

# RUGGED COMBO 2 TROUBLESHOOTING

- The iPad is not charging when I plug in the charging cable.
  - First, check that the charging cable is well inserted. Remove the charging cable and plug it again.
  - If the iPad is still not charging, take apart Rugged Combo 2 and remove the iPad. Clean the lightning port on the iPad and the lightning connector on the cradle with a dry towel or cloth. After cleaning, reassemble Rugged Combo 2 and iPad, try charging again.
  - Make sure iPad iOS is updated to the latest version.
- Keyboard cover is not attaching to the case.
  - Ensure the keyboard cover is correctly positioned onto the frame.
  - Check that the cradle is well placed inside the frame and all three magnet feet are well aligned with the cutouts on the frame.
- The iPad does not recognize the keyboard, when I type on the keyboard nothing shows up on the iPad screen.
  - Check the connection of the keyboard cover to the holder, clean the connector area with a cloth to ensure no particles or dust are interfering with the connection.
  - Check that the iPad is securely placed inside Rugged Combo 2 and the connection between iPad and holder is well established.
  - Update the iOS to the latest version.

