

Troubleshooting Your iPad

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On this page:

[iPadOS and App Errors](#)

[iPad Smart Keyboard](#)

[Apple Pencil](#)

[See Also](#)

[Have Questions or Still Need Help?](#)

iPadOS and App Errors

- Restart your iPad by [holding down the power button](#) and slide to power off. If your iPad is completely frozen:
 - iPad with Home button: Press and hold both the Home and the Top (or Side) buttons until you see the Apple logo.
 - iPad models with Face ID: Press and quickly release the Volume Up button. Press and quickly release the Volume Down button. Then press and hold the Power button until the device restarts.

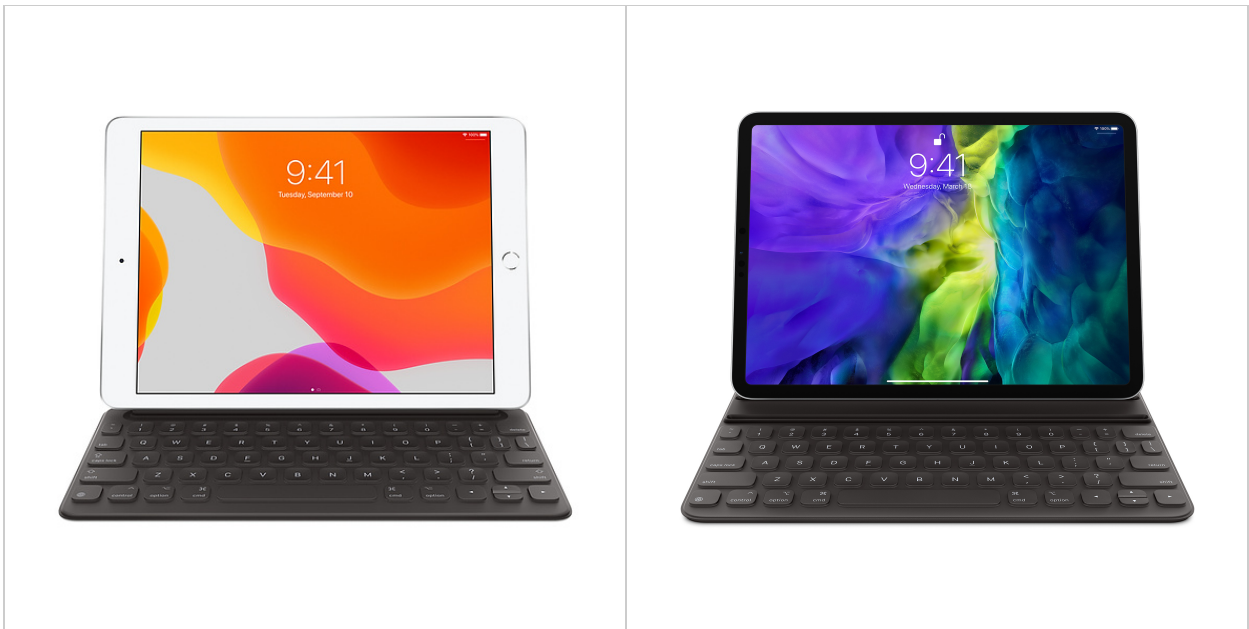


- If some cases when you've encountered an error with a particular app [deleting and reinstalling the app](#) may resolved the issue*. Just be sure to back up any data before you delete it.

iPad Smart Keyboard

- You may need to temporarily disconnect and then [reconnect the keyboard](#).
- Try [cleaning the smart connector](#) on your Apple Keyboard using a lint-free cloth.

iPad Air	iPad Pro
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Apple Pencil

- Verify that your [Apple Pencil is charged](#).
- Confirm that your iPad Air is running iOS 13.6.1 To find version, navigate to Settings > General > About.
- You may need to temporarily disconnect and then [reconnect the Apple Pencil](#).
- If you've used your Apple Pencil extensively, the tip may have come loose. Simply twist it to the right to tighten it. In some cases, if it is extremely worn, the tip may need to be replaced.



See Also

- [Computing Equipment Loan Program FAQ](#)
- [Computing Equipment Loan Programs Landing Page](#)

- [Student iPad Loaner Program Landing Page](#)

Have Questions or Still Need Help?

- [Contact the IS&T Service Desk](#)