



iPad Support Training

Student Workbook

Rewind Technology LLC
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Rewind Technology has made all efforts to ensure that this document is accurate.

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Lesson I: iPad at a Glance

iPad at a Glance

Requirements

Buttons & Sensors

Power & Charging

Accessories

Warranty

Troubleshooting Hardware

Additional Resources

iPad (4th generation) - Technical Specifications - <http://support.apple.com/kb/SP662>

Troubleshooting iPhone, iPad, and iPod touch accessories - <http://support.apple.com/kb/TS2634>

iOS: Recommended settings for Wi-Fi routers and access points - <http://support.apple.com/kb/HT4199>

iPhone, iPad, and iPod: Understanding capacity - <http://support.apple.com/kb/HT1867>

Lesson 2: Setup and Configuration

Setup Assistant
Activation
Passcodes
Touch screen gestures
Location services / Find my iPhone

Exercise

- Progress through initial setup assistance setup to get iPad to home screen.

Additional Resources

iOS: Wrong passcode results in red disabled screen - <http://support.apple.com/kb/HT1212>

iOS Unable to update or restore - <http://support.apple.com/kb/HT1808>

iOS: Troubleshooting Wi-Fi networks and connections - <http://support.apple.com/kb/TS1398>

iOS: Device not recognized in iTunes for Windows - <http://support.apple.com/kb/TS1538>

How to restart the Apple Mobile Device Service (AMDS) on Windows - <http://support.apple.com/kb/TS1567>

iOS: Device not recognized in iTunes for Mac OS X - <http://support.apple.com/kb/TS1591>

iPad User Guide For iOS 6.1 Software - http://manuals.info.apple.com/MANUALS/1000/MA1659/en_US/ipad_ios6_user_guide.pdf

iPad User Guide For iOS 7 (October 2013) - http://manuals.info.apple.com/MANUALS/1000/MA1595/en_US/ipad_user_guide.pdf

Lesson 3: Apple ID

What is an Apple ID?
Activation Lock (iOS 7)
Reset Password

Additional Resources

Manage your Apple ID - <http://appleid.apple.com/>

Apple ID Support - <http://www.apple.com/support/appleid/>

iPad User Guide For iOS 6.1 Software - http://manuals.info.apple.com/MANUALS/1000/MA1659/en_US/ipad_ios6_user_guide.pdf

iPad User Guide For iOS 7 (October 2013) - http://manuals.info.apple.com/MANUALS/1000/MA1595/en_US/ipad_user_guide.pdf

Lesson 4: iOS Settings

About Screen
Settings App
Springboard (home screen)
Spotlight
Siri
Control Center
Networking (Wi-Fi)
Networking (Cellular)
Accounts
Settings that affect Battery Life
Troubleshooting

Exercise

Use the Settings app to complete the following tasks:

- Get serial number of your iPad.
- Verify you are connected to the correct wireless network.
- Turn on airplane mode (notice the change in the top menu). Turn airplane mode back on.
- Forget the WiFi network you are currently connected to.
- Re-connect to the WiFi you just forgot.

Additional Resources

iOS: Configuring accessibility features - <http://support.apple.com/kb/HT5018>

iOS: Understanding Notifications - <http://support.apple.com/kb/HT3576>

iOS: Setting up Home Sharing on your iOS device - <http://support.apple.com/kb/HT4557>

iOS 7: Understanding call and message blocking - <http://support.apple.com/kb/HT5845>

iOS: Wrong passcode results in red disabled screen - <http://support.apple.com/kb/HT1212>

iPad User Guide For iOS 6.1 Software - http://manuals.info.apple.com/MANUALS/1000/MA1659/en_US/ipad_ios6_user_guide.pdf

iPad User Guide For iOS 7 (October 2013) - http://manuals.info.apple.com/MANUALS/1000/MA1595/en_US/ipad_user_guide.pdf

Lesson 5: Managing Apps

App Store
Updates
Backup
Multitasking
Troubleshooting

Exercise

- Download Apple's iBooks application from the App Store.
- Move the iBooks application into a folder with another app.
- Change the location of the newly created folder on the home screen to a place of your choosing.

Additional Resources

iOS: How to back up - <http://support.apple.com/kb/HT1766>

iTunes: About iOS backups - <http://support.apple.com/kb/HT4946>

iOS: Troubleshooting backup issues in iTunes - <http://support.apple.com/kb/TS2529>

iOS: How to back up your data and set up as a new device - <http://support.apple.com/kb/HT4137>

iOS: Understanding 'Erase All Content and Settings' - <http://support.apple.com/kb/HT2110>

iOS: Understanding multitasking - <http://support.apple.com/kb/HT4211>

iTunes: Restoring iOS software - <http://support.apple.com/kb/HT1414>

iOS: Troubleshooting applications purchased from the App Store - <http://support.apple.com/kb/TS1702>

iOS: 'Not enough free space' alert when trying to sync - <http://support.apple.com/kb/TS1503>

iPad User Guide For iOS 6.1 Software - http://manuals.info.apple.com/MANUALS/1000/MA1659/en_US/ipad_ios6_user_guide.pdf

iPad User Guide For iOS 7 (October 2013) - http://manuals.info.apple.com/MANUALS/1000/MA1595/en_US/ipad_user_guide.pdf

Lesson 6: Core Apps

Get to know some of the Built-In Apple apps that you will find across most devices

- Safari
- Camera
- Maps
- Messages
- Notes
- Reminders
- FaceTime

Additional apps from Apple

- iBooks

iLife and iWork apps free with the purchase of a new device

- iPhoto
- iMovie
- GarageBand
- Pages
- Keynote
- Numbers

Built-in services built into iOS

- AirPrint
- AirDrop
- AirPlay

Exercise

- Go to class page provided by the instructor in Safari and add a link to the site on your Home screen.
- Use the class page link provided by the instructor to download a PDF and add the file to iBooks
- Take photo and send to classmate with messages

Additional Resources

iOS: About Messages - <http://support.apple.com/kb/HT3529>

iOS: Using FaceTime - <http://support.apple.com/kb/HT4319>

iOS: AirPrint 101 - <http://support.apple.com/kb/HT4356>

iOS: Using Reminders - <http://support.apple.com/kb/HT4970>

iOS: Syncing Notes - <http://support.apple.com/kb/HT4191>

Messages: Reporting unwanted messages sent from iMessage - <http://support.apple.com/kb/HT5821>

iOS: Deactivating iMessage or FaceTime - <http://support.apple.com/kb/TS5185>

iOS: Troubleshooting FaceTime - <http://support.apple.com/kb/TS3367>

iOS: Force an app to close - <http://support.apple.com/kb/HT5137>

iPad User Guide For iOS 6.1 Software - http://manuals.info.apple.com/MANUALS/1000/MA1659/en_US/ipad_ios6_user_guide.pdf

iPad User Guide For iOS 7 (October 2013) - http://manuals.info.apple.com/MANUALS/1000/MA1595/en_US/ipad_user_guide.pdf

Lesson 7: Keyboard and Text

Keyboard tips and short cuts
Editing with search copy and paste
Rich text formatting

Exercise

Use the Notes application to accomplish the following tasks:

- Create a rich text note using a split keyboard.
- Now join the keyboard back together.
- Go to Settings > General > Keyboard and then flick the 'Enable Caps Lock' switch to 'on'.
- Now double tap shift to use "Caps Lock" to type a sentence in ALL CAPS.
- Go back to Settings > General > Keyboard and disable the "Auto-Correction" switch.
- Now try to type a sentence quickly to see how much you have been relying on auto correct.
- Hold down the n key and insert one of the special characters that come up.
- Bring up the numeric keyboard and hold down the ? and insert the special character that comes up.
- Select and copy a sentence of text from the class web page into reminders or notes

Additional Resources

iPad: Onscreen keyboard does not appear when expected - <http://support.apple.com/kb/TS3280>
iPad User Guide For iOS 6.1 Software - http://manuals.info.apple.com/MANUALS/1000/MA1659/en_US/ipad_ios6_user_guide.pdf
iPad User Guide For iOS 7 (October 2013) - http://manuals.info.apple.com/MANUALS/1000/MA1595/en_US/ipad_user_guide.pdf

Lesson 8: Email

Creating an account
Managing email
Compose
Retrieve
Reply
Managing multiple accounts
Troubleshooting

Exercise

- Follow the steps provided by the instructor to configure your personal Exchange account:
- Compose email to classmate and reply to classmates email.

Additional Resources

iOS: Troubleshooting Mail - <http://support.apple.com/kb/TS3899>

iOS: Setting up Exchange ActiveSync - <http://support.apple.com/kb/HT2480>

iOS: Microsoft Exchange data not syncing - <http://support.apple.com/kb/TS1693>

iPad User Guide For iOS 6.1 Software - http://manuals.info.apple.com/MANUALS/1000/MA1659/en_US/ipad_ios6_user_guide.pdf

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Lesson 9: Calendar

Calendar

- adding appointments
- multiple calendars
- responding to invites
- sharing calendars

Troubleshooting

Exercise

Use the Calendar app to accomplish the following tasks:

- Create event and invite classmate
- Accept or decline invitation from classmate
- Create contact

Additional Resources

iOS: Microsoft Exchange data not syncing - <http://support.apple.com/kb/TS1693>

iOS: Recurring Exchange calendar events deleted - <http://support.apple.com/kb/TS3714>

iOS: How to mitigate a full sync or reload of Exchange account data - <http://support.apple.com/kb/TS4511>

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Lesson 10: Contacts

Contacts
Troubleshooting

Exercise

Use the Contacts app to accomplish the following tasks:

- Create a new contact

Additional Resources

Lesson 11: Managing iPads

iPad Deployment Overview
Configuration Profiles
App Distribution
Troubleshooting

Additional Resources

iOS Security - http://images.apple.com/iphone/business/docs/iOS_Security_Oct12.pdf

iOS 7: Mobile Device Management and Find My iPhone Activation Lock - <http://support.apple.com/kb/HT5927>

Managing iOS Devices - <http://www.apple.com/iphone/business/it/management.html>

iOS: How to tell if an iOS device is supervised - <http://support.apple.com/kb/HT5974>

Volume Purchase Program: Migrating from redemption codes to managed distribution - <http://support.apple.com/kb/HT6015>

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iPad User Guide For iOS 7 (October 2013) - http://manuals.info.apple.com/MANUALS/1000/MA1595/en_US/ipad_user_guide.pdf