

How to Troubleshoot iPad

If the iPad is lagging, frozen, or otherwise experiencing technical difficulties, work through the following problem-solving tips first. Use the navigation links below to go to specific topics to help you troubleshoot quick iPad fixes.

Experiencing Other Glitches?

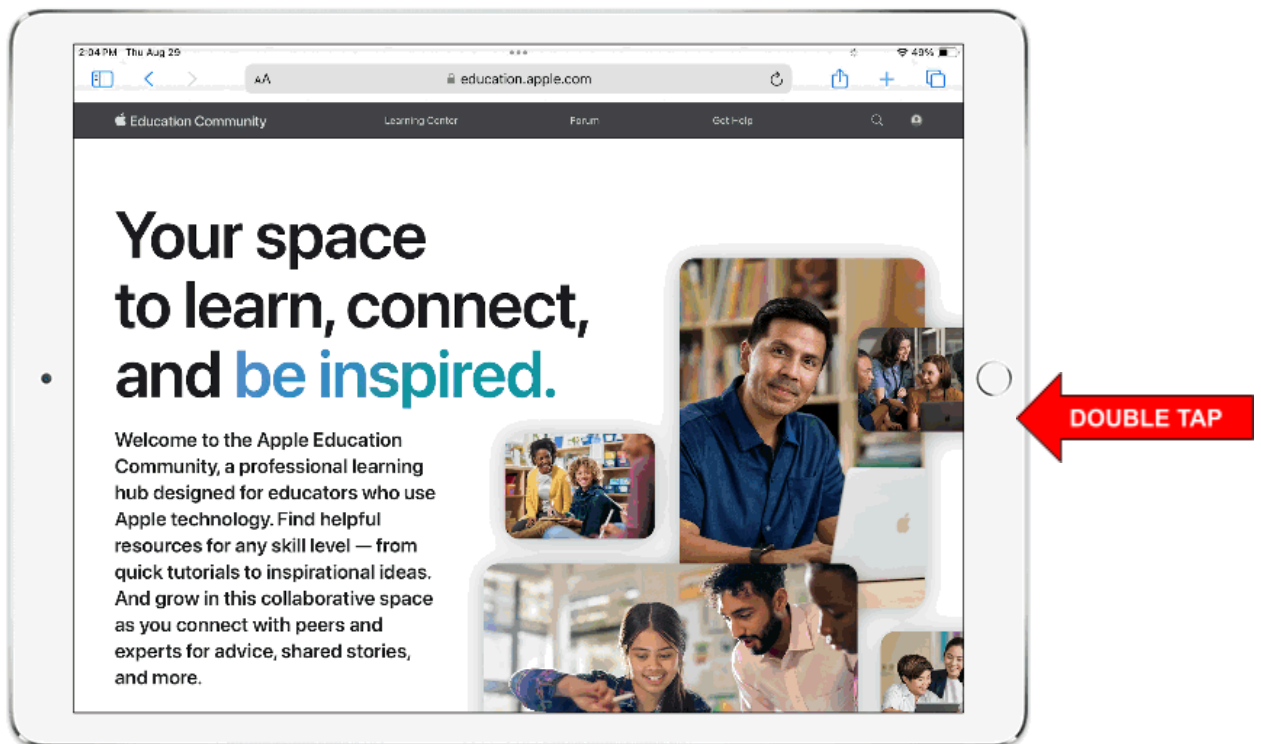
If you have been looking for a quick fix for other things you're seeing with the iPads, contact the help desk at **x6565**.

CLOSE OUT APPS	DO A HARD RESTART
SPLIT KEYBOARD	FLOATING KEYBOARD

CLOSE OUT APPS

Having too many apps open in the background can slow down the iPad. To close the apps running in the background, follow these directions:

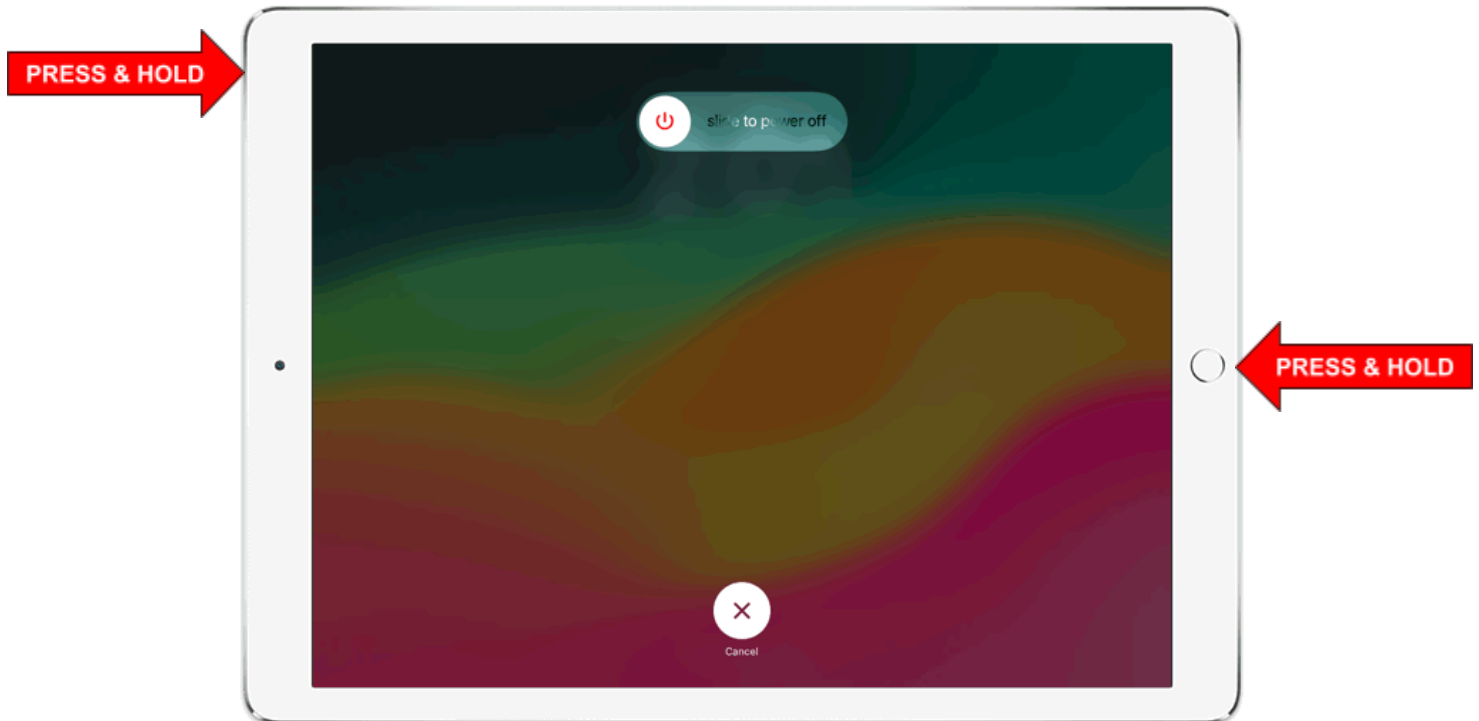
1. Double tap the home button.
2. Swipe up on open apps you wish to close.



DO A HARD RESTART

If the iPad is lagging, frozen, the keyboard won't work, or you're experiencing another issue, do a hard restart.

- Press and hold the home screen and the top buttons simultaneously (usually it's about 10 seconds). It will get to the power off screen, but keep holding until the screen goes completely black and starts back up again. You'll know you can let go when you see the Apple logo come up across the screen.

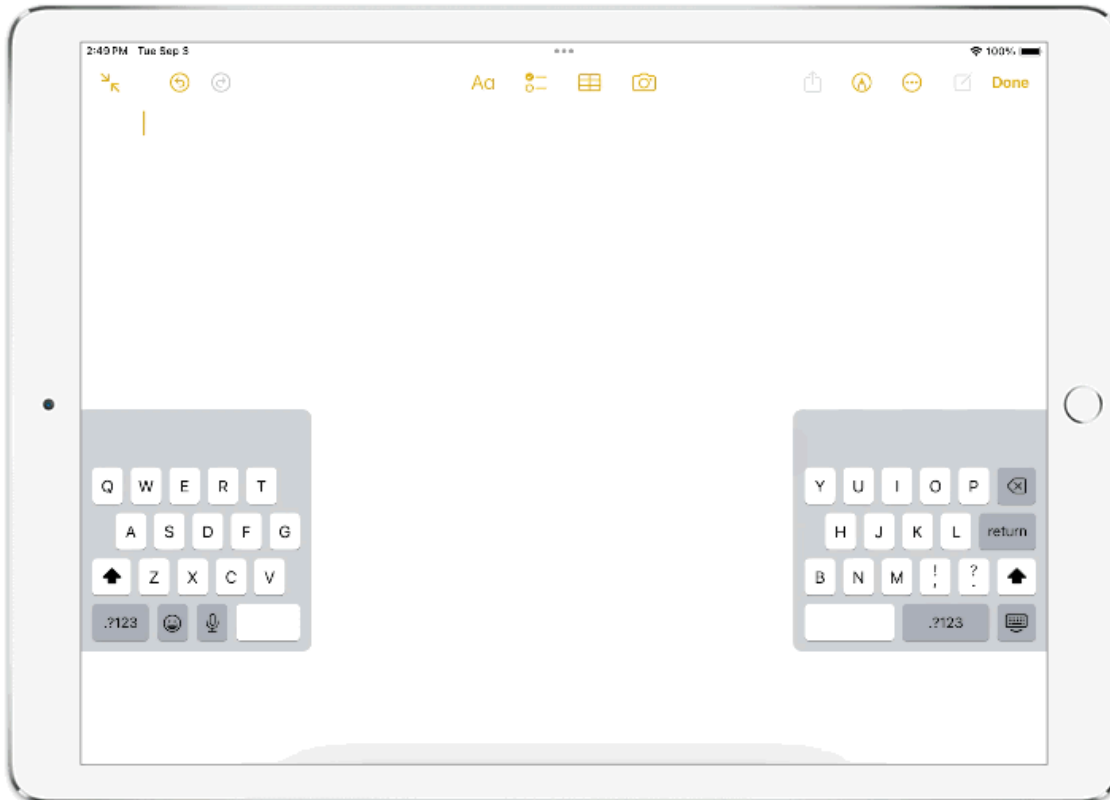


SPLIT KEYBOARD

If your student accidentally splits the keyboard:



1. Find the keyboard button in the bottom right hand corner.
2. Tap, hold, and drag your finger to select **merge**.



FLOATING KEYBOARD

If your student accidentally floats the keyboard:

1. Put two fingers across the top of the floating keyboard.
2. Drag your fingers to extend the keyboard back to full size.

