Troubleshooting Guide

General iPad Troubleshooting	
If you're in guided access and a problem occurs, try to triple-click the home button in order to exit guided access mode. Once you've exited guided access, try the suggestions below. If you can't get out of guided access, you will have to reset the iPad. **This will erase any unsaved work.**	
Problem	**Strategy**
Slow iPad	1. Double-click the home button to see what apps are running in the background. 2. Swipe up to close any unnecessary apps.
iPad needs to be reset	1. Press and hold the home and power buttons for 3 seconds to reset the iPad. The screen will go black, but do not release the buttons until the apple logo appears.
iPad needs to be put into recovery mode *Note: This process will require the original Apple Id that is associated with your device.*	*Putting the iPad into recovery mode will erase all data from the iPad and return to factory settings* 1. Turn off the iPad. 2. Turn on your computer and launch/install iTunes on your Mac or PC (iTunes can be downloaded for free) 3. Plug the USB-to-lightning cable into the computer's USB port. 4. Hold down the home button and connect the other end of the cable to the iPad. 5. While still holding down the home button, press down on the power button. 6. **Don't release either button** until you see the picture of the iTunes logo and the plug icon. 7. Release the buttons. 8. On the computer, a message will read that iTunes has detected an iPad in recovery mode. 9. When you see the option to "restore" or "update", choose "restore". 10. It may take several minutes for the iPad to be completely restored 11. Once the process has finished, you will be asked to set up the device.

Troubleshooting for 30hands	
These additional tips may also support troubleshooting when using the 30hands app	
Videos too long	*The video limit is 2 minutes. If videos go beyond 2 minutes, the video should automatically save to the camera roll.* 1. Double-click the home button to exit 30Hands. Then, open the camera roll. 2. Scroll to the bottom of the camera roll to find the most recently saved photos/videos. 3. Select the video which went beyond 2 minutes. 4. Select the edit button and move the arrows from side to side in order to trim the video to your desired length. 5. Select "Done" and then "Save as New Clip". 6. Re-open 30Hands, and in any profile, import the video by choosing "Options", and "Import from Camera Roll"
Freezing	1. Simultaneously press the home and power buttons for no more than 2 seconds to take a screenshot. This screenshot image will automatically save to the camera roll. 2. Press the home button to exit the app. Re-open and check to see if it works. 3. If step 2 doesn't work, you will need to reset the iPad.
App crashing	1. Double-click the home button to see which apps are currently running. 1. Swipe up to close 30Hands. 2. On the home screen, click on 30Hands to re-open it. 3. If it still doesn't work, you will need to reset the iPad.