

Trouble Shooting Guide for Download Failures

Non-firewall-related failures can usually be resolved quickly:

1. Make sure the iPad's iOS software is updated (check "Settings," "General," and then "Software Update," to see if you require an update; earlier iOS versions cause download failures and instability).
2. Make sure you have the latest version of *DynaNotes Plus* (look for an update indicator on the icon).
3. Make sure you can get to the app store and other websites so you know your Wi-Fi is connected.
4. Enter your case sensitive user name and password carefully and with no extra spaces.
5. Try a few times -- servers are "talking," and connections do occasionally drop.

If you've done steps 1-4 and have given your user name and password multiple tries at a few different times with no success, then your firewall is likely blocking access to one or both of our servers.

How to confirm you are having firewall-related failures at location #1:

Try registration at a different location (location #2), using a different Wi-Fi connection, such as a Wi-Fi connection at a home (outside the firewall). If your guide downloads successfully, then you are having firewall-related failures at location #1. Remember to try a few times at each location to rule out the occasional drop.

How to fix firewall-related failures at location #1:

Your school or district IT department will need to unblock (white list or allow) BOTH of these addresses for BOTH uploading and downloading:

- www.dynanotes.com
- www.dynanotesplusapp.com

Other troubles:

You may wish to try the usual steps of closing apps you are not using (double click home button on iPad and hit minus signs), turning the iPad off and on again, and turning the Wi-Fi off and on again. Note! Deleting the app from your iPad will cause you to lose your locally saved data (text and photo notes). Therefore, deletion and reinstallation from Apple App Store is not usually recommended. If you are still having trouble with *DynaNotes Plus*, please use our app support page at www.dynanotes.com/app-support.html to submit a help request or provide feedback. Thank you.