

## 5 Things to Try When Your iPad Acts Up

Most of the time, your iPad behaves itself, but every so often it doesn't. Here's a quick review of things you can try if your iPad isn't working the way you expect:

- 1. Test your network connection.** If you can't connect to websites, can't open Canvas, or Apple's App store this is likely a network issue. First, make sure you are connected to AU\_WiFi. AU\_Open will let you join but does not have Internet Connectivity. Second, tap the little "i" next to AU\_WiFi and tell it to Forget this Network. Sign back into AU\_WiFi using your AU username and password. Finally, if that doesn't work, tap the Settings icon on your Home screen and then tap General→Reset→Reset Network Settings, which often cures network connectivity issues.
- 2. Restart your iPad.** Press and hold down the sleep/wake button, and then slide the red slider button to the right to turn it off. Wait a few seconds. Press the sleep/wake button to turn on the iPad again.
- 3. Reset your iPad.** This is a great fix from a frozen screen to missing contacts. Press and hold down the sleep/wake button while you press and hold down the Home button at the same time. Ignore the Slide to Power Off slider when it appears; continue to hold down both buttons until your iPad restarts and you see the Apple logo in the middle of the screen. When you see this logo, let go. If you hold too long you will go into factory reset mode. It will show the iTunes symbol with a Connect to iTunes. If this happens, stop and seek help before you lose data. The Apple forums are helpful but require patience.
- 4. Reset iPad settings.** Tap the Settings icon on your Home screen, and then tap General→Reset→Reset All Settings. Resetting iPad settings won't erase your data, but you'll

have to redo some settings such as network afterwards.

**5. Restore your iPad.** Connect your iPad to your computer as though you were about to sync. The first step here is to either remove data- photos, videos, etc. from your device or create a backup on the computer you are using. To create a backup, connect your iPad to your computer, click its icon to select it in iTunes, and then click Summary in the sidebar on the left. Choose to back up to either This Computer or to iCloud, and then click the Back Up Now button. Then select the iPad in the iTunes sidebar and click the Restore button on the Summary tab. Restoring your iPad erases all your data and media and resets all your settings. Your next sync will take longer, and you will have to reset any settings you've changed since you got your iPad. You can then restore from a backup, choose the current date. If problems still persist, do a restore without using the backup. Tell iTunes to set up as a new device. You can still grab all your apps and content from Apple Store. This is a "clean slate" approach, which requires you to remove all photos, videos, etc. before you restore or they will be lost. (Unless you have your photos backup up to the iCloud. But even then, ensure your photos have finished uploading.

Settings→iCloud→Photos→iCloud Photo Library→ON)