



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	Make sure the iPad has the latest software updates <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 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.
Charge the Battery	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.
Force Quit an Application	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.
Restart	A restart forces the device to close all open files and powers off all hardware components. <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	A reset resolves only one specific issue: an unresponsive device you cannot restart. Press and hold both the Sleep/Wake button and the Home button for at least ten seconds, until the Apple logo appears.
Reset All Settings	All preferences are reset, but no data or media are deleted. From the Home screen choose Settings > General > Reset > Reset All Settings.
Erase All Content and Settings¹	Same as Restore, but it doesn't reinstall the system software. From the Home screen choose Settings > General > Reset > Erase All Content and Settings
Restore¹	A restore erases all user content, settings, and operating system files, and then reinstalls only the operating system. Restore with iTunes.
Recovery Mode Restore¹	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.
Device Firmware Update (DFU) Restore¹	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.

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