



Troubleshoot SPS iPad Hardware Issues

The information on this document can help troubleshoot iPad hardware issues. If problems persist after trying these solutions, then email the **SPS Student Techline** at techline@seattleschools.org or call 206-252-0333. Contact your teacher for your SPS Username and password.

| Issue | Recommended Solutions |
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| Initial Setup Issues | <p>Wi-Fi Connection - Tap the Settings app, tap Wi-Fi, and look for a checkmark next to your Wi-Fi name.</p> <p>SPS username and password - Tap the Settings app, confirm that the student's SPS username and password are listed at the top of the left menu. If you do not see the student's SPS Username, then contact Student Techline.</p> |
| iPad not functioning or won't turn on | <p>Charge Battery - Plug the power brick and cord into the iPad and wall outlet. Let sit for 1 hour to charge the iPad.</p> |
| Wi-Fi not connecting | <p>Restart iPad - Press and hold the power button, wait for the iPad to shut down, then press the power button again.</p> <p>Turn Wi-Fi off/on - Tap Setting app, tap Wi-Fi, tap and re-tap the Wi-Fi on/off button.</p> <p>Wi-Fi Connection - Tap the Settings app, tap Wi-Fi, and look for a checkmark next to your Wi-Fi name.</p> <p>Re-connect your home Wi-Fi - Tap the blue information button "i" to the right of your Wi-Fi home name and select Forget this Network and re-connect, and re-enter Wi-Fi Password.</p> <p>Power Reset iPad - Hold the home button and the sleep/wake button simultaneously, wait for the iPad to restart, and then release the buttons.</p> |
| iPad Screen Freezes | <p>Restart iPad - Press and hold the power button, wait for the iPad to shut down, then press the power button again.</p> <p>Power Reset iPad - Hold the home button and the sleep/wake button simultaneously, wait for the iPad to restart, and then release the buttons.</p> |
| SPS apps like Seesaw or Clever not automatically installing | <p>Turn Wi-Fi off/on - Tap Setting app, tap Wi-Fi, tap and re-tap green on/off button.</p> <p>Restart iPad - Press and hold the power button, wait for the iPad to shut down, then press the power button again.</p> <p>Open Self-service App - Locate the Self-service app, tap to open, then close the app.</p> |
| Apps not functioning correctly | <p>Quit Apps – Double-tap the home button to see all the open apps, swipe up on any app to fully quit that app. Tap the home button to return to the desktop and tap the app to re-open.</p> <p>Restart iPad - Press and hold the power button, wait for the iPad to shut down, then press the power button again.</p> <p>Reinstall App – Tap the Self-service app, locate the app by name, tap Reinstall.</p> |

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| <p>My headphones or the built-in speakers are not functioning</p> | <p>Check Headphone Connections – Unplug and re-connect headphones.</p> <p>Check Volume Control – Press the up/down volume buttons on the right side of the iPad.</p> <p>Restart iPad - Press and hold the power button, wait for the iPad to shut down, then press the power button again.</p> |
| <p>The built-in microphone is not functioning</p> | <p>Restart iPad - Press and hold the power button, wait for the iPad to shut down, then press the power button again.</p> |
| <p>iPad not charging</p> | <p>Check Power Cord and Charger - Confirm that the cord and power adapter are correctly connected to a working wall outlet and the iPad.</p> <p>Reboot iPad - Try plugging the iPad into a wall socket with the power cable and adapter, and then restart the iPad if possible.</p> <p>Power Reset iPad - Hold the home button and the sleep/wake button simultaneously, wait for the iPad to restart, and then release the buttons.</p> <p>Change Power Brick and Cord - Try using an alternate cable and adapter if you have one available, as your unit may be faulty or damaged.</p> |