



Testing Procedures

Purpose

These procedures are a tool to help identify an iPod hardware failure point before sending the iPod in for repair. The procedures include a list of tools, computer setup, Restoring procedures, various standard tests and checks, built-in iPod diagnostic tests, and the battery life test.

Important: iPods without an identified hardware failure do not qualify to be sent to Apple for repair. If received by Apple, such units will be identified as NTF (No Trouble Found).

How To Use These Procedures

These “iPod Testing Procedures” are available for download in PDF format, along with a supporting audio test file at: <http://service.info.apple.com/ipod-tp.html>

Normal troubleshooting is not covered in these procedures. Refer to the iPod Service & Support Page: <http://www.apple.com/support/ipod/>

Refer to the Preparation section, below, to determine other setup needs.

The procedures are written in a beginning-to-end format, but it is not required to complete all the procedures.

You may find that performing a test out of order may be helpful to quickly identify a likely hardware failure. Keep in mind, each test or procedure may not be self-contained, due to the beginning-to-end structure, an earlier procedure may set up the iPod or connections needed for a later procedure.

Warning: These procedures reformat the iPod for the Mac, and erase all data.

If all tests complete successfully, the iPod is returned to its original shipping condition, with the most current Mac version of its iPod software installed.