

## iPod Field Service Keys:

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Below is a summary list of high-value "key" procedures to help quickly resolve iPod issues and make better decisions when processing in-warranty claims.

**Important:** One way to reduce unnecessary in-warranty replacements is to **make doing a restore a priority** in your iPod troubleshooting (a restore can fix software issues, as well as issues that appear to be hardware related).

### *Key Objectives:*

To resolve iPod issues and make better decisions when processing in-warranty claims.

### *Key References:*

- [iPod Testing Station Setup manual](#) (How to set up a computer **test station** for iPod testing.)
- [iPod Visual & Mechanical Inspection \(VMI\) manual](#) (Detailed guidelines on how to inspect for **damage** and determine **warranty coverage**.)
- Product specific [iPod Testing Procedures](#) (Procedures for **testing** specific iPod models.)

### *Key Procedures:*

Here are a few key procedures to resolving iPod issues and reducing unnecessary in-warranty replacements:

- Continue to provide excellent customer help by providing customer education on usage, settings, how to charge, normal function, etc.
  - Attempt to observe or duplicate the reported issue so that the fix can be verified.
  - Try to resolve the issue regardless of the iPod's warranty status.
  - Generally, check for damage and determine warranty status *after* attempting to resolve the issue.
1. **Inspect** the dock connector port and the headphone jack
    - Check for debris, corrosion, liquid, or other contamination — clean if possible.
    - Do not connect test cables to contaminated or damaged ports as they may contaminate or damage the test cables.
  2. **Quick fixes**
    - Turn the iPod off then on
    - Reset
    - Force quit app (iPod touch)
  3. **Charge**, if needed
    - Charging may be all that's needed to revive an iPod and resolve the issue.
    - Charge the iPod by connecting it to a USB port on the computer or to a USB power adapter. The iPod may take up to 10 minutes to wake. Once at the main menu or home screen, allow the iPod to charge a minute or so longer if needed before disconnecting so that the iPod has enough battery charge for testing.
  4. **Restore** (and sync test media, as necessary for testing syncing, content issues, or media functions)

**Important:** This is an essential step that resolves many issues and must be done (if possible) before replacing any iPod under warranty. Attempt to perform a restore for all software and hardware malfunction issues.

- You must gain agreement from the customer to do a restore in case their iPod has data on it that has not been backed up. Warn the customer about the potential of data loss.
- If a normal restore is not successful, or for any of the following issues, attempt a [Disk Mode Restore](#) (for iPod),  
or [Recovery Mode Restore](#) (for iPod touch):
  - Dead, no power
  - Frozen at Apple logo
  - Not seen by USB bus
  - Intermittent power off
  - Update or Restore errors

#### 5. **Check for damage** before in-warranty replacement

- If the issue cannot be resolved, visually check for accidental damage that caused the issue. Failure or malfunction caused by accidental damage or misuse is not covered by Apple's warranty.  
**Note:** Independent of accidental damage, the iPod warranty covers failures caused solely by manufacturing defects and/or damage caused by Apple, through shipping or its representatives.
- Refer to the [iPod Visual & Mechanical Inspection \(VMI\) manual](#) for complete guidelines on how to inspect for damage and to better identify in-warranty and out-of-warranty failures.
- An activated liquid submersion indicator (LSI) indicates that liquid has entered the iPod and has come in direct contact with the LSI. Typically when electronic components are exposed to liquid, damage results. Damage or malfunction that has been caused by exposure to liquid is not covered by Apple's warranty.  
**Note:** LSIs are designed not to be activated by temperature or humidity that are within the product's environmental requirements as specified by Apple.

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### **Disk Mode Restore (for iPod):**

To perform a restore in Disk Mode on an iPod, do the following:

1. Disconnect the USB cable from the iPod.
2. Reset the iPod by simultaneously pressing and holding the Center and Menu buttons.
3. As soon as the screen goes blank, immediately and simultaneously press and hold the Center and Play buttons, until you see the Disk Mode screen (shows a check mark).

**Note:** You may need to try steps 2 and 3 several times to enter Disk Mode. If you see the Apple icon screen, the buttons were pressed too late or incorrectly and you will need to try again.

4. Once in Disk Mode, connect the iPod to a USB port on the computer, open iTunes if needed, and perform a restore as usual.

### **Recovery Mode Restore (for iPod touch):**

To perform a restore in Recovery Mode on an iPod touch, do the following:

1. Connect a USB dock connector cable to the computer's USB port. (Do NOT connect the iPod touch.)
2. Disconnect the iPod touch from the USB cable, if connected.
3. Turn off the iPod touch (red slider).
4. Press and hold the Home button while reconnecting the USB cable.
  - The iPod should power on.
  - **Note:** If you see the message "Charging... Please Wait," let the unit charge for at least 10 minutes (either connected to the computer or to a USB power adapter) to ensure the battery has some charge, and then start with step 2 again.

5. Continue holding the Home button while the iPod starts up. You will see the Apple logo.
6. When you see "Connect to iTunes" on the iPod screen, you can release the Home button and iTunes will display the recovery mode message.
  - **Note:** If you don't see the "Connect to iTunes: screen, then disconnect the USB cable from the iPod, power off the iPod (red slider) and repeat steps 4-6.

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