

Apple Mobile Device Training

Session 14: How to Troubleshoot &
Reset your Device if Needed





Breakdown of Sessions

Mondays (10:00am – 12:00pm) Thursdays (3:30pm – 5:30pm)

- **Session 1:** Welcome to your iPhone or iPad
- **Session 2:** Apple ID & Backups
- **Session 3:** Apps & Settings
- **Session 4:** Settings (Continued)
- **Session 5:** Settings (Continued)
- **Session 6:** Settings for Third Party Apps & Voice Activation
- **Session 7:** Passcode, Touch ID & Face ID
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- **Session 11:** Searching the Internet with the Safari App
- **Session 12:** Productivity Apps
- **Session 13:** Productivity Apps (Continued)
- **Session 14:** How to Troubleshoot & Reset your Device if needed
- **Session 15:** Other Useful Apps & Websites



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Download Class Materials

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Today's Goals

- Troubleshoot your Device
- Reset Network Settings
- Reset Keyboard Dictionary
- Reset Home Screen Layout
- Reset Location & Privacy
- Reset All Settings
- Erase All Content & Settings
- Restore from a Backup





Troubleshooting

- Don't immediately assume your device has a major problem that needs a professional or a "reset."
- No matter what your issue appears to be, **the best thing to try is completely shutting down your device** (turning it off), **count to 30, then turn it back on and try performing the same task again.**
- **If there are any updates waiting for you to install, try downloading and installing them** (for either apps or for your device as a whole).
- **If the issue seems to only happen with an app; try deleting that app and then redownloading it again** (you will not be charged twice for any apps that cost money).
- **Try researching your issue by using support.apple.com, or performing an internet search** (like Google, Bing, etc.)
- **Try talking to a professional or form of tech support before attempting to "reset" anything in your device.**





Before Any Reset



If you've tried all the steps to troubleshoot your issue and you still cannot fix the problem, you may need to reset your device. Before you do so, ask yourself a few questions...

- What specifically is happening when I try to perform this action in my device? (Ex. dropped internet signal, cannot find location, etc.)
- What feature is this issue most likely connected to? (Ex. Internet connection, navigation, etc.)

Once you've isolated which feature of the Apple software might be having the issue, you can more accurately select a type of reset to perform in your device and hopefully fix your issue.

< General

Reset

[Reset All Settings](#)

[Erase All Content and Settings](#)

[Reset Network Settings](#)

[Reset Keyboard Dictionary](#)

[Reset Home Screen Layout](#)

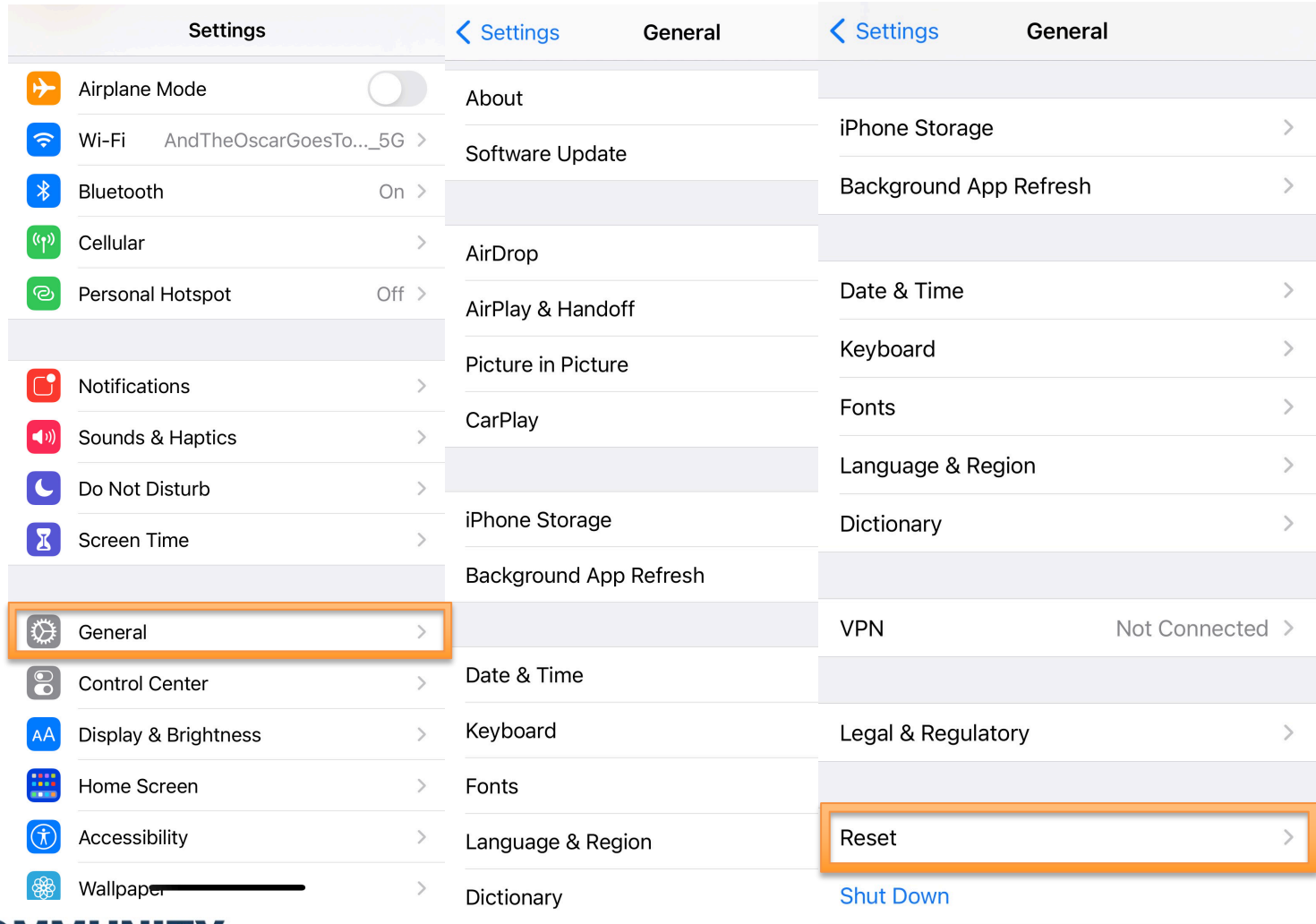
[Reset Location & Privacy](#)



Find in Settings



To find the Resets in Settings; Open the Settings App and tap “General.” Then scroll down to the bottom of the list and tap on “Resets.”





Reset Network Settings



If you've noticed your issue has something to do with your internet strength or connectivity, you may need to tap "Reset Network Settings." This will force your device to forget all Wi-Fi networks & Bluetooth devices it has ever connected to. You would have to reconnect to your known Wi-Fi networks & Bluetooth devices as if you were connecting to them for the first time.

If this doesn't fix your issue with your internet, then you may have a hardware problem with the internal antennae of your device (meaning a physical issue with one of the parts). To be sure, book a Genius Bar appointment through support.apple.com

< General

Reset

Reset All Settings

Erase All Content and Settings

Reset Network Settings

Reset Keyboard Dictionary

Reset Home Screen Layout

Reset Location & Privacy



Reset Keyboard Dictionary



If you've notice your issue has something to do with typing on your device (like an issue with one of the languages in your keyboard, a faulty auto-correct, etc.), **you may need to tap "Reset Keyboard Dictionary."** This will bring your dictionary & keyboard settings to their default state (the original dictionary & keyboard settings when you first turned on the device). **You will need to re-do any changes or adjustments you made to these settings.**

If this doesn't fix your issue with your internet, then you may have a hardware problem with your device (meaning a physical issue with one of the parts). **To be sure, book a Genius Bar appointment through support.apple.com**

< General

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Reset Home Screen Layout



If you've notice your issue has something to do with the way your Home Screen looks (like apps not showing up where they're supposed to, folder names changing, etc.), **you may need to tap "Reset Home Screen Layout."** This will delete all folders & customizations of your Home Screen. You will need to recreate all folders for your apps and move them back to your desired locations for them.

If this doesn't fix your issue with your internet, then you may have a hardware problem with your device (meaning a physical issue with one of the parts). To be sure, book a **Genius Bar** appointment through support.apple.com

< General

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Reset Location & Privacy



Reset Location & Privacy



If you notice your issue has something to do with the navigation or location services, you may need to tap “Reset Location & Privacy.” This will bring both your location services & privacy settings back to their default state (original settings when you first turned on your device). **You will need to re-do any changes or adjustments you made to your settings** (like which apps are allowed to access your location, password manager, etc.).

If this doesn't fix your issue with your internet, then you may have a hardware problem with your device (meaning a physical issue with one of the parts). **To be sure, book a Genius Bar appointment through support.apple.com**

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Reset All Settings



If you have a very general issue that doesn't necessarily have an obvious feature associated with it (like your battery percentage jumping around, your touch screen's sensitivity feeling off, etc.), then you may need to tap "Reset All Settings." This will bring all your customized settings back to their default state, but your personal information will be intact. You will need to re-do any changes or adjustments you want for all types of settings in your device. If this doesn't fix your issue with your internet, then you may have a hardware problem with your device (meaning a physical issue with one of the parts). To be sure, book a Genius Bar appointment through support.apple.com

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Erase All Content & Settings



If you are experiencing an issue that has persisted after trying all of the steps previously mentioned in this presentation, you may need to tap “Erase All Content and Settings.” This will bring your device back to its factory state and delete absolutely everything in your device (like when you first turned it on). You will need to restore all of your personal information back into the device, so you must make sure you have all your important information and items saved somewhere before tapping on “Erase All Content and Settings.” If you do not have something saved before tapping on this, that information will be lost. It is not recommended to perform this action on your own without first talking to a professional or form of tech support. To be sure you need to perform this action, book a Genius Bar appointment through support.apple.com

< General

Reset

Reset All Settings

Erase All Content and Settings

Reset Network Settings

Reset Keyboard Dictionary

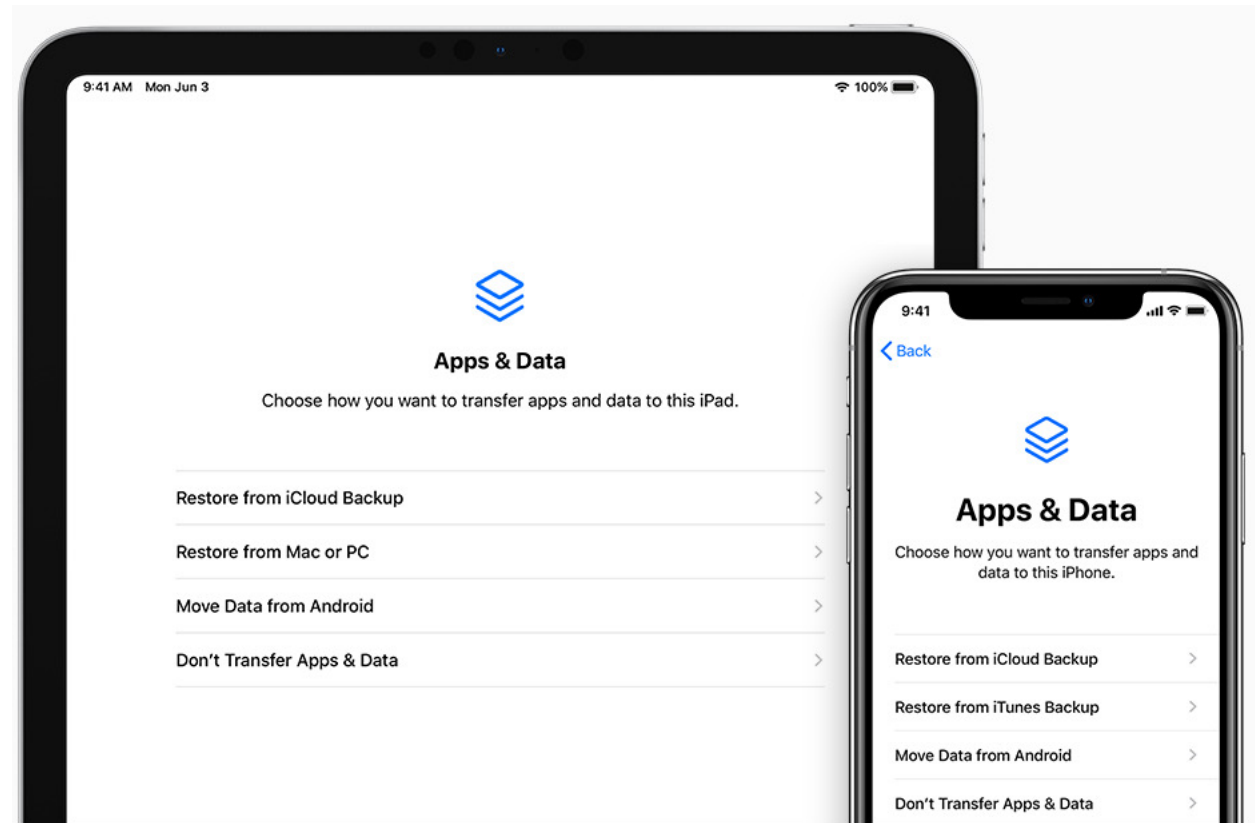
Reset Home Screen Layout

Reset Location & Privacy



Restoring from a Backup

When you are setting up a new Apple device, or if you ever have to erase your device and set it up again, you will be asked to sign in using your Apple ID & password. When you do, you will be given the option to “Restore from iCloud Backup.” After you tap that, it will give you a list of all your Backups to choose from.





iCloud Backup



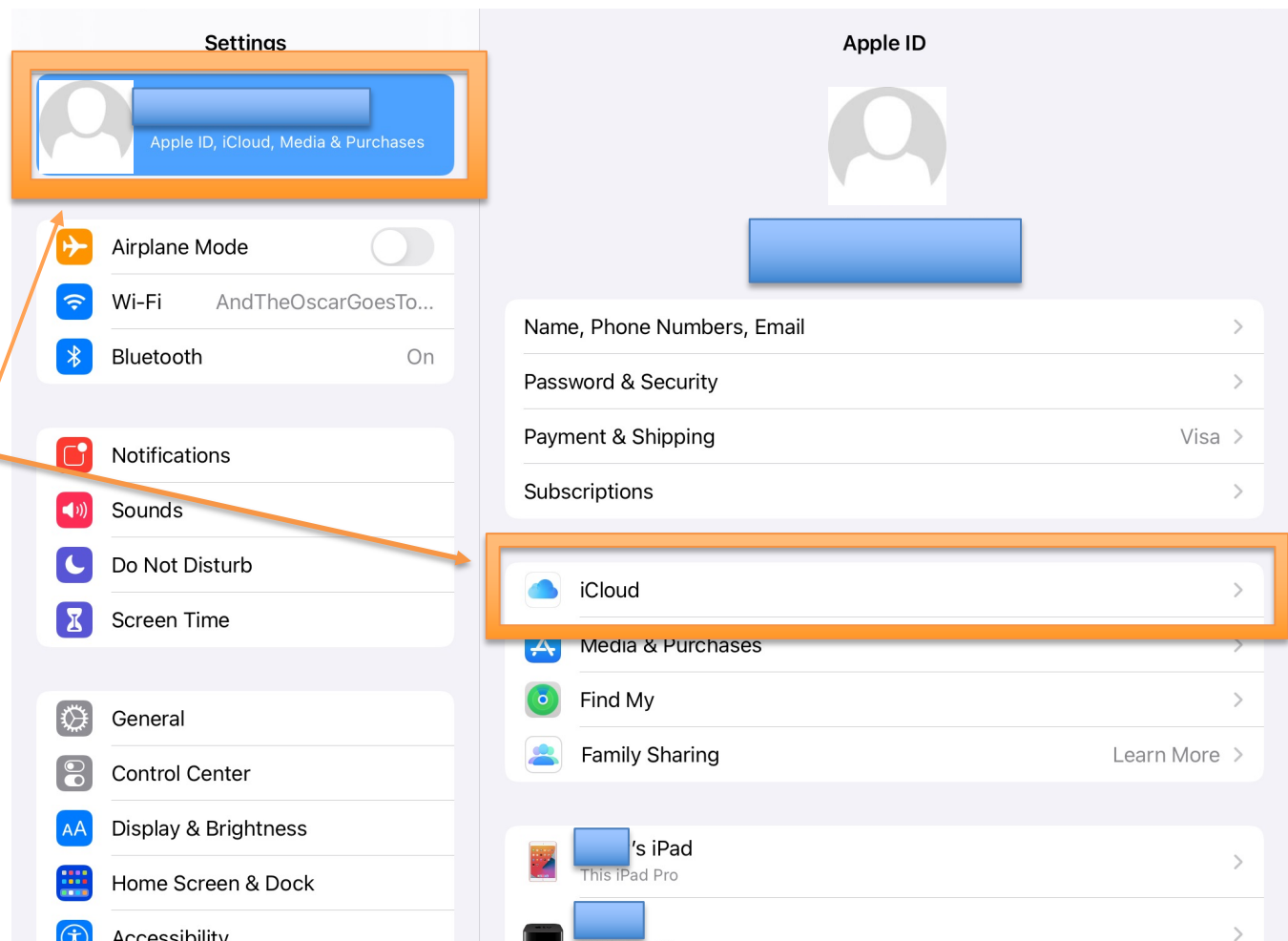
- **“Backups” are compressed folders filled with all the information contained within your device.** (A good analogy is to think of your Backup as a time capsule of exactly what your device contained on the day you created the backup.)
- **The compression is done in order to maximize your iCloud Storage space.** (If your device has 50GB of information saved inside it, your Backup will be compressed so it doesn’t take up more than 1GB of storage space within your iCloud account.)
- **Due to compressing the information within a Backup, you cannot open a Backup to pull out pieces of information.** (Backups are used to set up a new or empty device, so it can then contain exactly what the device contained on the day the Backup was created.)



Finding iCloud Settings



First open the Settings app and then tap Apple ID settings at the very top of the list. Your name, or Email Address, will be displayed there. Then tap “iCloud” on the next screen.





iCloud Settings & Storage

It may take a moment to calculate, but the top bar will tell you how much of your iCloud storage you've used. You receive 5GB for free, but if you need more you have the option to purchase more storage space for a monthly rate. To purchase more storage, tap "Manage Storage."

Here you can turn on/off which individual pieces of information you'd like safe & up to date across all your devices by tapping the little switches to the right. Green = On
Grey = Off

The image displays two screenshots from an iPhone. The left screenshot shows the 'Settings' app with the 'Apple ID, iCloud, Media & Purchases' section selected. The right screenshot shows the 'iCloud' settings page. The 'STORAGE' section at the top indicates '195.5 GB of 200 GB Used' with a progress bar. Below this is a 'Manage Storage' link. The 'APPS USING ICLOUD' section lists various apps with toggle switches to the right. An orange arrow points from the 'Manage Storage' link in the right screenshot to the 'Manage Storage' link in the left screenshot. Another orange arrow points from the 'Notes' app toggle switch in the right screenshot to the text box on the left.

App	Status
Photos	On
Mail	On
Contacts	On
Calendars	On
Reminders	On
Notes	On
Messages	Off
Safari	On
News	On
Stocks	On

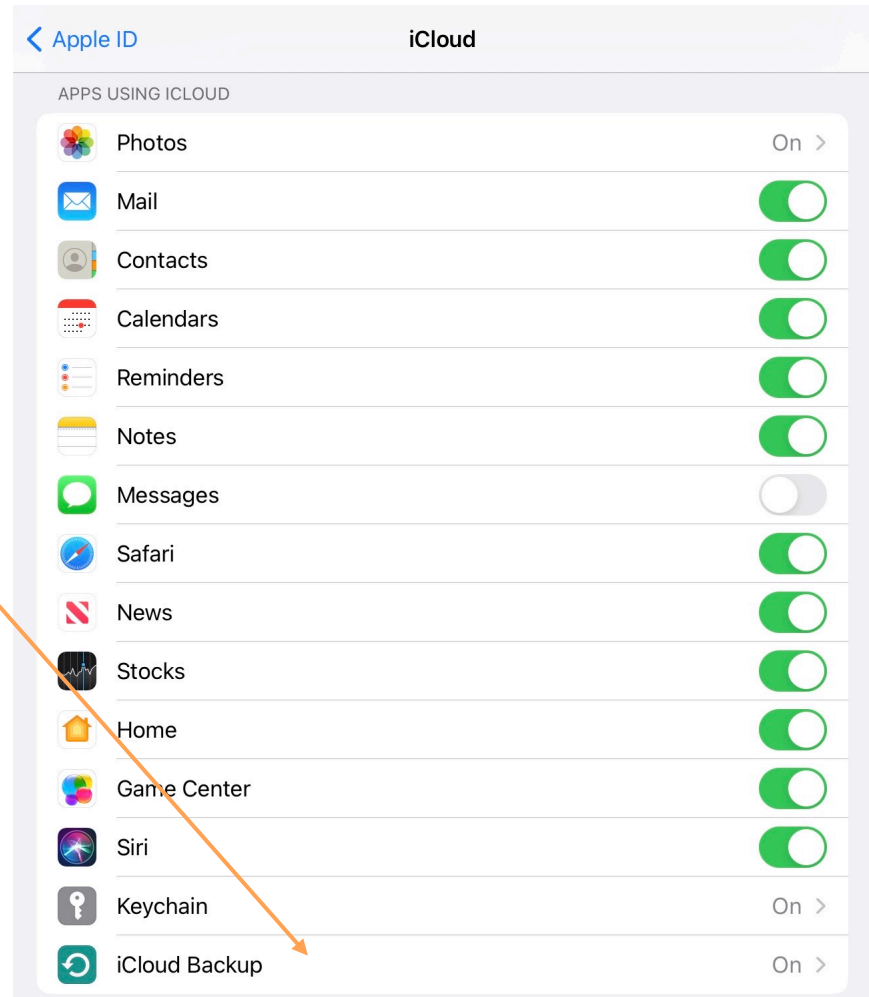




iCloud Backup



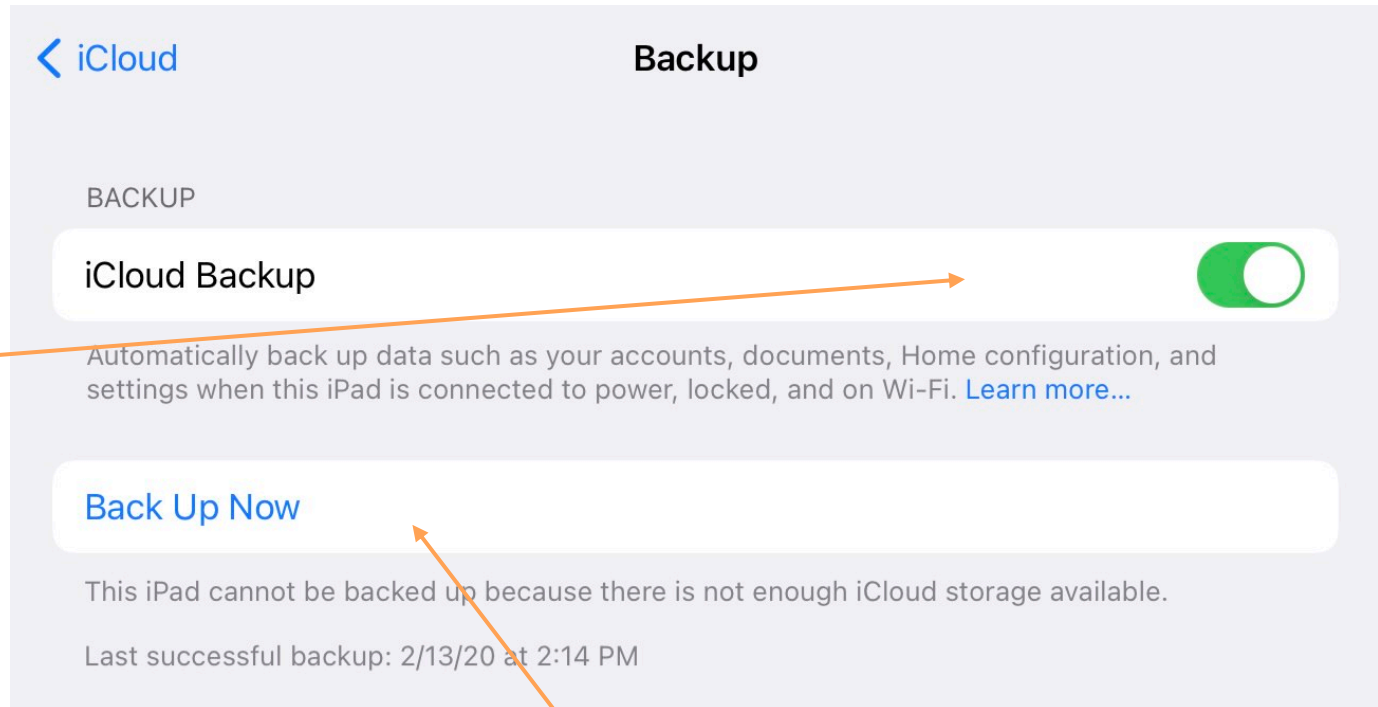
Towards the bottom of the iCloud settings list, you will see a tab for “iCloud Backup.” Tap here in order to create or schedule your iCloud Backups.





Creating a Backup

On the next screen, you'll have the ability to turn on/off automatic iCloud Backups to occur whenever your device is locked (when you put the screen to sleep but the device is still on), connected to its charger and connected to Wi-Fi long enough to complete the Backup.



You also have the option to manually create a Backup immediately, just be sure to connect to Wi-Fi & the devices charger while doing so.



More Questions?

support.apple.com





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Online Tech Classes

Apple Help Desk: Mondays 10:00am – 12:00pm

Internet Safety Help Desk: Tuesdays 10:00am – 12:00pm

Zoom Help Desk: Tuesdays 2:00pm – 3:30pm

Virtual Help Desk: Wednesdays 10:00am – 12:00pm

Android Help Desk: Wednesdays 3:30pm – 5:30pm

Apple Help Desk: Thursdays 3:30pm – 5:30pm

Virtual Help Desk: Fridays 11:00am – 1:00pm

- **All use the same Meeting ID: 873 8317 4373**
- **To join over the phone toll-free:** Call 1-669-900-6833 and enter Meeting ID: 873 8317 4373 ##
- The “Virtual Help Desks” on Wednesdays & Fridays are both for general tech questions & help. The other days focus on a specific topic or type of device.