



Testing Procedures

The most current version of these procedures are available for download in PDF format, along with any supporting files at: <http://service.info.apple.com/ipod-tp.html>

Purpose

These procedures contain a beginning-to-end testing process that can supplement standard troubleshooting techniques to identify an iPod hardware failure point.

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).

Overview

The iPod 5th Generation is shipped from the factory formatted for Windows (FAT32 file system). The first time the iPod is plugged into a computer with iTunes 6 or later installed, one of the following actions takes place:

- On a Mac computer, iTunes reformats the iPod to the HFS+ file system to optimize it for the Mac.
- On a Windows PC, iTunes removes the reformat-for-Mac feature, so that the iPod will not be automatically reformatted if it is later plugged into a Mac.

These procedures use a Mac computer to test the iPod. If no trouble is found (NTF) and the iPod will be returned to the customer, a Mac or Windows PC will be used to restore the iPod, depending upon computer availability and the customer's iPod format, if known.

How To Use These Procedures

These procedures are a beginning-to-end testing process, but it is not required to complete all the procedures. 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; an earlier procedure may set up the iPod or connections needed for a later procedure.

The procedures cover computer and accessory requirements and setup, restoring procedures, various tests and checks, built-in iPod diagnostics, and battery life test.

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