

Fixing iPhone or iPad apps that wont open or download.

Having an App for practically every situation is one of the best things about Apple's iPhones and iPads. No matter how well prepared you are in terms of Apps, it's not much use if they refuse to load when you need them most. Whether you need a map to show you where the nearest station is, or just fancy a quick game of "Where's My Water?" we'll show you some techniques for getting things back running again.

Freeing up memory:

Each App you run takes up a bit of your device's memory. Some more powerful applications can be quite power hungry and demand more space than others, meaning you can't have so many Apps running at once.

If Apps launch then shut down before you can do anything, or simply refuse to launch properly, it can be that your device's memory is full and can't handle the extra load. You can clear items in the memory using the following technique:

- Double-click on the **Home** button
- The Multi-Tasking Bar will display at the bottom of the screen displaying all the recently run Apps
- Touch an App you wish to close until the icons start shaking and a red minus appears on the top left of each one
- Touch the red minus to fully shut down the App

Close as many Apps as you can before trying to reopen the App you want to run.

Restarting the device:

Sometimes something goes wrong; an App doesn't launch or close properly, or a bug stops everything working the way it should. The next step is to perform a full restart on your iPhone or iPad:

- Hold down the **Home** button and **Power** button at the same time
- Keep them held down until the **Apple logo** appears on the screen; this can be for ten seconds or more
- The device will now reset

After a while, your device will return to the menu screen. Try your App again.

Download an App:

This step is a long-shot but works for a number of users, especially if the problem occurs shortly after an update.

- Download any App from the store; this can be a free App

In some cases, this seems to "re-sync" the downloads and purchases and get them started again.

Transfer your purchases:

Syncing your device to iTunes and transferring the purchases can also apply fixes to damaged Apps.

- Make sure the computer is **connected** to the internet
- Open **iTunes**
- Click on **Apps**
- Select **Check For Updates** and **download** any it finds
- **Connect your device** to the computer
- **Sync** your device
- When the sync is complete, click on the File or **iTunes** menu and select the **Transfer Purchases** option
- Repeat the previous step until all purchases are transferred; it may take several times as sometimes iTunes doesn't transfer all your purchases in one attempt
- **Disconnect** the device

Check for updates or restore your device:

If none of the techniques so far have worked you may need to update your iPhone or iPad:

- **Connect your device** to the computer
- Open **iTunes**
- Click on the listing for the device
- On the **Summary** screen, click **Check for Updates**.
- **Install any updates** found

If there are no updates or the device is still not working properly, restore it. Be aware, Restore reverts your device to its factory settings. Make sure before you use this option you have backed up your device, transferred all purchases and synced the device as you wish:

- **Connect the device** to the computer
- Open **iTunes**
- Click on the listing for the device
- On the **Summary** screen, click **Restore**

iTunes will now restore your phone to factory settings and apply the latest updates. You can now restore your device from your latest back-up and sync to get your Apps back onto the phone. Everything should be working once again; if not, you may need to contact Apple customer support as it could be a hardware issue.