

# THANK YOU

FOR PURCHASING THIS PRODUCT FROM

# BackMarket

*If you enjoyed your experience with this seller, we would appreciate you leaving them a 5 star review on BackMarket.*



**ANY ORDER ISSUES  
OR TECHNICAL PROBLEMS?**

**PLEASE CONTACT US!**

Please go to [BackMarket.com](https://www.backmarket.com) and ask for help.  
LOG IN > GO TO DASHBOARD > ORDERS > CLICK THE ASK FOR HELP BUTTON  
[HTTPS://WWW.BACKMARKET.COM/EN-US/DASHBOARD/ORDERS](https://www.backmarket.com/en-us/dashboard/orders)

**FOR ALL RETURNS**

You must erase all of your content which will remove any activation lock from iCloud. Failure to remove activation lock from this Apple Product will result in NO REFUND OR EXCHANGE.

TO ERASE CONTENT GO TO: Settings > General > Reset > Erase All Content and Settings

**1-YEAR LIMITED WARRANTY**

[HTTPS://WWW.BACKMARKET.COM/WARRANTY](https://www.backmarket.com/warranty)

# SETTING UP YOUR APPLE DEVICE

## APPLE DEVICE USING WIFI ONLY:

1. Make sure the Apple device is fully charged. (Use the charging block & USB cable provided)
2. Turn On your new Apple device by pressing and holding the Power button until you see the Apple logo.
3. Follow the Apple direction prompts to set up the new Apple device.

## APPLE DEVICE NEEDING NEW CARRIER SERVICE:

1. Make sure the Apple device is fully charged. (Use the charging block & USB cable provided)
2. Go to your wireless carrier company (Verizon, T-Mobile, AT&T, Sprint, etc.) to set up a plan and get a SIM card.
3. Turn On your new Apple device by pressing and holding the Power button until you see the Apple logo.
4. Follow the Apple direction prompts to set up the new Apple device.

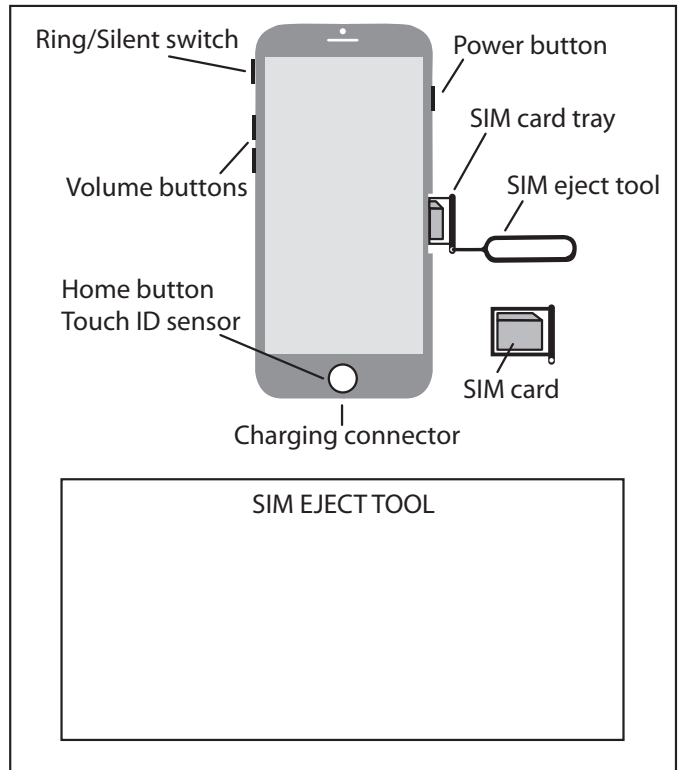
## APPLE DEVICE USING EXISTING CARRIER SERVICE:

### BACK UP YOUR OLD APPLE DEVICE:

1. Open Settings, Tap the Apple ID banner, Tap iCloud, Tap iCloud Backup, Tap Back Up Now.
2. Once the backup is finished. Turn Off your old Apple device. (Press and hold the Power button and either volume button until the slider appears. Drag the slider to turn your device completely off.)
3. From the right edge of the device, remove the SIM card tray. (Use the included SIM eject tool to unlock the tray by inserting it into the provided slot.)
4. Remove the SIM card from the SIM card tray. Set the SIM card aside. Re-insert the empty SIM card tray.

### SET UP YOUR NEW APPLE DEVICE:

1. Make sure the Apple device is fully charged. (Use the charging block & USB cable provided)
2. Turn Off your new Apple device. (Press and hold the Power button and either volume button until the slider appears. Drag the slider to turn your device completely off.)
3. From the right edge of the device, remove the SIM card tray. (Use the included SIM eject tool to unlock the tray by inserting it into the provided slot.)
4. Transfer the old SIM card to the new SIM card tray. Close the SIM card tray.
5. Turn On your new Apple device by pressing and holding the Power button again until you see the Apple logo.
6. Follow the Apple direction prompts to set up the new Apple device.



# TROUBLESHOOTING

Following are tips to help you fix the most common troubleshooting issues. If you continue to have issues after trying these fixes or you experience other issues, please return the device to BackMarket.

## NO POWER/DOES NOT HOLD A CHARGE

1. If you have another charging cable and block, please try those to ensure the cable or block is not defective. Make sure you can see the “charge” icon and the charging cable is plugged snugly into the charging block and charging port of the Apple device.
2. Be sure to charge the device overnight so it has a full charge.
3. Do a hard reset of the device by holding down the power button and home button at the same time for 8 seconds until you see the Apple logo appear.

## DOES NOT CONNECT TO CARRIER

1. Be sure that your carrier is compatible with the phone you purchased. If you purchased a “GSM unlocked” phone, your phone will only work with GSM carriers like AT&T, T-Mobile, Cricket Wireless, Metro PCS, etc. Verizon, Sprint, Boost Mobile, etc. are on the CDMA network and will only work with a FULLY unlocked phone and will not work on a GSM unlocked phone. A FULLY unlocked phone will work with both GSM and CDMA carriers. You can Google to check your specific carrier’s network.
2. Be sure your SIM card is inserted into your phone.
3. Make sure Wi-Fi is turned on. Go to: Settings > Wi-Fi > on Wi-Fi move button to green.
4. Make sure Cellular is turned on. Go to: Settings > Cellular > on Cellular Data move button to green.
5. Do a hard reset of the device by holding down the power button and home button at the same time for 8 seconds until you see the Apple logo appear.
6. Reset the Network Settings. Go to: Settings > General > Reset > Reset Network Settings.
7. See your carrier’s local retail store for assistance.

## SCREEN GLITCHES OR GOES BLACK

1. Do a hard reset of the device by holding down the power button and home button at the same time for 8 seconds until you see the Apple logo appear. You may have to do this several times to fix the glitch. Be sure to charge the device overnight so it has a full charge.

## PRODUCT IS OVERHEATING

1. Turn off your device. Let it cool down. Restarting your device will refresh the memory. Hold down power button and volume button at the same time, slide to power off.
2. Close all open Apps. Especially the gaming apps these take up a lot of memory. On home screen: Swipe up from bottom of the screen to see all open Apps, Swipe up on each App to close that App.
3. Turn off Apps. Apps that are on in the background will take up memory. Go to: Settings > General > Background App Refresh > turn off unused Apps in the list
4. Off-load or Delete Apps. You may have too many on your device that you do not want or use. Go to: Settings > General > iPhone or iPad Storage > click on App in the list > Off-load App or Delete App
5. Update Apps. Every App does get bug fixed and updates now and then, so updating them is essential. Go to: App Store > Click your account icon > Click on Apps that need updates
6. Use the correct charger. Using an incorrect charger may cause overcharging or undercharging which could result in overheating issues. Use the charger that your device came with.
7. Stay in the shade. Direct hot sunlight along with high outdoor temperatures may overheat your device. Use your device in the shade or inside to cool it down.

# YOUR FAVORITE APPS WILL WORK!

NETFLIX, FACEBOOK, INSTAGRAM, TWITTER, PRIME VIDEO, YOUTUBE,  
ZOOM, PHOTOSHOP, GOOGLE, TIK TOK, ETC.

**FOR IPAD 2, 3, 4, IPAD MINI 1, 2, IPAD AIR 1  
FOLLOW THESE INSTRUCTIONS TO DOWNLOAD THE APPS**

1. Download the newest app from the App Store to a **newer Apple device** first that is linked to your Apple ID account (iPhone 7 or iPad Air 2 or higher).
2. Use the same Apple ID account you will be using on this purchased iPad.
3. On this iPad you purchased, go to the App store and login to that Apple ID account.
4. Go to the Purchased Apps section.
5. Find the app desired and download.
6. It will ask you if you would like to download a compatible version. **CLICK DOWNLOAD.**