



Troubleshoot issues with synchronizing and backing up data with iTunes on your Apple iPad mini 4

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This article helps troubleshoot iTunes synchronization and back up on your Apple iPad mini 4

You may have iTunes synchronization and back up issues if your iPad:

- Is unable to backup your data to iTunes
- Is unable to synchronize your data between it and iTunes

These steps help identify and resolve the underlying cause. After completing each step, test to see if the issue is fixed.

1. Make sure the most current version of iTunes is installed on the computer.

The software may be downloaded for free from the iTunes website (<http://www.apple.com/itunes/>).

2. Make sure that iCloud is not selected as the sync option for your iPad.

1. From the home screen, tap **Settings**.
2. Scroll to and tap **iCloud**.
3. If there is a username and password field along with the option to **Sign In**, iCloud has not been selected as the sync option.
4. If you instead see an iCloud settings screen, scroll to and tap **Sign Out**.
5. Tap **Sign Out** once more.
6. If prompted to turn off Documents and Data, tap **Delete from iPad**.
7. If prompted about Safari data and contacts, tap the preferred option.
8. Enter your Apple ID password, then tap **Turn Off** to turn off **Find My iPad**.

3. Make sure that you have selected the synchronization options you want in iTunes.

1. Open iTunes.
2. Connect your iPad to your computer via USB cable.
3. Click the Device button in the upper-right corner.
 - The Device button should have the name you gave to your iPad when you set up iTunes.
4. Click each menu option in the menu at the top of the screen to view and set the preferred sync options.
5. Click apply in the lower right corner of each screen if you made any changes to the sync options
6. To verify back up settings, click the **Summary** tab and make sure that **This computer** is selected under **Backups**.

4. Soft reset your Apple iPad mini 4.

A soft reset restarts your iPad and does not erase any of your content or data.

1. From the home screen, press and hold the **Power** key and the **Home** key.
2. Release the **Power** key and the **Home** key when the Apple logo appears.
3. Your Apple iPad mini 4 will restart.
4. Test synchronization and backup.

5. Reboot the computer.

1. If connected, disconnect your iPad from the computer.
2. Close the iTunes application.
3. Power off the computer.
4. Once the computer is off, wait 30 seconds.
5. Turn computer back on.
6. When restarted, open the iTunes application.
7. Reconnect your iPad to the computer.
8. Test synchronization and backup.

6. If you are synchronizing via Wi-Fi in iTunes, make sure Wi-Fi sync is enabled.

1. Open iTunes
2. Connect your iPad to your computer via USB cable.
3. Click the Device button in the upper-right corner.
 - The Device button should have the name you gave to your iPad when you set up iTunes.
4. In the Summary tab, select **Sync with this iPad over Wi-Fi**.

Note: Your iPad and computer must both be connected to the same Wi-Fi network to allow Wi-Fi synchronization. [Connect to a Wireless \(Wi-Fi\) Network](#)

If you're still having issues, please try the [Sprint Community](#) pages or contact [Apple Customer Support](#).

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