

CRAYON DEPLOYMENT BEST PRACTICES



Make sure iPad iOS is updated to version 11.4 or above

- If you have been using Apple Pencil® with the iPad®, you will have to disconnect the pencil prior to using Logitech Crayon. To disconnect Apple Pencil go to Settings -> *Bluetooth*. Find Apple Pencil in the device menu and select "Forget This Device".
- Crayon may not come with 100% battery charge, so plan to have additional charging ports, cables or a charging hub available to fully charge Crayon prior to deployment.
 - A fully charged Crayon will not lose significant battery life if Crayon is not used immediately. (Ex: put in storage for a few months.)
 - It takes about 30 minutes to charge Crayon from 0 to 100%
- To check the battery level of Crayon, short press the power button:
 - Green means the battery is sufficient and above 10%.
 - Red means the battery is less than 10%.
 - Blinking red without a battery check means the battery life is critical and needs charging immediately.
- The empty Crayon boxes may be useful for storage of Crayons when not in use.
- The tip can be damaged if Crayon is dropped and will also wear down with use. If either of these occur, the tip will need to be replaced to avoid damaging the screen. Replacement tips can be purchased at: <http://support.logitech.com/product/crayon/spare-parts>. For every 10 replacement Crayon tips, a tip cover removal tool will be included. Save it! This tool is needed to replace and repair the pen tip.
- Crayon will require firmware updates from time to time to ensure compatibility as iOS and apps are updated.
 - To get notified about critical firmware updates - register [here](#)
 - To update firmware - follow instructions [here](#)

FOR CRAYON TROUBLESHOOTING TIPS:

[Teacher Troubleshooting Questions](#)

FOR FIRMWARE UPDATES:

[How to update firmware](#)

FOR LOGITECH WARRANTY STATEMENT:

[Crayon Warranty](#)

FOR WARRANTY REPLACEMENTS:

[Warrant Replacement Request](#)