

Troubleshooting a Logitech Crayon (Apple Pencil Alternative) Not Working on iPad

If your Logitech Crayon (Apple Pencil alternative) is not working on your IDLA-issued iPad, even when the device is charged, complete the steps below to troubleshoot.

- The Logitech Crayon does **not** pair via Bluetooth.
- It connects directly and should work automatically once the settings are configured correctly.

Symptoms

- Crayon is charged (3 LEDs light up)
- Crayon does not interact with the screen
- Cannot scroll, tap, or write with the Crayon

Step-by-Step Troubleshooting

Step 1: Confirm the Crayon Model

- Ensure the device is a Logitech Crayon (dark blue with orange cap).

Step 2: Power Cycle the Crayon

1. Use the power switch to turn off the Crayon.
2. Wait 3 seconds.
3. Turn it back on.
4. Check the LEDs – all three should briefly light up when powered on.

Step 3: Adjust Apple Pencil Settings

1. Open the **Settings** app on the iPad.

2. Scroll down and tap **Apple Pencil**.
3. Find the setting “**Only Draw with Apple Pencil.**”
4. Toggle this setting **OFF**.
 - a. This must be off so the iPad recognizes third-party styluses like the Logitech Crayon.

Step 4: Test the Crayon

- Try scrolling up and down in the **Settings** app or on another screen.
- If it doesn't work, continue.

Step 5: Reseat the Crayon Tip

1. Gently twist the tip clockwise to ensure it's snug.
2. A loose tip may cause functionality issues.

Step 6: Final Test

- Try the Crayon in the **Notes** app or any drawing tool.

If the Crayon Still Doesn't Work

- Contact the **IDLA Technology Department** to request a replacement Logitech Crayon.

How to Contact IDLA Tech Support

You can reach out to IDLA Tech Support in several ways if you have problems or questions with the above information.

- Email: support@idla.org
- Phone: 208.342.0207
- Live Chat Support Monday - Friday from 7:30 am - 5:30 pm Mountain Time
 - Visit: [IDLA's Portal Page](#)
 - Click the **Contact Us** in the bottom right corner

For quick support, please include the following information when you contact IDLA Tech Support:

1. User Information

- a. Your full name
- b. Your role at IDLA (student, teacher, Site Coordinator, etc.)
- c. Your school and district

2. Issue Description

- a. What's the problem you're experiencing?
- b. What is the exact text of the error message(s) you receive?

- c. What link and location were you at when you experienced the issue?
- d. What have you done to try to resolve the issue?

3. Supporting Documentation

- a. Attach any screenshots or videos showing the error:
 - i. [How to take a screenshot.](#)