

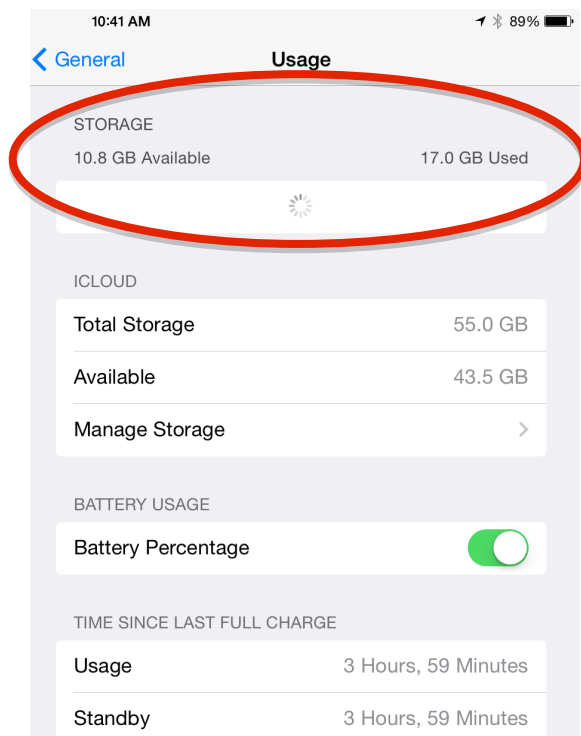
# Troubleshooting your iPad

If you are experiencing issues downloading books, apps, music, movies or anything else on your iPad, there may be an issue with the way the iOS software calculates your devices' internal storage.

Occasionally your iPad may report that it has more storage available than it actually has, which can cause downloads to hang, stop, or even disappear. If this happens the easiest way to resolve the issue is to backup any important data on your iPad and restore the iPad.

## Here's how to check if you could benefit from restoring your iPad:

1. On your iPad go to Settings → General → Usage
2. Identify the available storage:



3. If your available storage is less than 2 GB this is likely the reason for your download issues.

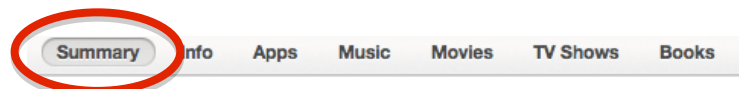
4. If the iPad has more than 2 GB of available space, plug the iPad into a computer and open the latest version of iTunes



5. Click on the iPad in the iTunes navigation bar:



and select the Summary tab.



You should see a colorful bar at the bottom of the Summary screen:



The 'Free' space here should match the 'Available' space on the iPad \*

\* If those two numbers don't match OR you have a large chunk of YELLOW "Other" data, you likely have some software issues and would benefit from restoring.

# How to Back Up your iPad

Restoring your iPad erases ALL DATA from the iPad and installs a new version of the latest iOS software. Therefore it is very important to have a backup of our important data (photos, documents, etc..) Any media purchased from iTunes (songs, books, etc..) will always be able to be re-downloaded at no additional cost.

(Note: audiobooks, ringtones, and movie rentals may need to be purchased again!)

## There are two ways to backup your data:

### **A. Back up to iCloud**

If you're using iCloud, it can automatically back up your data if you've chosen this option. You can verify your iCloud backup and make sure that it's up to date by following these steps:

1. Tap Settings > iCloud > Storage & Backup.
2. Turn on iCloud Backup if it's off.
3. Tap Back Up Now.



### **B. Use iTunes**

1. Make sure your computer has the latest version of iTunes.
2. Connect your iOS device to your computer.
3. Choose File > Devices > Back up.

If you're using iTunes 10.7 or earlier, right-click the device from the list and choose Backup Now.

You can also back up by syncing your iOS device with your computer. When you use iTunes to sync, backing up is the first step.

To verify that the backup finished successfully, open iTunes Preferences and select the Devices tab. You'll see the name of the device along with the date and time iTunes created the backup.

### **C. Use a Third-Party Service**

There are many backup services that can store all or part of the important data from your iPad such as Google Drive, Dropbox, Box.com, and many others. Your mileage may vary.

# How to Restore your iPad

Once you've backed up your iPad you can restore (erase and reinstall the software for) your iPad. Restoring your backup will make your iPad look and feel exactly like it did when you backed it up. Similar to backing up, there are two ways to restore an iPad:

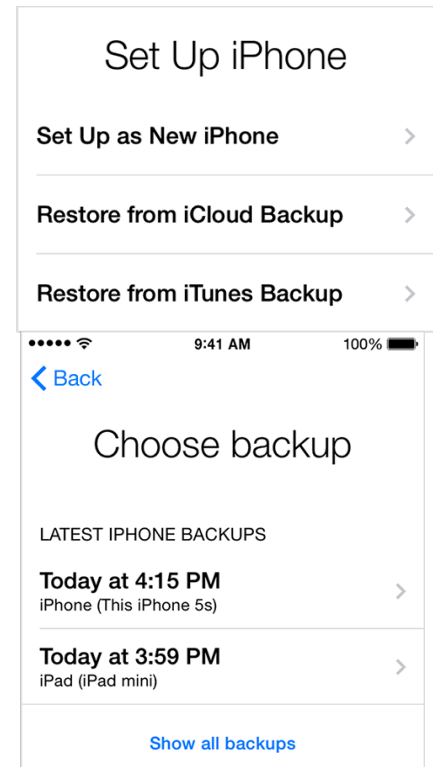
## A. Restore from an iCloud backup\*

1. Follow the initial steps in the iOS Setup Assistant
2. Select Restore from iCloud Backup when the assistant asks you to set up your iPhone (or other iOS device).
3. Select the backup you created earlier.

**You can restore an iCloud backup  
only by using the iOS Setup**

## B. Restore from an iTunes backup

1. Connect your iOS device to the computer that has your backup.
2. Make sure this computer has the latest version of iTunes.
3. Choose File > Devices > Restore from Backup.  
If you're using iTunes 10.7 or earlier, right-click the device from the list and choose Restore from Backup.



**IMPORTANT: restoring from a backup *may* cause your software problem to return (as it may have been backed up with the rest of your data!)**

**The only way to completely ensure a software issue does not persist is to "Set Up as New iPad" and NOT restore!**

\* In the screenshots of the iCloud restore, substitute 'iPad' for 'iPhone' – there is no difference in the protocol