Troubleshooting iOS

Solving iPhone and iPad Problems

Paul McFedries

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About the Author

Paul McFedries is an iOS expert and full-time technical writer. Paul has been authoring computer books since 1991 and has more than 90 books to his credit, which combined have sold more than four million copies worldwide. Paul is also the proprietor of Word Spy (http://www.wordspy.com), a website devoted to lexpionage, the sleuthing of new words and phrases that have entered the English language. Please drop by Paul's personal website at http://www.mcfedries.com or follow Paul on Twitter at twitter.com/paulmcf and twitter.com/wordspy.

Introduction

More than ever, tens of millions of people rely on iOS to perform many of their daily tasks. These include not only typical mobile phone tasks such as calling and texting, but also smartphone/tablet tasks such as surfing the Web, sending and receiving email, taking photos and videos, getting directions, scheduling appointments, and using apps. Our iOS devices also contain crucial information that we need to access regularly, including our contacts, bookmarks, notes, and calendars. Increasingly, each of us sees our device as an extension of our self, making this the most crucial tool in our day-to-day lives and, so, the one indispensable device.

So it is no wonder that our lives are upset, possibly even derailed temporarily, when our iOS device doesn't work the way it should (or the way we think it should). If an email doesn't go through, web page text is difficult to read, or an app freezes, our productivity (and possibly our sanity) suffers. In such situations, all we want is for things to return to normal so our lives can get back on track.

But how do we get our iOS device to act normally again? After all, the iPhone and the iPad are the devices that are supposed to "just work." Glitches and hiccups and crashes just aren't supposed to happen with iOS. Alas, they happen all too often and most of the time it isn't obvious not only why the problem occurred, but what can be done to fix it (and prevent it from happening again in the future).

Welcome

Welcome, therefore, to *Troubleshooting iOS*. In this book, you learn how to prevent iOS problems from occurring and (just in case your preventative measures are for naught) how to fix many common problems yourself. It is those nonobvious fixes, workarounds, and preventative measures that form the core of this book. In clear, straightforward, easy-to-understand prose, this book takes you through dozens of iOS problems, in each case giving you both some background about why the problem occurred and one or more ways to solve the problem and get the device (and *you*) back in business.

Who Should Read This Book?

When an iOS problem occurs, there are a number of troubleshooting resources available. These include contacting Apple Support, searching Apple discussion forums, taking the device to the Genius Bar, or self-diagnosing the problem. You should read this book if you're an iOS user who has some experience with the device, but who, due to a lack of time, interest, or inclination, isn't willing or able to perform these standard troubleshooting steps. For people like you, this book is an efficient and handy resource that enables you to resolve a problem quickly and without recourse to complicated, time-consuming, or expensive solutions.

How This Book Is Organized

This book isn't meant to be read from cover to cover (although, of course, you're free to do so if you wish). Instead, most of the book divides iOS troubleshooting into a number of targeted categories, which I hope will make it easy for you to locate the particular problem you want to prevent, solve, or work around.

To help you find your way around, here's a summary of the book's dozen chapters:

- **Chapter 1, "Learning Some General Troubleshooting Techniques"** — This chapter takes you through a few useful techniques for troubleshooting most problems. If you don't see a specific fix for a problem you're having, try one or more of the general solutions in this chapter.
- **Chapter 2, "Fixing Networking and Cellular Woes"** — This chapter focuses on connectivity problems, especially those related to the cellular network and to Wi-Fi networks.
- **Chapter 3, "Solving App Problems"** — This chapter looks at troubles related to apps, such as having an app freeze on you.
- **Chapter 4, "Resolving Web Issues"** — This chapter concentrates on problems related to use the Safari app to surf the Web and to search for information.
- **Chapter 5, "Overcoming Email Glitches"** — This chapter tackles the Mail app and takes you through a number of problems related to sending and receiving email.
- **Chapter 6, "Fixing Phone Troubles"** — If you have an iPhone, this chapter looks at issues that might arise when receiving or making phone calls, as well as other problems related to the Phone app.
- **Chapter 7, "Solving Problems Related to Cameras and Photos"** — This chapter focuses (pun intended) on problems related to using both the Camera app to capture images, and the Photos app to process those images.

- **Chapter 8, "Protecting Your Device"** — This chapter shows you how to keep your iOS device safe by running through a few preventative maintenance tasks such as locking your device, backing up your data, and finding and protecting a lost device.
- **Chapter 9, "Solving Privacy Problems"** — This chapter takes a detailed look at how you can maintain privacy when you use iOS, including both general privacy issues and concerns related to web browsing privacy.
- **Chapter 10, "Repairing Battery and Charging Problems"** — This chapter looks at problems related to the device battery, including tracking battery use and extending battery life.
- **Chapter 11, "Getting Around Accessibility Issues"** — This chapter concentrates on configuring iOS to work around challenges related to visual, physical, and aural impairments or disabilities.
- **Chapter 12, "Troubleshooting Other iOS Problems"** — This chapter completes the book with a miscellany of troubleshooting tools, techniques, and workarounds for a variety of problems that didn't fit into any of the other chapters.

Features of This Book

To help you get the most of the book and to make your troubleshooting chores more efficient, this book includes the following features:

- Throughout the book, I've broken many of the troubleshooting procedures and workarounds into easy-to-follow, step-by-step procedures.
- Jargon-free explanations of key concepts
- Extensive use of screenshots to illustrate many of the book's procedures
- Tips, tricks, and shortcuts to make troubleshooting your iOS device easier and faster
- A friendly and lightly humorous tone that I hope will help you feel at home with the subject and keep boredom at bay

This book also uses the following boxes to draw your attention to important (or merely interesting) information:

Note The Note box presents asides that give you more information about the current troubleshooting topic. These tidbits provide extra insights that offer a better understanding of the task.

Tip The Tip box tells you about methods that are easier, faster, or more efficient than the standard methods.

Caution The all-important Caution box tells you about potential accidents waiting to happen. There are always ways to mess things up when you're working with iOS. These boxes help you avoid those traps and pitfalls.

CHAPTER 1

Learning Some General Troubleshooting Techniques

When you're using a computer — particularly a Windows PC, but also a Mac — there's a weird nervousness that operates just below the surface of your awareness. That trepidation comes from experience: your computer almost certainly has crashed not only many times in the past, but also some time recently. So in a sense you're just *waiting* for things to go south because you know they eventually will.

When you're using your iPhone, iPad, or other iOS device, that underlying unease is nowhere to be found. This blissfully anxiety-free state also comes from experience: your iOS device almost never crashes, so you're not expecting it to. Notice, however, that I said *almost* never. The reality is that, although they occur far less frequently than with Windows or macOS, iOS problems *do* occur. That shouldn't come as a surprise because the iPhone, iPad, and iPod touch are extremely sophisticated devices — they're full-blown computers, really. And any sophisticated device will always have problems, thanks to its sheer complexity. Fortunately, iOS devices have fewer moving parts than regular computers, so overall there's less to go wrong with the hardware. You also see fewer problems on the software side because app developers only have to build their products to work with a relatively small collection of devices, all of which are manufactured by a single company. This really simplifies things, and the result is fewer problems. Again, however, not zero problems.

To help you troubleshoot any hardware or software glitches that come up, this chapter offers you some general troubleshooting techniques that apply to all iOS devices: the iPhone, the iPad, and the iPod touch.

Restarting and Rebooting

If your iOS device is behaving oddly or erratically, it's possible that a specific component inside the device is the cause. In that case, you don't have much choice but to leave your device at the Genius Bar, or ship it back to Apple for repairs. Fortunately, however, most glitches are temporary and can often be fixed by employing a few standard techniques, particularly restarting or rebooting your device.

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If your iPhone is behaving oddly or erratically, it's possible that a specific component inside the phone is the cause. In that case, you don't have much choice but to ship your iPhone back to Apple for repairs. Fortunately, however, most glitches are temporary and can often be fixed by using one or more of the following techniques:

Restarting Your Device

By far the most common solution to an iOS device problem is to shut it down and then restart it. By rebooting the device, you reset the entire system, which is often enough to solve many problems.

You restart an iOS device using the Sleep/Wake button, the location of which depends on your device:

- For the iPhone 6 and later, the button appears on the right edge of the phone, near the top.
- For all other iOS devices, the button appears on the top edge of the device, toward the right side.

Press and hold the Sleep/Wake button for a few seconds until you see the Slide to Power Off screen (at which point you can release the button). Drag the Slide to Power Off slider to the right to start the shutdown. When the screen goes completely black, your device is off. To restart, press and hold the Sleep/Wake button until you see the Apple logo and then release the button.

Rebooting Your Device Hardware

When you restart your iOS device by pressing and holding Sleep/Wake for a few seconds, what you're really doing is rebooting the system software. If that still doesn't solve the problem, you might need to reboot the device hardware as well. To do that, press and hold down the Sleep/Wake and Home buttons at the same time. Keep them pressed until you see the Apple logo (it takes about 8 seconds or so), which indicates a successful restart.

■ **Note** A hardware reboot is also the way to go if your iOS device is *really* stuck and holding down just the Sleep/Wake button doesn't do anything. It happens.