

P2 Games Customer Support

Product Help Sheet



Product: Not product specific
Format: Apple iOS (iPad, iPhone and iPod touch)
Subject: Removing and reinstalling Apple Apps
Date: 27th August 2012



Relevant FAQs

- My app failed to install properly.
- My app fails to run properly or crashes.
- NOT FOR SOUND ISSUES. Please refer to specific FAQs for Sound Related Issues.

Notes

Our apps should not generally cause problems because they are thoroughly tested by us as well as by Apple before release, however problems during the app download process can cause installation problems resulting in crashing. These are not a result of problems or bugs within the app, but simply process issues within the Apple system itself.

The most successful procedure for curing this problem is to remove the app completely from your device and computer and perform a fresh install, although it should be noted that out of date system software can also cause these problems.

Please follow these instructions carefully, line by line. Failure to complete all of the listed steps in order may result in the fix being ineffective.

Try a full re-boot of the device first.

Before you perform the whole process outlined above, the first thing to try is a re-boot of the iPhone/iPad. To do this;

1. Press and hold the power button on your device until the **Slide to Power off** panel appears. Slide to power off. You'll get a timer and then the screen will go blank.
2. Now press and hold the power button again until the apple appears on the screen. Your iPhone/iPad will restart and you can log in as normal.
3. Now re-test the app.

If you still encounter problems you will need to reinstall your app, follow the process below.

Please check to see whether the apps are present on iTunes on your computer as well as your device. If they are you need to remove from both your device and computer first, otherwise just remove from the phone. Please follow the process step by step as missing a step will not fix the problem.

1. Make sure your device is NOT connected to your computer, if it is please disconnect.

Now delete the app from BOTH your device and iTunes.

2. To remove from the device, press and hold the app on screen and they all start to wobble. Press the **X** on the app you wish to delete and confirm deletion.
3. To delete from iTunes, select Apps under Library on the left hand panel. Click on the app icon you wish to delete, right click with your mouse and select Delete. When deleting from iTunes you will be asked whether you want to move the file to the recycle bin or keep a copy. You **MUST** send to the recycle bin, otherwise the app won't be deleted properly.
4. Now perform a SYNC in the normal way to ensure it is un-installed. Check both iTunes and your device to ensure the app is no longer listed.
5. Now press and hold the power button on your device until the **Slide to Power off** panel appears. Slide to power off. You'll get a timer and then the screen will go blank.
6. Now press and hold the power button again until the apple appears on the screen. Your iPhone/iPad will restart and you can log in as normal.
7. Now go to iTunes or the apps store on your iPhone/iPad and select to download the app again. Be sure that you are logged in with the same account details used to purchase the app previously. **YOU WILL NOT BE CHARGED AGAIN** as iTunes will know you have purchased this app and will download it free of charge.
8. Once downloaded, perform a Sync and test the app works on your device. If you still encounter problems your system software may be out of date.

Check your iOS System version

To check that your iOS system software is up to date go into **Settings>General>Software Update** which will automatically check you have the latest version.

If your software is not up to date we recommend you update as soon as possible. Although you may not want or need any of the additional features associated with the latest software, updates also usually include critical system updates and bug fixes as well, and in addition the process itself has a "cleaning effect" on the device, removing any redundant or unnecessary files and data.

Before you perform a system update though we strongly recommend that your device is fully backed up using iTunes.

If you still encounter further problems check for other FAQs on this subject or email our support department for further help. We answer every email, usually within 24 hours and pride ourselves in going the extra mile to fix all reported issues.

Email us at: support@p2games.co.uk