

ubertec iPod information for you



AppleCare Line:
00800 7666 7666

Mon to Fri 9am – 9pm
Saturday 10am – 6pm

AppleCare
for iPod Classic
& iPod Touch

\$99

Every iPod comes with complimentary single-incident telephone technical support within 90 days from the date of purchase and one year of hardware service coverage.

This means that you must return the iPod to Übertec for any warranty issues, which covers Parts and Labour only. Any software problems will be charged at our normal repair rate.

AppleCare
for iPod Nano
& iPod Shuffle

\$69

The AppleCare Protection Plan (APP) extends your service and support coverage for your iPod, its battery and included accessories, and iTunes to two years from the original purchase date of your iPod.

www.apple.com/register

Extend your coverage to two years of service and expert telephone technical support.



BATTERIES

Battery Lifespan: Paying attention to just a few commonsense pointers will pay off with a longer battery lifespan and battery life for your iPod. The most important thing is to keep your iPod out of the sun or a hot car (even the glove box). Heat will degrade your battery's performance the most.

Let It Breathe: Charging your iPod while in certain carrying cases may generate excess heat, which can affect battery capacity. If you notice that your iPod gets hot when you charge it, take it out of its case first.

Use iPod Regularly: For proper maintenance of a lithium-based battery, it's important to keep the electrons in it moving occasionally. Be sure to go through at least one charge cycle per month. If you use your iPod infrequently (gasp), you might want to add a reminder to your calendar program.

Hold and Pause: It may seem obvious, but set the Hold switch when you aren't using your iPod. This will prevent iPod controls from inadvertently waking up iPod and using unnecessary power. Also, if you are not listening to iPod, pause it, or turn it off by pressing the play button for two seconds.

www.apple.com/batteries/ipods.html

iPod Temperate Zone.
Your Apple iPod works best from 0° to 35°C.

You should store them in places with temperatures of -20° to 45°C.

Keeping your iPod as near room temperature as possible (22°C) is ideal.

INSURANCE

It is your responsibility to **insure** the goods purchased from übertec Ltd. Insurance is to protect from **theft and accidental damage**.

BACK UP

ACHTUNG! Due to the possibility of operational failures or theft, your iPod is **NOT SUITABLE** to store proprietary/original intellectual property. It is your responsibility to keep a separate backup copy of the contents.

If you are unsure about how to do this, please ask one of our friendly staff how to establish a backup plan.

REFUND POLICY

übertec do not provide a refund if you have changed your mind about a particular purchase, so please choose carefully. If the goods are faulty übertec will meet our obligations under the Consumer Guarantees Act to provide a remedy.

The Consumer Guarantees Act covers purchases for **personal** or **household** use only. If you are buying these goods for **business** purposes, übertec Ltd. is entitled to contract out of the Consumer Guarantees Act and the Fair Trading Act will then apply. Nothing in this document excludes or limits any rights the purchaser may have under the Consumer Guarantees Act 1993.

SOFTWARE UPDATE

Make sure your iPod is always up to date with the latest software, iTunes 9 makes it one-click easy to update the software on your iPod. The iPod summary page features a built-in software version tracker and updater (requires an internet connection).

HOW TO RESTORE YOUR IPOD

It is important to understand the difference between "update" and "restore". Update simply installs the software that controls iPod and does not affect the songs and files stored on iPod's disk. Restore erases the iPod's disk and restores iPod to its original factory condition. Make sure you have the latest update of iTunes and your music backed up.

Make sure you also try the iPod Five Rs:
www.apple.com/support/ipod/five_rs



HOW TO RESET YOUR IPOD

Toggle the Hold switch on and off. (Slide it to Hold, then turn it off again.)

Press and hold the Menu and Center (Select) buttons simultaneously until the Apple logo appears, about 6 to 8 seconds.

You may need to repeat this step.



HOW TO RESET YOUR IPOD SHUFFLE

Disconnect iPod shuffle from the computer (if connected).

Move the switch on the iPod shuffle to the OFF position.

Tip: When iPod shuffle is off, the green stripe by the switch is not visible.

Wait 5 seconds.

Move the switch to the play in order or the shuffle position. The green stripe will be visible in either position. For iPod shuffle (2nd generation), slide the power switch on (and you can see the green stripe).

WHERE CAN I GET MUSIC FROM?

Using sites such as Limewire to download music can cause the iPod to freeze or produce less than CD quality music. It is illegal to download copyrighted music, you can load legal music from various sources like:

CDs
iTunes Store
www.audible.com



USEFUL WEBSITES

www.apple.com/support/ipod
www.apple.com/support/ipod/five_rs/
www.apple.com/support/ipodtouch/troubleshooting/
www.versiontracker.com
www.ilounge.com

HOW TO RESET YOUR IPOD TOUCH

To restart iPod touch, first turn iPod touch off by pressing and holding the Sleep/Wake button until a red slider appears. Slide your finger across the slider and iPod touch will turn off after a few moments.

Next, turn iPod touch on by pressing and holding the Sleep/Wake button until the Apple logo appears.



Is iPod touch not responding? To reset iPod touch, press and hold the Sleep/Wake button and the Home button at the same time for at least 10 seconds, until the Apple logo appears.



TROUBLESHOOTING

Problem: Battery issues because your computer has either a USB 1.0 port or low powered USB 2.0 port

Solution: Try a different USB port, purchase an AC adapter or visit Apple's support site

www.apple.com/support/ipod



Problem: iPod displays a sad iPod icon. iPod is not recognized in iTunes and iPod is not recognized in My Computer (Windows) or iPod not recognized in Finder (Mac OS X)

Solution: In most cases, the sad iPod icon indicates a hardware issue. If you are able to force iPod into Disk Mode, then it may not be a hardware issue, and you should try to restore your iPod with the latest software.

If you cannot force your iPod into disk mode and restore it, then your iPod is in need of service.

<http://support.apple.com/kb/HT1363>

