

# Safety, handling, and support

## Important safety information

**WARNING:** Failure to follow these safety instructions could result in fire, electric shock, injury, or damage to iPad or other property. Read all the safety information below before using iPad.

**Handling** Handle iPad with care. It is made of metal, glass, and plastic and has sensitive electronic components inside. iPad or its battery can be damaged if dropped, burned, punctured, or crushed, or if it comes in contact with liquid. If you suspect damage to iPad or the battery, discontinue use of iPad, as it may cause overheating or injury. Don't use iPad with a cracked screen, as it may cause injury. If you're concerned about scratching the surface of iPad, consider using a case or cover.

**Repairing** Don't open iPad and don't attempt to repair iPad yourself. Disassembling iPad may damage it or may cause injury to you. If iPad is damaged, malfunctions, or comes in contact with liquid, contact Apple or an Apple Authorized Service Provider. You can find more information about getting service at the [iPad Repair website](#).

**Battery** Don't attempt to replace the iPad battery yourself. The lithium-ion battery in iPad should be replaced by Apple or an authorized service provider. Improper replacement or repair could damage the battery, cause overheating, or result in injury. The battery must be recycled or disposed of separately from household waste. Don't incinerate the battery. For information about battery services and recycling, go to the [Battery Service and Recycling website](#).

**Distraction** Using iPad in some circumstances may distract you and might cause a dangerous situation (for example, avoid using headphones while riding a bicycle and avoid typing a text message while driving a car). Observe rules that prohibit or restrict the use of mobile devices or headphones.

**Navigation** Maps depends on data services. These data services are subject to change and may not be available in all areas, resulting in maps and location-based information that may be unavailable, inaccurate, or incomplete. Compare the information provided in Maps to your surroundings. Use common sense when navigating. Always observe current road conditions and posted signs to resolve any discrepancies. Some Maps features require Location Services.

**Charging** Charge iPad with the included USB cable and power adapter, or with other third-party "Made for iPad" cables and power adapters that are compatible with USB 2.0 or later, or power adapters compliant with applicable country regulations and with one or

more of the following standards: EN 301489-34, IEC 62684, YD/T 1591-2009, CNS 15285, ITU L.1000, or another applicable mobile phone power adapter interoperability standard.

Using damaged cables or chargers, or charging when moisture is present, can cause fire, electric shock, injury, or damage to iPad or other property. When you use the Apple USB Power Adapter to charge iPad, make sure the USB cable is fully inserted into the power adapter before you plug the adapter into a power outlet.

**Lightning cable and connector** Avoid prolonged skin contact with the connector when the Lightning to USB Cable is plugged into a power source because it may cause discomfort or injury. Sleeping or sitting on the Lightning connector should be avoided.

**Prolonged heat exposure** iPad and its power adapter comply with applicable surface temperature standards and limits. However, even within these limits, sustained contact with warm surfaces for long periods of time may cause discomfort or injury. Use common sense to avoid situations where your skin is in contact with a device or its power adapter when it's operating or plugged into a power source for long periods of time. For example, don't sleep on a device or power adapter, or place them under a blanket, pillow, or your body, when it's plugged into a power source. It's important to keep iPad and its power adapter in a well-ventilated area when in use or charging. Take special care if you have a physical condition that affects your ability to detect heat against the body.

**Hearing loss** Listening to sound at high volumes may damage your hearing. Background noise, as well as continued exposure to high volume levels, can make sounds seem quieter than they actually are. Turn on audio playback and check the volume before inserting anything in your ear. For information about how to set a maximum volume limit on iPad, see [Play music](#). For more information about hearing loss, go to the [Sound and Hearing website](#).

To avoid hearing damage, use only compatible receivers, earbuds, headphones, speakerphones, or earpieces with iPad. The headsets sold with iPhone 4s or later in China (identifiable by dark insulating rings on the plug) are designed to comply with Chinese standards and are only compatible with iPhone 4s and later, iPad 2 and later, iPad Pro, iPad mini and later, and iPod touch 5th generation and later.

**WARNING:** To prevent possible hearing damage, do not listen at high volume levels for long periods.

**Radio frequency exposure** iPad uses radio signals to connect to wireless networks. For information about radio frequency (RF) energy resulting from radio signals, and steps you can take to minimize exposure, go to Settings > General > About > Legal > RF Exposure, or go to the [RF Exposure website](#).

**Radio frequency interference** Observe signs and notices that prohibit or restrict the use of mobile devices (for example, in healthcare facilities or blasting areas). Although iPad is designed, tested, and manufactured to comply with regulations governing radio frequency emissions, such emissions from iPad can negatively affect the operation of other electronic equipment, causing them to malfunction. Turn off iPad or use Airplane Mode to turn off the iPad wireless transmitters when use is prohibited, such as while traveling in aircraft, or when asked to do so by authorities.

**Medical device interference** iPad contains components and radios that emit electromagnetic fields. iPad also contains magnets along the left edge of the device and on the right side of the front glass, which may interfere with pacemakers, defibrillators, or other medical devices. The iPad Smart Cover, iPad Smart Case, iPad Pro Smart Cover, and iPad Pro Smart Keyboard also contain magnets. These electromagnetic fields and magnets may interfere with pacemakers, defibrillators, or other medical devices. Maintain a safe distance of separation between your medical device and iPad, the iPad Smart Cover, the iPad Smart Case, the iPad Pro Smart Cover, and the iPad Pro Smart Keyboard. Consult your physician and medical device manufacturer for information specific to your medical device. If you suspect iPad is interfering with your pacemaker, defibrillator, or any other medical device, stop using iPad.

**Not a medical device** iPad is not designed or intended for use in the diagnosis of disease or other conditions, or in the cure, mitigation, treatment, or prevention of disease.

**Medical conditions** If you have any medical condition that you believe could be affected by iPad (for example, seizures, blackouts, eyestrain, or headaches), consult with your physician prior to using iPad.

**Explosive atmospheres** Charging or using iPad in any area with a potentially explosive atmosphere, such as areas where the air contains high levels of flammable chemicals, vapors, or particles (such as grain, dust, or metal powders), may be hazardous. Obey all signs and instructions.

**Repetitive motion** When you perform repetitive activities such as typing or playing games on iPad, you may experience discomfort in your hands, arms, wrists, shoulders, neck, or other parts of your body. If you experience discomfort, stop using iPad and consult a physician.

**High-consequence activities** This device is not intended for use where the failure of the device could lead to death, personal injury, or severe environmental damage.

**Choking hazard** Some iPad accessories may present a choking hazard to small children. Keep these accessories away from small children.

## Important handling information

**Cleaning** Clean iPad immediately if it comes in contact with anything that may cause stains or other damage—for example, dirt or sand, ink, makeup, soap, detergent, acids or acidic foods, and lotions. To clean:

- Disconnect all cables and turn iPad off (press and hold the Sleep/Wake button, then slide the onscreen slider).
- Use a soft, lint-free cloth—for example, a lens cloth.
- Avoid getting moisture in openings.
- Don't use cleaning products or compressed air.

The front of iPad is made of glass with a fingerprint-resistant oleophobic (oil-repellant) coating. This coating wears over time with normal usage. Cleaning products and abrasive materials will further diminish the coating and may scratch the glass.

**Using connectors, ports, and buttons** Never force a connector into a port or apply excessive pressure to a button, because this may cause damage that is not covered under the warranty. If the connector and port don't join with reasonable ease, they probably don't match. Check for obstructions and make sure that the connector matches the port and that you have positioned the connector correctly in relation to the port.

**Lightning to USB Cable** Discoloration of the Lightning connector after regular use is normal. Dirt, debris, and exposure to moisture may cause discoloration. If your Lightning cable or connector become warm during use or your iPad won't charge or sync, disconnect it from your computer or power adapter and clean the Lightning connector with a soft, dry, lint-free cloth. Do not use liquids or cleaning products when cleaning the Lightning connector.

Certain usage patterns can contribute to the fraying or breaking of cables. The Lightning to USB Cable, like any other metal wire or cable, is subject to becoming weak or brittle if repeatedly bent in the same spot. Aim for gentle curves instead of angles in the cable. Regularly inspect the cable and connector for any kinks, breaks, bends, or other damage. Should you find any such damage, discontinue use of the Lightning to USB Cable.

**Operating temperature** iPad is designed to work in ambient temperatures between 32° and 95° F (0° and 35° C) and stored in temperatures between -4° and 113° F (-20° and 45° C). iPad can be damaged and battery life shortened if stored or operated outside of these temperature ranges. Avoid exposing iPad to dramatic changes in temperature or humidity. When you're using iPad or charging the battery, it is normal for iPad to get warm.

If the interior temperature of iPad exceeds normal operating temperatures (for example, in a hot car or in direct sunlight for extended periods of time), you may experience the following as it attempts to regulate its temperature:

- iPad stops charging.
- The screen dims.
- A temperature warning screen appears.
- Some apps may close.

**Important:** You may not be able to use iPad while the temperature warning screen is displayed. If iPad can't regulate its internal temperature, it goes into deep sleep mode until it cools. Move iPad to a cooler location out of direct sunlight and wait a few minutes before trying to use iPad again.

For more information, see the Apple Support article [Keeping iPhone, iPad, and iPod touch within acceptable operating temperatures](#).

## Forgot your Apple ID, iPad passcode, or iCloud Security Code?

**Recover your Apple ID or reset your Apple ID password.** Go to Apple's [I Forgot website](#).



**Reset the iPad passcode.** If you enter the wrong passcode to iPad six times in a row, you'll be locked out, and a message will say that iPad is disabled. If you can't remember your passcode, you can [erase iPad](#), then set a new passcode. (If you made an iCloud or iTunes backup before you forgot your passcode, you can restore your data and settings from the backup.) For more information, see the Apple Support article [If you forgot the passcode for your iPhone, iPad, or iPod touch, or your device is disabled](#).

**Reset or create a new iCloud Security Code.** If you enter the wrong iCloud Security Code too many times when using iCloud Keychain, your iCloud Keychain will be disabled on that device, and your keychain in iCloud will be deleted. Go to the Apple Support article [If you enter your iCloud Security Code incorrectly too many times](#).

## iPad Support site

Comprehensive support information is available online at the [iPad Support website](#). To contact Apple for personalized support (not available in all areas), see the [Apple Support website](#).

## An app doesn't fill the screen

Most apps for iPhone and iPod touch can be used with iPad, but they might not take advantage of the large screen. In this case, tap  to zoom in on the app. Tap  to return to the original size.

Check the App Store to see if there's a version of the app that's optimized for iPad, or a universal version that's optimized for iPhone, iPod touch, and iPad.

## Onscreen keyboard doesn't appear

If iPad is paired with a Bluetooth keyboard, the onscreen keyboard doesn't appear. To make the onscreen keyboard appear, press the Eject key on a Bluetooth keyboard. You can also make the onscreen keyboard appear by moving the Bluetooth keyboard out of range or turning it off.

## Get information about your iPad

**View overall storage availability and storage used per app.** Go to Settings > General > Storage & iCloud Usage, where you can manage iCloud storage. For more information, see the Apple Support articles [Check your storage on your iPhone, iPad, and iPod touch](#) and [Manage your iCloud storage](#).

**See Battery Usage.** Go to Settings > Battery to see the elapsed time since iPad has been charged. You can also display battery level as a percentage. See [Charge and monitor the battery](#) in this guide.

**View cellular usage.** Go to Settings > Cellular. See [Cellular data settings](#) in this guide.

**See more information about iPad.** Go to Settings > General > About. The items you can view include:

- Name
- Network
- Number of songs, videos, photos, and apps
- Capacity and available storage space
- iOS version
- (Cellular models) Carrier
- Model number

- Serial number
- (Cellular models) Cellular Data Number
- Wi-Fi and Bluetooth addresses
- (Cellular models) IMEI (International Mobile Equipment Identity)
- (Cellular models) ICCID (Integrated Circuit Card Identifier, or Smart Card) for GSM networks
- (Cellular models) MEID (Mobile Equipment Identifier) for CDMA networks
- Modem firmware
- Legal (including legal notices, and license, warranty, and RF exposure information)

To copy the serial number and other identifiers, touch and hold the identifier until Copy appears.

To see regulatory marks, go to Settings > General > Regulatory.

**View or turn off diagnostic information.** Go to Settings > Privacy > Diagnostics & Usage.

To help Apple improve products and services, iPad sends diagnostic and usage data. This data doesn't personally identify you, but may include location information.

## Cellular data settings

To activate cellular data service on iPad (Wi-Fi + Cellular models), turn cellular use on or off, or add a Personal Identification Number (PIN) to lock the SIM card, go to Settings > Cellular Data. With some carriers, you can also change your data plan.

**Note:** Contact for help with cellular network services and billing, contact your wireless service provider.

If Cellular Data is off, all data services will use only Wi-Fi—including email, web browsing, push notifications, and other services. If Cellular Data is on, carrier charges may be incurred. For example, using certain features and services that transfer data, such as Messages, could result in charges to your data plan.

**Turn Cellular Data on or off.** Go to Settings > Cellular Data, then turn Cellular Data on or off. The following options may also be available:

- *Monitor and manage your cellular data network usage:* You can see which apps use cellular data and turn off the option, if you want.

- *Turn LTE on or off:* Turning on LTE loads data faster.
- *Turn Data Roaming on or off:* Turning off Data Roaming avoids carrier charges when using a network provided by a different carrier.
- *Set up Personal Hotspot:* Personal Hotspot shares the Internet connection on iPad with your computer and other iOS devices. See [Personal Hotspot](#) in this guide.
- *Turn Wi-Fi Assist on or off:* If Wi-Fi connectivity is poor, Wi-Fi Assist uses cellular data to boost the signal.

**Note:** Using data over a cellular network may incur additional fees.

**Set whether cellular data is used for apps and services.** Go to Settings > Cellular Data, then turn cellular data on or off for any app that can use cellular data. If a setting is off, iPad uses only Wi-Fi for that service. The iTunes setting includes both iTunes Match and automatic downloads from the iTunes Store and the App Store.

**Activate, view, or change your cellular data account.** Go to Settings > Cellular Data, tap View Account, then follow the onscreen instructions.

**Lock the SIM card.** Go to Settings > Cellular Data > SIM PIN. Locking the SIM card with a PIN means you need to enter the PIN to use a cellular connection on iPad.

For more information about GSM, CDMA, and LTE cellular data networks, see the Apple Support article [About cellular data networks](#).

## VPN settings

A VPN (virtual private network) provides secure access over the Internet to private networks, such as the network at your organization. You may need to install a VPN app from the App Store that configures iPad to access a network. Contact your system administrator for information about the app and settings you need.

## Profiles settings

Configuration profiles define settings for using iPad with corporate or school networks or accounts. You might be asked to install a configuration profile that was sent to you in an email, or one that is downloaded from a webpage. iPad asks for your permission to install the profile, and displays information about what it contains, when you open the file. You can see the profiles you have installed in Settings > General > Profiles & Device Management. If you delete a profile, all of the settings, apps, and data associated with the profile are also deleted.



## Sell or give away iPad

Before you sell or give away your iPad, see the Apple Support article [What to do before selling or giving away your iPhone, iPad, or iPod touch](#), and be sure to perform the following tasks:

- [Back up iPad with iCloud Backup](#) or [back up iPad with iTunes](#). If you replace one iPad with another, you can [use the setup assistant](#) to restore the backup to your new iPad.
- [Erase all content and settings](#), which includes your personal information.

## Learn more, service, and support

Refer to the following resources to get more iPad-related safety, software, service, and support information.

To learn about	Do this
<b>Using iPad safely</b>	See <a href="#">Important safety information</a> .
<b>iPad service and support, tips, forums, and Apple software downloads</b>	Go to the <a href="#">iPad Support website</a> .
<b>The latest information about iPad</b>	Go to the <a href="#">iPad website</a> .
<b>Managing your Apple ID account</b>	Sign in to your <a href="#">Apple ID account page</a> .
<b>Using iCloud</b>	Go to the <a href="#">iCloud Help website</a> .
<b>Using iTunes</b>	Open iTunes, then choose Help > iTunes Help. For an online iTunes tutorial (not available in all areas), go to the <a href="#">iTunes Support website</a> .
<b>Using other Apple iOS apps</b>	Go to the <a href="#">iOS Apps Support website</a> .
<b>Finding your iPad serial number or IMEI</b>	You can find your iPad serial number or International Mobile Equipment Identity (IMEI) on the iPad packaging. Or, on iPad, choose Settings > General > About. For more information, go to the Apple Support article <a href="#">Find the serial number and other information on your iPhone, iPad or iPod touch</a> .
<b>Obtaining warranty service</b>	First follow the advice in this guide. Then go to the <a href="#">iPad Support website</a> .
<b>Viewing iPad regulatory information</b>	On iPad, go to Settings > General > Regulatory.
<b>Battery service</b>	Go to the <a href="#">Battery Service and Recycling website</a> .
<b>Using iPad in an enterprise environment</b>	Go to the <a href="#">iPad in Business website</a> .
<b>Using iPad in education</b>	Go to the <a href="#">Education website</a> .

## FCC regulatory statement

This device complies with part 15 of the FCC rules. Operation is subject to the following two conditions: (1) This device may not cause harmful interference, and (2) this device must accept any interference received, including interference that may cause undesired operation.

**Note:** This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This

equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio communications. However, there is no guarantee that interference will not occur in a particular installation. If this equipment does cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment to an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

**Important:** Changes or modifications to this product not authorized by Apple could void the electromagnetic compatibility (EMC) and wireless compliance and negate your authority to operate the product. This product has demonstrated EMC compliance under conditions that included the use of compliant peripheral devices and shielded cables between system components. It is important that you use compliant peripheral devices and shielded cables between system components to reduce the possibility of causing interference to radios, televisions, and other electronic devices.

Responsible party (contact for FCC matters only):

Apple Inc. Corporate Compliance

1 Infinite Loop, MS 91-1EMC

Cupertino, CA 95014

## Canadian regulatory statement

This device complies with Industry Canada licence-exempt RSS standard(s). Operation is subject to the following two conditions: (1) this device may not cause interference, and (2) this device must accept any interference, including interference that may cause undesired operation of the device.

Operation in the band 5150–5250 MHz is only for indoor use to reduce the potential for harmful interference to co-channel mobile satellite systems.

Users are advised that high-power radars are allocated as primary users (i.e., priority users) of the bands 5250–5350 MHz and 5650–5850 MHz and that these radars could cause interference and/or damage to LE-LAN devices.

Le présent appareil est conforme aux CNR d'Industrie Canada applicables aux appareils radio exempts de licence. L'exploitation est autorisée aux deux conditions suivantes : (1) l'appareil ne doit pas produire de brouillage, et (2) l'utilisateur de l'appareil doit accepter tout brouillage radioélectrique subi, même si le brouillage est susceptible d'en compromettre le fonctionnement.

La bande 5 150 – 5 250 MHz est réservée uniquement pour une utilisation à l'intérieur afin de réduire les risques de brouillage préjudiciable aux systèmes de satellites mobiles utilisant les mêmes canaux.

Les utilisateurs êtes avisés que les utilisateurs de radars de haute puissance sont désignés utilisateurs principaux (c.-à-d., qu'ils ont la priorité) pour les bandes 5 250 – 5 350 MHz et 5 650 – 5 850 MHz et que ces radars pourraient causer du brouillage et/ou des dommages aux dispositifs LAN-EL.

CAN ICES-3 (B)/NMB-3(B)

## Apple and the environment

At Apple, we recognize our responsibility to minimize the environmental impacts of our operations and products. For more information, go to the [Apple and the Environment website](#).

## Disposal and recycling information

**Apple Recycling Program (available in some areas):** For free recycling of your old iPad, a prepaid shipping label, and instructions, go to the [Recycling website](#).

This symbol indicates that this product and/or battery should not be disposed of with household waste. You must dispose of iPad properly according to local laws and regulations. When iPad reaches its end of life, contact local authorities to learn about disposal and recycling options, or simply drop it off at your local Apple Retail Store or return it to Apple. The battery will be removed and recycled in an environmentally friendly manner. For more information, go to the [Recycling website](#).

### **European Union—Disposal Information**

The symbol above means that according to local laws and regulations your product and/or its battery shall be disposed of separately from household waste. When this product reaches its end of life, take it to a collection point designated by local authorities. The separate collection and recycling of your product and/or its battery at the time of disposal will help conserve natural resources and ensure that it is recycled in a manner that protects human health and the environment.

**Brasil—Informações sobre descarte e reciclagem**

O símbolo acima indica que este produto e/ou sua bateria não devem ser descartados no lixo doméstico. Quando decidir descartar este produto e/ou sua bateria, faça-o de acordo com as leis e diretrizes ambientais locais. Para informações sobre substâncias de uso restrito, o programa de reciclagem da Apple, pontos de coleta e telefone de informações, visite [www.apple.com/br/environment](http://www.apple.com/br/environment).

**Información sobre eliminación de residuos y reciclaje**

El símbolo de arriba indica que este producto y/o su batería no debe desecharse con los residuos domésticos. Cuando decida desechar este producto y/o su batería, hágalo de conformidad con las leyes y directrices ambientales locales. Para obtener información sobre el programa de reciclaje de Apple, puntos de recolección para reciclaje, sustancias restringidas y otras iniciativas ambientales, visite [www.apple.com/la/environment](http://www.apple.com/la/environment) o [www.apple.com/mx/environment](http://www.apple.com/mx/environment).

**Turkey environmental information**

Türkiye Cumhuriyeti: AEEE Yönetmeliğine Uygundur.

**Battery service:** The lithium-ion battery in iPad should be serviced by Apple or an authorized service provider. For more information about battery services and recycling, go to the [Battery Service and Recycling website](#).

Dispose of batteries according to your local environmental laws and guidelines.

**Battery charger energy efficiency****Taiwan battery statement****China battery statement****ENERGY STAR® compliance statement**

To save energy, iPad is set to lock after two minutes of user inactivity. To change this setting, go to Settings > Display & Brightness > Auto-Lock. To unlock iPad, press the Sleep/Wake button or the Home button.

iPad meets the ENERGY STAR guidelines for energy efficiency. Reducing energy consumption saves money and helps conserve valuable resources; for more information, go to the [Energy Star website](#).

Apple Inc.

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Some apps are not available in all areas. App availability is subject to change.