

Frequently Asked Questions (FAQ) for Ipad Users

Frequent issue	Steps to be taken
Why is my iPad not turning on?	Charge the device for at least 30 minutes and try a force restart by pressing and holding the Power and Home button (or Power and Volume Down for newer models) until the Apple logo appears.
How do I reset my iPad?	Go to Settings > General > Transfer or Reset iPad > Erase All Content and Settings, then follow the prompts.
Why is my iPad charging slowly?	Use the original Apple charger and cable. Avoid charging via a low-power USB port, like those on a computer.
How can I free up storage on my iPad?	Delete unused apps, clear cache, offload photos to iCloud, and remove large files from Settings > General > iPad Storage.
Why is my iPad overheating?	Avoid using the device in direct sunlight or while charging. Close unnecessary apps and let it cool down before continued use.
How do I update my iPad?	Go to Settings > General > Software Update and install the latest iOS version if available.
How can I fix Wi-Fi connectivity issues?	Restart your iPad and router. Forget the Wi-Fi network in Settings > Wi-Fi, then reconnect. If the issue persists, reset network settings under Settings > General > Reset > Reset Network Settings.
Battery is warm and swollen, causing the device to overheat	Avoid charging devices overnight and use the original adapter provided with the phone
How do I activate eSIM on my iPad?	Go to Settings > Cellular Data > Add eSIM , then scan the QR code provided by your carrier or follow the on-screen instructions for carrier activation. Ensure your iPad model supports eSIM.
Why isn't my eSIM working on my iPad?	Ensure your iPad supports eSIM and is unlocked. Restart your device, check for carrier updates under Settings > General > About , and verify if your data plan is active. If issues persist, contact your carrier.