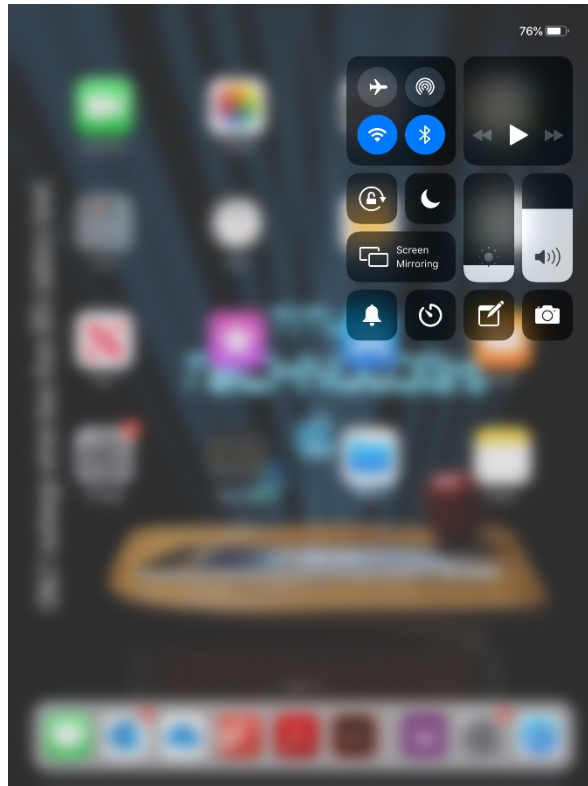


# VCS APPLE LEARNING PROGRAM

iPad Support Team  
Instruction Technology Services

## Troubleshooting Common Sound Issues on an iPad

1. Restart the iPad before trying the troubleshooting tips below. You can do this by holding the power button on the top right of the iPad and sliding the button that says, "Slide to Power Off".
2. Check the volume by pressing the two volume buttons on the right side of the iPad.
3. Bring up the iPad's Control Center by putting your finger on the upper-right corner of the iPad's screen and drag your finger downward to reveal the Control Center.



4. Check the level of the sound in the Control Center.



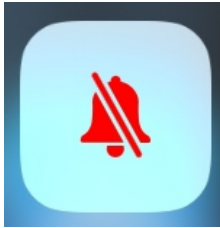
## VCS APPLE LEARNING PROGRAM

iPad Support Team  
Instruction Technology Services

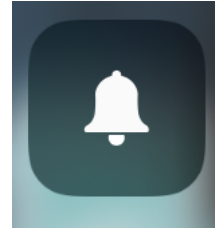
5. Check to make sure that the iPad's Silent Mode is not activated. You can see this by looking at the bell in the Control Center. Silent mode will block any sound on the iPad if it is on.

This is what the bell will look like when Silent Mode is On and Off:

If Silent Mode is on:



If Silent mode is off:



6. Try uninstalling and re-installing the app having the issues with sound. If you need help with uninstalling/reinstalling the app, please visit <http://vcsapple.weebly.com/>.
7. Check to make sure that there is no debris located in the headphone jack of the iPad. If there is debris, please **DO NOT** try and remove it yourself, as that can cause hardware issues with the iPad. Please contact your child's teacher.
8. If none of the tips above solve the sound issue on the iPad. Please contact your child's teacher.