

# iPod FAQ Getting to know your iPod

To use your iPod, you will need to download iTunes: [www.apple.com/au/itunes/download](http://www.apple.com/au/itunes/download)



AppleCare Protection Plan for iPod extends your 90 day complementary coverage to a total of 2 years warranty and 2 years phone support!

**iPod Classic & Touch AppleCare \$79, iPod Nano & Shuffle AppleCare \$49**

## How long do I have to charge my iPod to get the Maximum Battery Life?

12 hours on the first charge, then use your iPod until the battery is completely flat. Then charge until the battery indicator shows that it is full - iPods cannot overcharge.

## How do I get the maximum battery life from my iPod?

The iPod battery life is based on playing a single song in repeat at normal volume. Using the backlight, menus, high volume, EQ and other functions will reduce the maximum battery life of your iPod.

## Can I charge my iPod whilst it is stored in a carry case?

Yes, however charging your iPod while in certain carrying cases may generate excess heat, which can affect battery capacity. If you notice your iPod gets very hot when you charge it, take it out of its case first.

## When should I reset my iPod?

- If your iPod appears to freeze
- If your iPod does not power on correctly
- If your iPod does not start up correctly
- If your iPod has been removed from your computer without being properly ejected and exhibits any abnormal behaviour. We recommend plugging your iPod into a power source first (computer or power supply) as this can resolve some issues.

## How do I reset my iPod?

Plug your iPod into a power source first (computer or power supply). If this does not fix the issue, then reset the iPod. Switch 'Hold' to on, then off, then hold down the 'Menu' button, and the middle 'Select' button at the same time for 10 seconds. This will reset the iPod.

## Does resetting my iPod erase my songs?

No, but it does erase personal settings.

## Can I update my iPod software?

Yes. Apple release regular software updates for the iPod. Updating the iPod software addresses potential battery management issues and many other things. You can download this for free from : [www.apple.com/au/itunes](http://www.apple.com/au/itunes). All of your songs will remain on the iPod.

## What is a Software Restore?

A software restore reinstalls the software on the iPod **BEWARE!** A software restore will erase the complete contents of your iPod. It should be backed up before this is performed - but remember most things (music, contacts, games etc) should all be on your computer, so they can be reloaded after the restore has finished.

## When should I perform a Software Restore?

If the iPod powers on but will not start up beyond the folder icon on the screen it may need software restore. You should always try a reset first. Remember, your songs should be backed up in iTunes on your computer.

## How should I store or carry my iPod?

Your iPod is advanced electronic device. It is not advisable to carry your iPod unprotected in bags or pockets where it could be subject to non-warrantable damage by impact, pressure or extreme weather.

## What sort of a warranty & support does my iPod come with?

The iPod comes with a 12 mth warranty & 90 days (single call only) phone support (133 622). You can however upgrade this with the AppleCare Protection Plan, see top of this page. It covers the battery & is peace of mind.

## What can you recommend for the best iPod experience?

Computers Now recommend protecting your iPod with:

- a scratch proof film to keep it all shiny
  - a case to stop the bumps and dings
  - an AppleCare Protection Plan to extend your warranty
- And bringing it back to us if you have any problems that this FAQ does not solve. Computers Now is a fully Apple Authorised iPod Service Centre.

## Additional resources:

**Compnow:** [www.compnow.com.au/ipod](http://www.compnow.com.au/ipod)

**Support:** [www.apple.com/au/support/ipod/five\\_rs](http://www.apple.com/au/support/ipod/five_rs)

**Batteries:** [www.apple.com/au/batteries/ipods.html](http://www.apple.com/au/batteries/ipods.html)

**Software:** [www.apple.com/au/ipod/download](http://www.apple.com/au/ipod/download)

**Tutorials:** [www.apple.com/au/support/ipod/tutorial](http://www.apple.com/au/support/ipod/tutorial)

**Troubleshooting:** [www.apple.com/au/support/ipod](http://www.apple.com/au/support/ipod)

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