IPad Support Tip: Charging Issues

Problem: iPad not charging when plugged into wall charger.

Resolution:

The Apple iOS software manages charging of the iPad. Like all devices that run software, occasionally the software glitches and the iPad fails to either charge properly or report the correct level of charge. To resolve this, the iPad needs to be hard booted. Hard booting forces all applications and procedures to end and restarts the iPad in a fresh state.

It is the Huntingdon Area School District IT Department's recommendation that all iPads should be hard booted at least once a week to reduce nuisance support issues.

It is rare that either the charging port, charger or iPad Lightning cable is faulty when the iPad is handled with reasonable care.

Step 1.   Locate the Sleep/Wake button. Press and hold the Sleep/Wake button.

Sleep/Wake button

Figure 1: The location of the Sleep/Wake button on the iPad is found at the upper right of the iPad with the glass side facing the user.

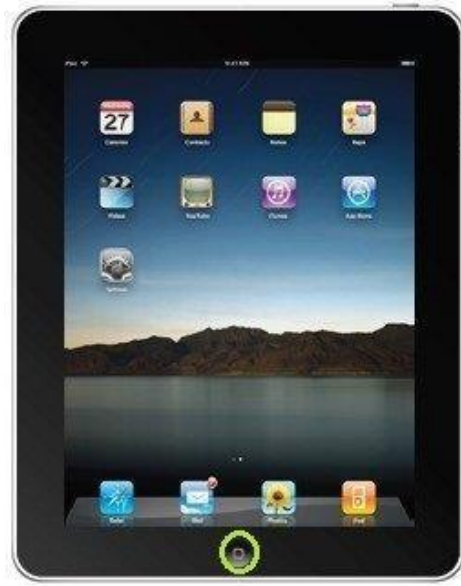**Step 2.**   Locate the Home button. While pressing the Sleep/Wake button, press and hold the Home button.

Figure 2: The location of the home button is found at the bottom middle of the iPad with the glass facing the user. The button is round.

Step 3.   Continue to press and hold the Sleep/Wake button and the Home button until the iPad iOS boot screen appears. Release the buttons. Allow the iPad to boot.
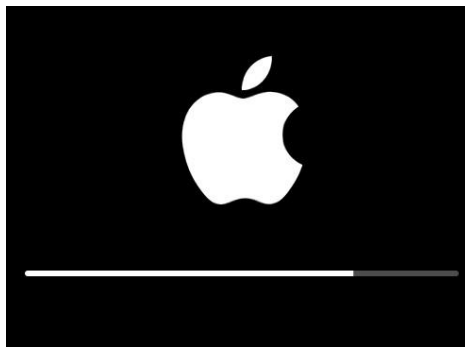

Figure 3: The iPad iOS boot screen is a black background with a white Apple logo and a white/grey progress indicator bar.

Step 4.   Reinsert the Lightning Charging Cable into the iPad and look at the upper-right of the home screen. A small battery icon indicates the level of charge. If the iPad is charging, a lightning bolt icon will be displayed to the right of the battery icon

Figure 4: Battery and charging icons. If the battery icon is red, the iPad is in a critically low level of charge.