



# iPad Logitech Case Troubleshooting

## Getting Started

The majority of 4J student iPads are protected by a Logitech Rugged Combo Case. Sometimes an iPad does not charge or the external keyboard does not work.

### iPad Does Not Charge:

Sometimes the case does not pass electricity from the charger to the iPad.

1. Re-seat the charging cable:
  - A. Check that the charging cable is connected to the case properly.
  - B. Disconnect the charging cable from the case and then re-connect it.
  - C. If this doesn't help, see if a different charger works.
2. Perform an iPad soft reset:
  - A. Disconnect the charging cable.
  - B. Hold down the power button and home button. The iPad screen will go dark. Continue holding the buttons.



- C. Release the buttons when you see the Apple logo on the screen.

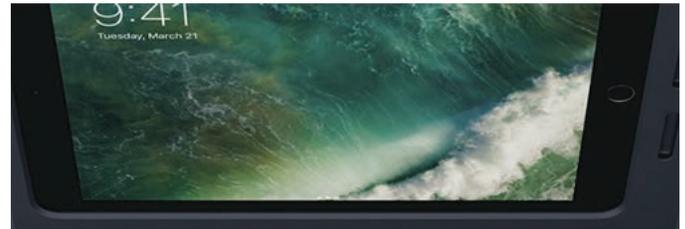
- D. Wait for the iPad to start up and then re-connect the charging cable.

3. If the iPad is still not charging, bring it to the school office or Technology Support Specialist. They will examine the case to determine if it can be fixed or if it needs to be replaced.

### External Keyboard Does Not Work:

Sometimes the iPad does not detect the external keyboard attached to the case.

1. Perform an iPad soft reset—follow the instructions from the previous section.
2. If the keyboard can be disconnected from the case:
  - A. Disconnect the keyboard from the case.



- B. Check to make sure the areas where the keyboard and case connect are clean and free of debris.
  - C. Clean the connector areas with a dry cloth to ensure no debris is interfering with the connection
  - D. Re-connect the keyboard to the case.
3. If the external keyboard is still not working, bring the iPad to the school office or Technology Support Specialist. They will examine the external keyboard and case to determine if they can be fixed or if they need to be replaced.