

# iPhone, iPad & iPod troubleshooting guide

FREE checklist of things to try and get your device working again



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# Why have this guide?

Apple mobile devices are complex computers - shrunk down in size.

They are a dream to operate while the work. When they don't it is difficult to know where to begin fixing them.

Troubleshooting an iPhone, iPad or iPod is made more difficult because Apple doesn't include a manual. When you first get your device out of the box it doesn't even explain how to switch it on. Instead, you are expected to trawl around the internet looking at various website trying to piece together the best solution to your problem.

When I suffered from my first 'bug' I realised how difficult it was to find a fix. It took me weeks to track down a solution that actually worked. Even the tech 'genius' team in my local Apple store were stumped. This resulted in me beginning the iChimp website where I wrote articles on common issue together with easy to follow solutions. I felt that having all the solutions together in one place would make things much easier for everyone.



I now have regular visits to my website from Apple employees looking for solutions to problems with their products!

After being asked the same questions over and over I decided to write this basic troubleshooting guide with a checklist of things to try first. This will fix 90% of all problems. If it doesn't fix yours then you may require a trip to your local Apple store. Even then, this guide will still prove useful as it will help you describe the steps you have taken to try and fix the issue before your visit. This should help them diagnose your exact issue much more quickly.

I hope you find it useful!

# Troubleshooting checklist

This checklist is designed to help you if you have an unresponsive device.

Please go through this checklist one item at a time in order. The specifics of what to do are explained later in this guide.

Task	Done
<b>1. Restart device</b> Try standard reboot, then force restart methods (page 5)	<input type="checkbox"/>
<b>2. Recharge your device</b> Your battery may be discharged or reporting the wrong battery level (page 8)	<input type="checkbox"/>
<b>3. Close Apps</b> A crashed App may be preventing things working properly (page 8)	<input type="checkbox"/>
<b>4. Update iPhone</b> You may have out of date software installed that has a bug (page 9)	<input type="checkbox"/>
<b>5. Restore iPhone</b> There may may corrupt software that need replaced with a backup version (page 10)	<input type="checkbox"/>

# Restart device

I know you have heard I.T. people saying 'try switching it off, then on again' dozens of times - often to no avail. However, it is a cliché for a reason - it can clear up problems really quickly.

But not all reboots are the same.

With the iPhone, iPad & iPad you have different types of reboot. Each one shuts down in a different way and clear different problems. You should try rebooting them in the following order:

1. Standard restart
2. Force restart

## Standard Restart

To restart, first turn your device off by pressing and holding the Sleep/Wake button until a red slider appears. For iPhone X, press volume + and the side button. Slide your finger across the slider and it will turn off after a few moments.

Next, turn it on by pressing and holding the Sleep/Wake button until the Apple logo appears.



If it doesn't restart, or your problem persists then try a force restart.

## Force Restart

To force restart, press and hold the the correct combination of keys for your device:

- iPhone 6S and earlier, iPad, and iPod Touch: Power button + home button
- iPhone 7 and 7 Plus: Power button + volume-down button
- iPhone 8, 8+, and X: Volume up, then volume down, then power button

Continue to hold the buttons for at least 10 seconds, until the Apple logo appears.



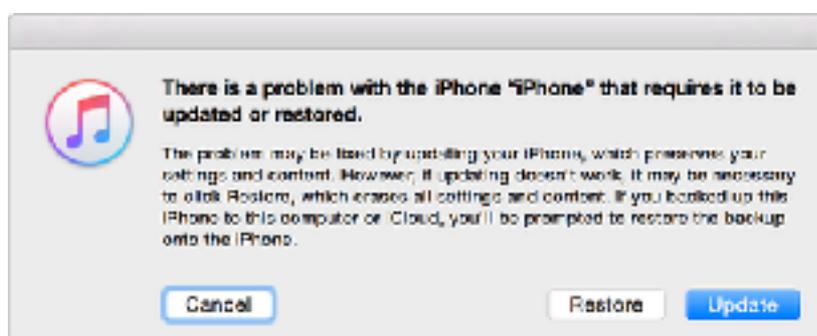
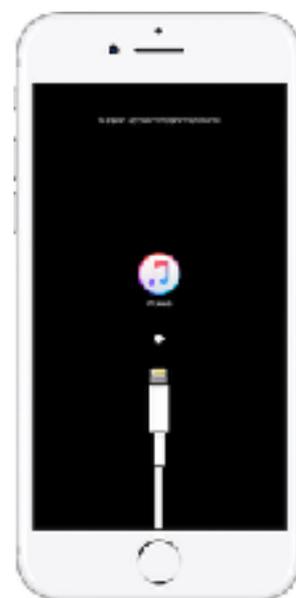
If your device does not turn on or displays a red battery icon, try recharging next.

Rebooting can deplete the battery power - or your device may be displaying a false battery power reading making you believe it has more power left than it does.

# If your device turns on but gets stuck during start up

If you see the Apple logo or a red or blue screen during startup, try these steps:

1. Connect your device to a computer and open iTunes. If you don't have a computer, try to borrow one, or go to an Apple Store or Apple Authorised Service Provider for help.
2. While your device is connected, force it to restart.
  - On an iPhone X, iPhone 8, or iPhone 8 Plus: Press and quickly release the Volume Up button. Press and quickly release the Volume Down button. Then, press and hold the Side button until you see the recovery-mode screen.
  - On an iPhone 7 or iPhone 7 Plus: Press and hold the Side and Volume Down buttons at the same time. Keep holding them until you see the recovery-mode screen.
  - On an iPhone 6s and earlier, iPad, or iPod touch: Press and hold both the Home and the Top (or Side) buttons at the same time. Keep holding them until you see the recovery-mode screen.
3. Don't release the buttons when you see the Apple logo. Keep holding until you see the recovery mode screen.
4. When you get the option to restore or update, choose Update. iTunes will try to reinstall iOS without erasing your data.



iTunes will download the software for your device. If it takes more than 15 minutes, your device will exit recovery mode and you'll need to repeat steps 2 and 3.

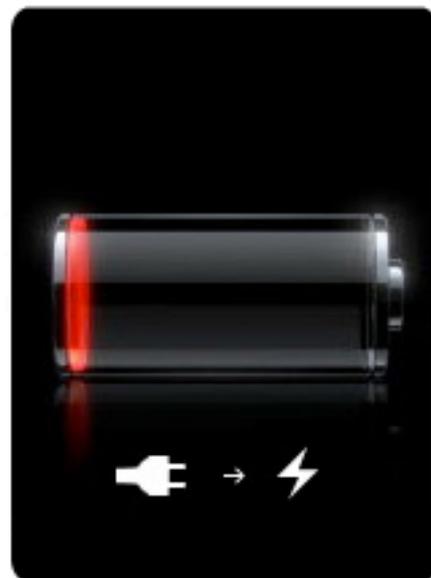
## Recharge device

If your device is very low on power or if the battery is fully depleted, charge it using a power adapter or connect to a high-power USB such as the one on your computer.

If the iPhone's battery is extremely low on power, the display may remain blank for up to 2 minutes before a low-battery image appears.

If your iPhone displays a low battery image, it can take up to 20 minutes of charging before the iPhone will start up.

You can press the Home button to check the current charging status.



## Close Apps

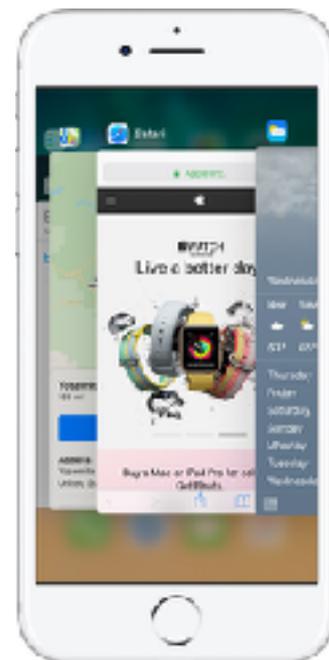
If only a single app has stopped responding or closes on launch, try the following:

### Close apps with the Home button

- Double-click the Home button to see recently used apps.
- Tap and hold on the app.
- When it starts to jiggle, tap the red  to close it.
- Repeat this for all of the open apps.
- Double-click the Home button when they are closed.
- Reboot your device and try re-opening the apps again.

On iPad, you can also see recently used apps by swiping up from the bottom of your screen with one finger. If you have a keyboard paired to your iPad Pro, press Command-Tab to switch between apps.

### Close apps on iPhone X



If you have an iPhone X:

- Swipe up from the bottom to the middle of your screen and hold until you see the App Switcher.
- Tap and hold on the app until the red  appears at the top left.
- Tap the red  to close each app, one at a time.
- You will be returned to the home screen once all apps are closed.
- Reboot your device and try re-opening the apps again.

## Update iPhone

Updating your iPhone may solve your issue

To update wirelessly, tap settings > general > software update and follow the on screen instructions.

### Update your device wirelessly

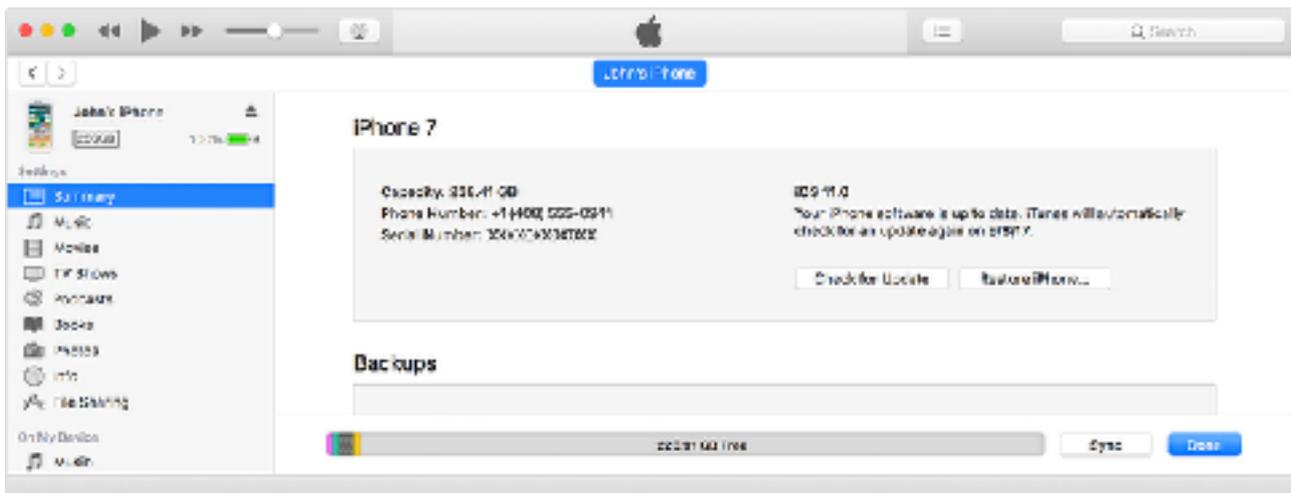
- Tap Download and Install. If a message asks to temporarily remove apps because iOS needs more space for the update, tap Continue or Cancel. Later, iOS will reinstall apps that it removed.
- To update now, tap Install. Or you can tap Later and choose Install Tonight or Remind Me Later. If you tap Install Tonight, just plug your iOS device into power before you go to sleep. Your device will update automatically overnight.
- If asked, enter your passcode.



### Update your device using iTunes

If you can't update wirelessly on your iOS device, you can update manually using iTunes on a computer that you trust. If your computer is using Personal Hotspot on the iOS device that you're updating, connect your computer to a different Wi-Fi or Ethernet network before you update.

- Install the latest version of iTunes on your computer.
- Connect your device to your computer.
- Open iTunes and select your device.



- Click Summary, then click Check for Update.
- Click Download and Update.
- If asked, enter your passcode.

## Restore iPhone

Restore your iPhone, iPad, or iPod to factory settings

A factory restore erases the information and settings on your iPhone, iPad, or iPod and installs the latest version of iOS or iPod software.

### Get your device ready

1. Check that you have the latest version of iTunes on your Mac or PC.
2. Before you begin, make a backup.
3. Go to Settings > [your name] > iCloud, then turn off Find My iPhone. For an unresponsive device or one that won't turn on, learn what to do.

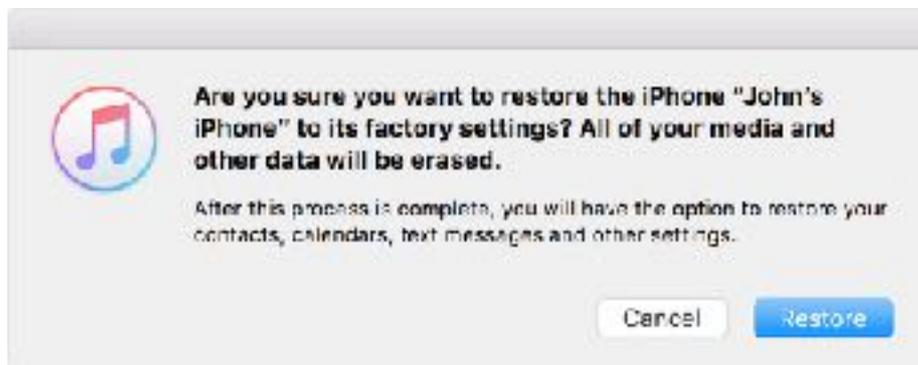
Restore your device to factory settings

1. Open iTunes on your Mac or PC. If you can't access a computer and your device still works, you can erase and restore your device without a computer.
2. Connect your iPhone, iPad, or iPod to your computer with the cable that came with your device.

3. If a message asks for your device passcode or to Trust This Computer, follow the onscreen steps. If you forgot your passcode, get help.
4. Select your iPhone, iPad, or iPod when it appears in iTunes. For an unresponsive device or one that won't turn on, learn what to do. Or get help if your device doesn't appear in iTunes.
5. In the Summary panel, click Restore [device].



6. Click Restore again to confirm. Then iTunes erases your device and installs the latest iOS or iPod software.



7. After your device restores to factory settings, it restarts. Now you can set it up as new.

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