

Tricks and Tips

	PROBLEM	RECOMMENDATION	ACTION	
1	App not working properly	Soft Restart	Shut down and restart iPad	
2	App does not close	Force App Closure	Press and hold the "Sleep/Wake" button	Don't slide the slider; instead, press the "Home" button
3	App keeps crashing	Make sure your files are on iCloud [7]	Delete the App and Re-Install	
4	iPad freezes	Restart	Hold shut down button	Slide to power off
5	iPad not working properly	Option 1	press and hold the "Sleep/Wake" and "Home" buttons for about 10 seconds	release when the Apple logo appears
6	iPad not working properly still	Option 2 - Hard restart	Shut down iPad by sliding power off	press and hold the "Sleep/Wake" and "Home" buttons for about 10 seconds
7	Are files on iCloud	go to iCloud.com	Per instructions select "Request Desktop Site"	Sign in and browse Numbers etc
8	Check your hotspot/cell phone speed	fast.com	Select "Show more info" at bottom	Be patient- wait until everything is in black-not grey Take a screen shot to compare when having problems