

Can't receive email

- Turn iPad off, and then on again. Press and hold the Sleep/Wake button for a few seconds until a red slider appears, then drag the slider. Then press and hold the Sleep/Wake button until the Apple logo appears.
- If you use one or more computers to check the same email account, it may create a lock-out. For more information, go to support.apple.com/kb/TS2621.
- Set up your email account directly on iPad instead of syncing it from iTunes. Go to Settings > Mail, Contacts, Calendars, tap Add Account, then enter your account information. If iPad is unable to locate your service provider's settings when you enter your email address, go to support.apple.com/kb/HT4810 for help setting up your account.
- If you have an iPad 4G or 3G model that uses a cellular data network, turn off Wi-Fi so iPad connects to the Internet through the cellular data network. Go to Settings > Wi-Fi, then turn off Wi-Fi.

For additional troubleshooting information, go to www.apple.com/support/ipad. If you still can't send email, you can use Express Lane (not available in all countries). Go to expresslane.apple.com.

Sound, music, and video

If iPad doesn't have sound or if video won't play, try these steps.

No sound

- Make sure the iPad speaker isn't covered.
- Make sure the Side Switch isn't set to silent. See "Volume buttons" on page 11.
- If you're using a headset, unplug it, then plug it in again. Make sure you push the plug all the way in.
- Make sure the volume isn't turned all the way down.
- Music on iPad might be paused. If you're using a headset with a play button, try pressing the play button to resume playback. Or from the Home screen, tap Music, then tap ►.
- Check to see if a volume limit is set. In Settings, go to Music > Volume Limit.
- If you're using the line out port on the optional iPad Dock, make sure that you turn on the external speakers or stereo, and that they're plugged in correctly and working properly. Use the volume controls on the the external speakers or stereo, not on iPad.
- If you're using an app that works with AirPlay, check to see if the AirPlay device you're sending the sound to is turned on and the volume is turned up. If you want to hear sound through iPad's speaker, tap  and select it from the list.

A song, video, or other item won't play

The song, video, audiobook, or podcast may be encoded in a format that iPad doesn't support. For information about the audio and video file formats iPad supports, go to www.apple.com/ipad/specs.

If a song or video in your iTunes library isn't supported by iPad, you may be able to convert it to a format iPad supports. For example, you can use iTunes for Windows to convert nonprotected WMA files to a format iPad supports. For more information, open iTunes and choose Help > iTunes Help.

No video or sound when using AirPlay

To send video or audio to an AirPlay device such as an Apple TV, iPad and the AirPlay device must be connected to the same wireless network. If you don't see the  button, iPad isn't connected to the same Wi-Fi network as an AirPlay device, or the app you're using doesn't support AirPlay.

- When sound or video is being sent to an AirPlay device, iPad doesn't display video or play audio. To direct the content to iPad and disconnect iPad from the AirPlay device, tap  and select iPad in the list.
- Some apps play only audio over AirPlay. If video isn't working, make sure that the app you're using supports both audio and video.
- If the Apple TV has been set up to require a passcode, you must enter it on iPad when asked, in order to use AirPlay.
- Make sure the speakers on the AirPlay device are turned on and turned up. If you're using an Apple TV, make sure the TV's input source is set to Apple TV. Make sure the volume control on iPad is turned up.
- When iPad is streaming with AirPlay, it must remain connected to the Wi-Fi network. If you take iPad out of range, playback stops.
- Depending on the speed of your network, it may take 30 seconds or more for playback to begin when using AirPlay.

For more information about AirPlay, go to support.apple.com/kb/HT4437.

No image on TV or projector connected to iPad

When you connect iPad to a TV or projector using a USB cable, the attached display automatically mirrors the iPad screen. Some apps may support using the attached display as a second monitor. Check the app's settings and documentation.

- To view HD videos in high resolution, use the Apple Digital AV Adapter or a component video cable.
- Make sure the video cable is firmly connected at both ends, and that it's a supported cable. If iPad is connected to an A/V switchbox or receiver, try connecting it directly to the TV or projector instead.
 - Make sure that your TV has the proper video input selected, such as HDMI or component video.
- If no video appears, press the Home button, disconnect and reconnect the cable, and try again.

iTunes Store and App Store

To use the iTunes Store or the App Store, iPad must have an Internet connection. See "Network" on page 125.

iTunes Store or App Store isn't available

To purchase content from the iTunes Store or the App Store, you need an Apple ID. You can set up an Apple ID on iPad. Go to Settings > Store > Create New Apple ID.

You can also set up an Apple ID on your computer by opening iTunes and choosing Store > Create Account.

Note: The iTunes Store and the App Store aren't available in some countries.

Safety, service, and support information

The following table describes where to get more iPad-related safety, software, and service information.

To learn about	Do this
Using iPad safely	See the <i>iPad Important Product Information Guide</i> at support.apple.com/manuals/ipad for the latest safety and regulatory information.
iPad service and support, tips, forums, and Apple software downloads	Go to www.apple.com/support/ipad .
The latest information about iPad	Go to www.apple.com/ipad .
Managing your Apple ID account	Go to appleid.apple.com .
Using iCloud	Go to www.apple.com/support/icloud .
Using iTunes	Open iTunes and choose Help > iTunes Help. For an online iTunes tutorial (not available in all areas), go to www.apple.com/support/itunes .
Using iPhoto in OS X	Open iPhoto and choose Help > iPhoto Help.
Using Address Book in OS X	Open Address Book and choose Help > Address Book Help.
Using iCal in OS X	Open iCal and choose Help > iCal Help.
Microsoft Outlook, Windows Address Book, Adobe Photoshop Album, and Adobe Photoshop Elements	See the documentation that came with those apps.
Obtaining warranty service	First follow the advice in this guide. Then go to www.apple.com/support/ipad or see the <i>iPad Important Product Information Guide</i> at support.apple.com/manuals/ipad .
Battery replacement service	Go to www.apple.com/batteries/replacements.html .
Using iPad in an enterprise environment	Go to www.apple.com/ipad/business .

Disposal and recycling information

Your iPad must be disposed of properly according to local laws and regulations. Because it contains a battery, iPad must be disposed of separately from household waste. When your iPad reaches its end of life, contact Apple or your local authorities to learn about recycling options.

For information about Apple's recycling program, go to www.apple.com/recycling.

Apple and the environment

At Apple, we recognize our responsibility to minimize the environmental impacts of our operations and products. For more information, go to www.apple.com/environment.

iPad operating temperature

If the interior temperature of iPad exceeds normal operating temperatures, you may experience the following as it attempts to regulate its temperature:

- iPad stops charging.
- The screen dims.
- A temperature warning screen appears.

Important: You can't use iPad while the temperature warning screen is displayed. If iPad can't regulate its internal temperature, it goes into deep sleep mode until it cools. Move iPad to a cooler location and wait a few minutes before trying to use iPad again.

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