

## **iPad Download Troubleshooting**

### **App/iBook not downloading:**

First, please check to make sure that you are on a wifi connection. To do this, open setting (icon with silver gears). On the left column the second option is Wi-fi. It should have a wifi name. If it says not connected then you will need to connect it to a wifi network.

If you were connected and the book or app still will not download you need to close all open apps by double clicking the home button (the one on the bottom front) and swiping up on each thumbnail so they disappear. Next, you need to restart your iPad. Hold down the sleep/wake button (top right button that is over the corner of the iPad) until "slide to power off" appears at the top. Actually slide to power the iPad off. Wait at least one minute and hold the sleep/wake button to power back on.

Now tap the icon of the app or book you are trying to download again and it should load. If it is still not downloading and you have access to a computer try the iTunes directions below.

### *iTunes Directions:*

Make sure iTunes is downloaded on your computer. It does not have to be a Apple Computer.

Make sure that iTunes is logged in with whatever Apple ID you used to redeem your book codes. Connect your device to iTunes. If it has never been sent on a computer before it will ask you if you want to set it up as a new. Follow through that step. Don't worry it will not be resetting your iPad.

Once that has completed, select your iPad and then choose the tab marked books on the main iPad information page in iTunes. You will need to select the option for synced selected books. If the book that will not download has a checkmark next to it, uncheck it and sync the iPad. Once the sync has completed recheck that book and let the sync go through. It will take a significant amount of time to put the book on through iTunes.

## **Transfer Spanish eBook to iPad using iTunes**

If you need to download the eBook on your computer, you will need to add the eBook to your iTunes Book library and then transfer it to your iPad following the steps below: **Configuring iTunes 11 (users with iTunes 10 or lower may skip these steps)**

1. Open iTunes
2. Press CTRL+S to show the Sidebar

### **Adding the downloaded ebook to iTunes**

1. Open iTunes
2. Press CTRL+O to open the Add to Library window
3. Find, select, and open the downloaded ebook file

This will add the eBook to the Books library shown in the sidebar **Transfer ebook from iTunes to iPad**

1. Open iTunes
2. Connect the iPad to the computer Note that the iPad appears under the Devices header in the Sidebar
3. Select "Books" under Library in the Sidebar
4. Drag and drop the desired ebook from the Books library into the iPad listed under the Devices header in the Sidebar

The eBook will be transferred to the iPad and, once finished, will be immediately available in iBooks.

### **App is not acting correctly: app is quitting unexpectedly or certain functions not working.**

- Quit the app and close it using the double click or 4 finger swipe
- Restart iPad
- If problem persists, delete the app (MAKE SURE to back up any none-web based information from the app before deleting, i.e. documents or notes- they will not come back with the reinstall)

- Using iTunes store- re-download the app. You will not have to purchase the app again. Just tap the cloud with an arrow to re-download an already purchased app.

### **Can't download additional apps/books**

Make sure you have the space on your iPad for it.

- Go to Settings- General (on the left side bar) and usage on the right side.
- Once in the usage section you will look at the storage category (the second group of information) That will tell you what you have used already and what you have available. If you are downloading textbooks in the iBookstore you should plan to make sure you have an average of 3.0 GB per textbook.
- If you need to see what it taking up the space choose manage storage under the same section. In that new window, it will show you what apps are taking up space so you can eliminate them. If your photos and camera are one of the categories make sure back up those pictures that are important somewhere (i.e. Dropbox or Google Drive) before you delete them. Also you need to go into the recently deleted album and permanently delete them so they will no longer be taking up space. FYI- 1,000 MB= 1 GB, So a bunch of smaller apps will quickly add up to taking up a lot of space.

### **iCloud backup says not enough storage**

There are two ways to fix this.

1. Turn off the iCloud Backup- This is ONLY recommended if the iPad is being backed up to a computer through iTunes. If that is **not** happening then **DO NOT** turn off iCloud backup.
  - a. To turn off iCloud back up open settings- iCloud (on left sidebar)- choose Backup (on right side)- and toggle iCloud Backup so it is not green.

2. Increase your iCloud Storage- This is the recommended option. Each iCloud account receives 5 GB for free. Apple offers 20 GB for 99 cents per month.
  - a. To increase your storage, open settings- iCloud (left sidebar) and choose storage (right sidebar, near the top). On the new page tap Change Storage Plan. Then chose the new option you would like to use. If you have not put any type of payment down then you will need to do that. It can be as simple as putting a 15 dollar gift card on the account and that will cover over a year.