the screen to bring up the spotlight so you can search.
- Zoom is enabled which makes text/images large on screen
  - Settings – General – Accessibility – Zoom on/off
- Colors are inverted
  - Settings – General – Accessibility – Invert Colors on/off
- Screen turns black and display won't wake using power button
  - VoiceOver has been turned on and screen has been curtained
    - Using 3 fingers, tap twice on the screen to turn Curtain off
      - Hold in home button to enable Siri. Say VoiceOver off to disable VoiceOver
- Quick Access button not visible on home screen
  - Settings – General – Accessibility – AssistiveTouch on/off