



Office of Information Technology

iPod Training & Reference Guide

*For the participants in the iPod Project Fall 2007-
All the really helpful stuff you need to know!*



For assistance or questions, please call the NSU Help Desk @ 823-8678

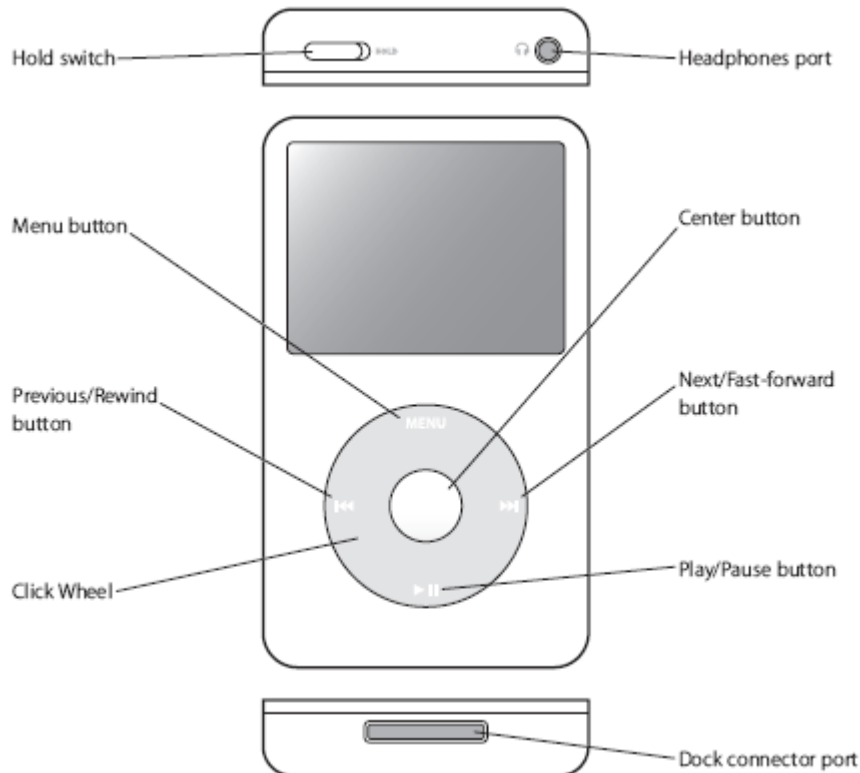
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Table of Contents

iPod At A Glance.....	3
iPod Controls	4
The New User's Guide For iPod	5
Download Content From Blackboard To Your iPod.....	6
How To Convert A Video For Use With iPod:	7
How To Rename Your iPod	7
Storing And Reading Notes	8
Recording Voice Memos.....	8
How To Find The Serial Number On Your iPod	9
Charging The iPod Battery	10
Turning Off The Click Wheel Sound	11
Disabling iPod Controls.....	11
Turning iPod Off And On	11
Using iPod Menus	12
Adding Or Removing Items From The Main Menu	12
Setting The Backlight Timer	13
Setting The Screen Brightness.....	13
Changing And Setting The Language.....	13
How To Reset Your iPod - The 5 R's & General Troubleshooting Suggestions.....	14
Other Problems	17
iPod Internet Tutorial Links	20
Additional Onscreen Help From The Web.....	21

iPod At A Glance

Get to know the controls on iPod:



Using iPod Controls

The controls on iPod are easy to find and use. Press any button to turn on iPod. The main menu appears.



Use the **Click Wheel** and **Center** button to navigate through onscreen menus, play songs, change settings, and view information. Move your thumb lightly around the Click Wheel to select a menu item. To choose the item, press the Center button. To go back to the previous menu, press Menu on the Click Wheel.

iPod Controls

To	Do this
Turn on iPod	Press any button.
Turn off iPod	Press and hold Play/Pause (▶).
Turn on the backlight	Press any button or use the Click Wheel.
Disable the iPod controls (so nothing happens if you press them accidentally)	Slide the Hold switch to HOLD (an orange bar appears).
Reset iPod (if iPod isn't responding)	Slide the Hold switch to HOLD and back again. Press the Menu and Center buttons at the same time for about 6 seconds, until the Apple logo appears.
Choose a menu item	Scroll to the item and press the Center button.
Go back to the previous menu	Press Menu.
Go directly to the main menu	Press and hold Menu.
Browse for a song	From the main menu, choose Music.
Browse for a video	From the main menu, choose Videos.
Play a song or video	Select the song or video and press the Center or Play/Pause (▶) button. iPod has to be ejected from your computer to play songs and videos.
Pause a song or video	Press Play/Pause (▶) or unplug your headphones.
Change the volume	From the Now Playing screen, use the Click Wheel.
Play all the songs in a list	Select the list title (an album title or the title of a playlist, for example) and press Play/Pause (▶).
Play all songs in random order	From the main menu, choose Shuffle Songs.
Skip to any point in a song or video	From the Now Playing screen, press the Center button to show the scrubber bar, and then scroll to any point in the song or video. Press the Center button to resume playing from that point.
Skip to the next song, video, or chapter in an audiobook or podcast	Press Next/Fast-forward (▶▶).
Start a song or video over	Press Previous/Rewind (◀◀).
Play the previous song, video, or chapter in an audiobook or podcast	Press Previous/Rewind (◀◀) twice.
Fast-forward or rewind a song	Press and hold Next/Fast-forward (▶▶) or Previous/Rewind (◀◀).
Add a song to the On-The-Go playlist	Select a song in a playlist, and then press and hold the Center button until the song title flashes.
Find the iPod serial number.	From the main menu, choose Settings > About, or look on the back of iPod.

The New User's Guide For iPod

This handy guide will help you do the following things:

- Install iTunes
- Connect and set up your iPod
- Fill your iPod and iTunes with Music
- Disconnect your iPod and play your content

1. Install iTunes

Before you connect your iPod to your Mac or PC computer or use it, you must install the latest version of **iTunes** software. iTunes is the way your iPod communicates with you. Go to:

<http://www.apple.com/itunes/download/> and follow the instructions. Choose **Run** when the **Run or Save** option comes up. *(The entire process will take between 5 – 10 minutes)*

2. Connect and Set Up your iPod

Charge your battery by connecting your iPod to a high-power USB port — one that's located directly on your computer—to ensure that your computer charges your iPod battery. *(If your computer doesn't seem to recognize your connected iPod, wait about 30 minutes to allow the iPod battery to charge before going further)*

3. Fill your iPod and iTunes with, Music, and Videos

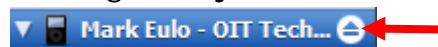
Once you finish the set up, iTunes will open.

It will then allow you to pick and choose what music, videos, audiobooks, and podcasts to add, since your iPod was configured to manually manage music and videos.

For music and videos on iTunes, simply drag any file from your iTunes library or playlist to your iPod icon in the **iTunes Source pane**. *(Located at the extreme left in iTunes)*

4. Disconnect your iPod

Once you've got your course content, music, audiobooks, videos, and other files on your iPod, you're ready to enjoy it. You must first eject your iPod by clicking the eject icon that appears next to your iPod icon

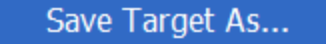


in the **iTunes Source pane**. Then disconnect your iPod from your computer when your iPod disappears from the Source

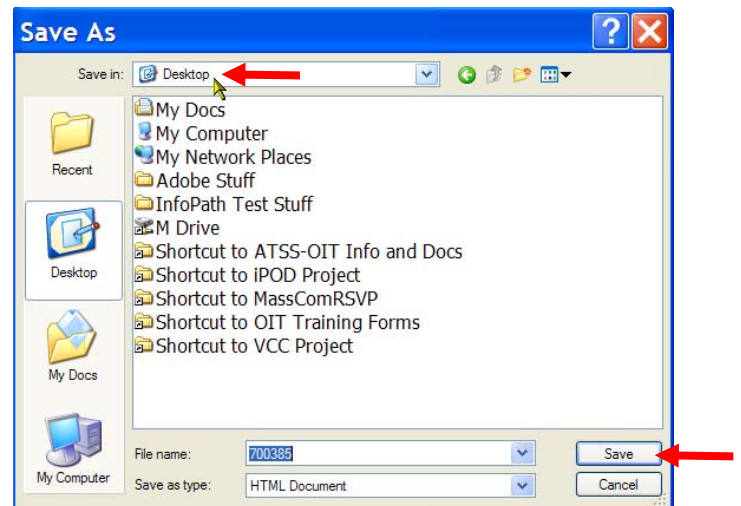
pane (Located at the extreme left in iTunes) or you don't see the "Do not disconnect" message on your iPod. **Now you're ready to enjoy the content on your iPod!**

Download Content From Blackboard To Your iPod

Make sure iTunes is open and your iPod is connected to your PC:


- Sign in to Blackboard
- Navigate to your specific course folder where the content is located –
 - *For SPN 112-90, click the **iPod Downloads** button.
 - *For SWK 416-01, click the **Course Content** folder and then the present module.
- Right click on the content you want and click the **Save Target As** option. 

- In the **Save As** window that opens, choose **Desktop** and click **Save**.



- From the Desktop, left-click and hold the content and drag it into iTunes. **Now it can be played on your PC through iTunes.*

- To move the content to your iPod, left-click and hold and drag it to your iPod name in the **iTunes Source pane**

 (Located at the extreme left in iTunes) and release.



Once you have ejected your iPod and disconnected it from the PC, your content is ready to be viewed on your iPod!

How To Convert A Video For Use With iPod:

Some videos may need to be converted in iTunes for use with your iPod:

- Select the video in the iTunes library.
- Click the **Advanced** menu and then choose **“Convert Selection for iPod”** if it is available.

**Note: When you convert a video for use with iPod, the original video remains in your iTunes library. For more information about converting video for iPod, go to www.info.apple.com/kbnum/n302758.*

How To Rename Your iPod

To rename your iPod using the iTunes application, follow these steps:

- Select the iPod in the Source pane (*Located at the extreme left in iTunes*).
- Click its name again. *iPod's name is highlighted*.
- Type a new name.
- Press **Enter**.



Storing And Reading Notes

You can store and read text notes on iPod. *(Several troubleshooting instructions have been downloaded to your iPod in the **Notes** folder, located in **Extras** from the **Main** menu)*

- Save a document in any word-processing application as a text (.txt) file.
- Place the file in the Notes folder on iPod.

To view notes:

- From the Main menu, choose Extras > Notes.

Recording Voice Memos

You can record voice memos using an optional iPod-compatible microphone. The voice memos can be stored on your on iPod and loaded onto your computer. You can set iPod to record at low-quality mono (22.05 kHz) to save space, or high-quality stereo (44.1 kHz) for better sound.

Note: Voice memos cannot be longer than two hours. If you record for more than two hours, iPod automatically starts a new voice memo to continue your recording.

To record a voice memo:

- Connect a microphone to the Dock connector port on iPod.
- Set Quality to Low or High.
- To begin recording, choose Record.
- Hold the microphone a few inches from your mouth and speak. To pause recording, choose Pause.
- When you finish, choose Stop and Save. Your saved recording is listed by date and time.

To play a recording:

- From the Main menu, choose Extras > Voice Memos and select the recording.

Note: You won't see a Voice Memos menu item if you've never connected a microphone to iPod.

How To Find The Serial Number On Your iPod

There are several places where you'll find your iPod serial number:

- In iTunes 7 or later
- On the back of your iPod
- In the iPod **About** screen
- On your iPod invoice or receipt
- From the iPod manuals download page

Connect your iPod to your computer. When your iPod appears in iTunes, select it. Click the Summary tab, and your iPod's serial number will display on screen.

Note: In iTunes 7 or later, when you view the iPod serial number, you can choose Edit > Copy to put the serial number on the Clipboard. You can then paste the serial number into an e-mail or web page (for registration for example).

On the back of your iPod

The serial number is engraved on the back metal case — just look toward the bottom.

In the iPod About screen

You can find your serial number in the **About** screen on your iPod. To do this: Select Settings > About.

From the iPod manuals download page

You may also be able to obtain the serial number by going to this website

www.apple.com/support/manuals/ipod/ and selecting "Upload the serial number of my last connected iPod."

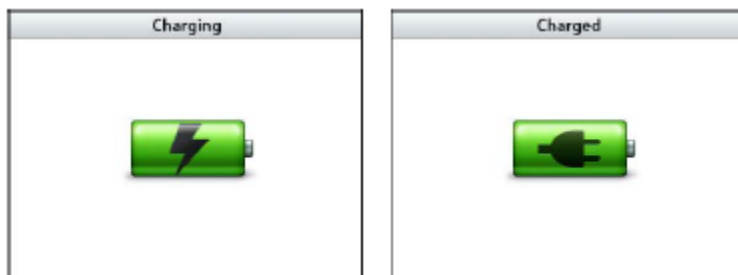
Charging The iPod Battery

You can charge the iPod battery in two ways:

- Connect iPod to your computer.
- Use the iPod USB Power Adapter. *(Available separately if you don't have a PC – please contact the Library Lab where you checked out your iPod)*

To charge the battery using your computer:

- Connect iPod to a high-power USB port on your computer. The computer must be turned on and not in sleep mode *(some models of Macintosh can charge iPod while in sleep mode)*.
- If the battery icon on the iPod screen shows a lightning bolt, the battery is charging. If it shows a plug, the battery is fully charged.



Note: If you don't see the lightning bolt or the plug, iPod might not be connected to a high-power USB port. Try another USB port on your computer.

Important: If iPod is very low on power, it might need to charge for up to 30 minutes before the display turns on.

To charge the battery using the iPod USB Power Adapter:

- Connect the AC plug adapter to the power adapter *(they might already be connected)*.
- Connect the iPod Dock Connector to USB 2.0 Cable to the power adapter, and plug the other end of the cable into iPod.

Turning Off The Click Wheel Sound

When you scroll through menu items, you can hear a clicking sound through the iPod internal speaker to let you know the Click Wheel is working. If you like, you can turn the Click Wheel sound off.

To turn off the Click Wheel sound:

- Choose Settings and set Clicker to Off.
- To turn the Click Wheel sound back on, set Clicker to On.


Disabling iPod Controls

If you don't want to turn iPod on or activate controls accidentally, you can make them inactive using the Hold switch.

- Slide the Hold switch to HOLD (*so you can see the orange bar*).

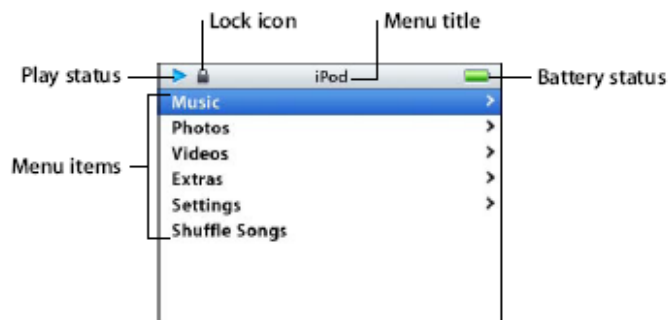


Turning iPod Off And On

- Press and hold the play/pause button  on the click wheel to turn the iPod off.
- Press any button to turn iPod on.

Using iPod Menus

When you turn on iPod, you see the main menu. Choose menu items to perform functions and go to other menus. Icons along the top of the screen show iPod status.



Display item	Function
Play status	The Play (▶) icon appears when a song is playing. The Pause (⏸) icon appears when a song is paused.
Lock icon	The Lock icon appears when the Hold switch (on top of iPod) is set to HOLD. This indicates that the iPod controls are disabled.
Menu title	Displays the title of the current menu.
Battery status	The Battery icon shows the approximate remaining battery charge. If the battery is charging, the icon is animated.
Menu items	Use the Click Wheel to scroll through menu items. Press the Center button to choose an item. An arrow next to a menu item indicates that choosing it leads to another menu.

Adding Or Removing Items From The Main Menu

You might want to add often-used items to the iPod main menu. For example, you can add a "Songs" item to the main menu, so you don't have to choose Music before you choose Songs.

To add or remove items from the main menu:

- Choose Settings > Main Menu.
- For each item you want to appear in the main menu, turn the Off option to On.

Setting The Backlight Timer

You can set the backlight to turn on and illuminate the screen for a certain amount of time when you press a button or use the Click Wheel. The default is 10 seconds.

- Choose Settings > Backlight Timer, and then choose the time you want.

Even if you don't set the backlight timer, you can turn on the backlight at any time by pressing any button or using the Click Wheel. After a few seconds, the backlight turns off.

Setting The Screen Brightness

You can adjust the brightness of your iPod screen by moving a slider.

- Choose Settings > Brightness, and then use the Click Wheel to move the slider. Moving it to the left dims the screen; moving it to the right increases the screen brightness.

You can also set the brightness during a slideshow or video by pressing the Center button to bring up and dismiss the brightness slider.

Changing And Setting The Language

iPod can be set to use different languages.

- Choose Settings > Language, and then choose a language from the list.

How To Reset Your iPod - The 5 R's & General Troubleshooting Suggestions

Try the 5 Rs, one by one, until iPod responds.

RESET, RETRY, RESTART, REINSTALL, RESTORE

Reset your iPod:

Most problems with iPod can be solved by **resetting** it. First, make sure iPod is charged.

- Toggle the Hold switch on and off. (*Slide it to **Hold**, and then turn it off again*)
- Press and hold the **Menu** and **Select** buttons until the Apple logo appears, about 6 to 10 seconds. You may need to repeat this step.

Tip: If you are having difficulty resetting your iPod, set it on a flat surface. Make sure the finger pressing the Select button is not touching any part of the click wheel. Also make sure that you are pressing the Menu button toward the outside of the click wheel, and not near the center.

If the above steps did not work, try connecting iPod to a power adapter and plug the power adapter into an electrical outlet, or connect iPod to your computer. Make sure the computer is turned on and isn't set to go to sleep.

Retry your iPod:

- With a different USB port on your PC, not a USB port on your keyboard or hub.

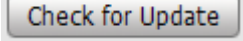
Reset your PC:

- And make sure that you have the latest software updates installed.
*Note: To update your Windows software, select **Windows Update** from the **Tools** menu on **Internet Explorer**.*

Reinstall you iPod software:

Make sure you have the most recent version of iTunes installed on your PC.


- Connect your iPod to iTunes
- Click your iPod from the Source pane (*Located at the extreme left in iTunes*) and then click the Summary tab

- Click the **Check for Update** button  and iTunes will let you know if your version is up to date. If not, follow the instructions.

Restore your iPod – Last resort!

Background: It is important to understand the difference between "update" and "restore." Update simply installs the software that controls iPod and does not affect the songs and files stored on iPod's disk. Restore erases the iPod's disk and restores iPod to its original factory condition.

Warning: because Restore erases all of the songs and files on iPod, make sure to back up any files you've saved on the iPod disk. All of your songs, videos, podcasts, audiobooks, and games can be loaded back to your iPod provided that you have them stored in your iTunes Library. If you use the Nike + iPod Sport Kit, see this document for more information.

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- Ensure that you have an active Internet connection as new versions of iTunes and iPod Software may need to be downloaded to your computer.
 - Download and install iTunes 7.0 or later if you do not already have it installed.
 - Open iTunes, and then connect your iPod to your computer using the USB or FireWire cable that came with your iPod.
 - After a few moments, your iPod will appear in the Source panel in iTunes.
 - Select your iPod in the Source pane and you will see information about your iPod appear in the Summary tab of the main iTunes windows.
 - Click the **Restore** button . You will be prompted with one or more restore options that may prompt iTunes to automatically download the latest iPod Software. The 4 possible restore options are:
 - **Restore Option 1:** Restore - Restores with same iPod Software version already on iPod.
 - **Restore Option 2:** Use Same Version - Restores with same iPod Software version already on iPod even though a newer version is available.
 - **Restore Option 3:** Use Newest Version - Restores with the latest iPod Software available.

- **Restore Option 4:** Restore and Update - Restores with the latest iPod Software available.

If you are using a Mac, a message will appear prompting you to enter an administrator's name and password.

A progress bar will appear on the computer screen indicating that the first stage of the restore process has started. When this stage is completed, iTunes will present one of two messages on screen with instructions specific to the iPod model you are restoring.

- **Restore Instruction 1:** Disconnect iPod and connect it to iPod Power Adapter.
- **Restore Instruction 2:** Leave iPod connected to computer to complete restore.
- During the stage 2 of the restore process, the iPod will show an Apple logo as well as a progress bar at the bottom of the display. It is critical that the iPod remains connected to the computer or iPod Power adapter during this stage. *Note: The progress bar may be difficult to see since the backlight on the iPod display may be off.*
- After stage 2 of the restore process is complete and the iPod is connected to the computer, the iTunes Setup Assistant window will appear asking you to name your iPod and choose your syncing preferences similar to when you connected your iPod for the first time.

Other Problems

iPod won't turn on or respond:

- Make sure the Hold switch is not set to HOLD.

The iPod battery might need to be recharged.


- Connect iPod to your computer or to an Apple iPod Power Adapter and let the battery recharge.

Look for the lightning bolt icon on the iPod screen to verify that iPod is receiving a charge. To charge the battery:

- connect iPod to a high-power USB or FireWire port on your computer. *Connecting iPod to a USB port on your keyboard will not charge the battery. You can connect iPod to a FireWire port using the optional iPod Dock Connector to FireWire Cable, for charging the iPod only. Loading information onto iPod using FireWire is not supported.*

You want to disconnect iPod, but see the message "Do not disconnect"

If iPod is loading music, wait for it to complete.

- Select iPod in the Source pane (*Located at the extreme left in iTunes*) and click the **Eject** button .
- If iPod disappears from the list of devices in the iTunes Source pane, but you still see the "Do not disconnect" message on the iPod screen, disconnect iPod.
- If iPod doesn't disappear from the list of devices in the iTunes Source pane, drag the iPod icon from the desktop to the Trash (*if you're using a Mac*) or click the **Safely Remove Hardware** icon in the system tray and select iPod (*if you're using a Windows PC*). If you still see the "Do not disconnect" message, restart your computer and eject iPod again.

iPod isn't playing music

- Make sure the Hold switch is not set to HOLD.
- Make sure the headphone connector is pushed in all the way.

- Make sure the volume is adjusted properly. If you see a lock to the right of the volume bar, a maximum volume limit has been set. You can change or remove it by using Settings > Volume Limit.
- iPod might be paused. Try pressing the Play/Pause button.
- Make sure you are using iTunes 7 or later (*go to www.apple.com/ipod/start*). Songs purchased from the iTunes Store using earlier versions of iTunes won't play on iPod until you upgrade iTunes.
- If you're using the iPod Dock, make sure the iPod is seated firmly in the Dock and make sure all cables are connected properly.
- If you are using the Dock line out port, make sure your external speakers or stereo are turned on and working properly.

You connect iPod to your computer and nothing happens

- Make sure you have installed the latest iTunes software from www.apple.com/ipod/start.
- Try connecting to a different USB port on your computer.

Note: A USB 2.0 port is recommended to connect iPod. USB 1.1 is significantly slower than USB 2.0. If you have a Windows PC that doesn't have a USB 2.0 port, in some cases you can purchase and install a USB 2.0 card. For more information, go to www.apple.com/ipod.

iPod displays a sad iPod icon



- iPod is not recognized in My Computer (Windows) or iPod not recognized in Finder (Mac OS X)
- iPod is not recognized in iTunes

In most cases, the sad iPod icon indicates a hardware issue. If you are able to force iPod into Disk Mode, then it may not be a hardware issue, and you should try to restore your iPod with the latest software.

If you cannot force your iPod into disk mode and restore it, then your iPod may be in need of service. Contact the Help Desk at 823-8678.

iPod only shows an Apple logo and doesn't start up

If this happens, the iPod software may have been damaged. Put iPod into Disk Mode, then restore or update iPod's software.

- Put iPod into Disk Mode.
- iPod should appear in the iTunes Source pane and on the desktop or in a Finder window, or in the My Computer window.
- If a message appears that says the volume could not be mounted and asks if you want to initialize the disk, choose to initialize iPod's disk. Use Mac OS Extended format (HFS Plus) if you have a Mac or FAT32 if you have a Windows PC.

Warning: This process cannot be undone. All of your songs, videos, and other files will be deleted. Always make a backup of your important data.

- Follow the steps to update or restore iPod. If you manually put iPod into Disk Mode it may need to be reset before you can use it.
- If you cannot put iPod into Disk Mode after performing these steps, it may need to be repaired. Contact the Help Desk at 823-8678.

Additional information

For an easy to follow QuickTime movie, view the Troubleshooting & Extras section of the iPod Tutorials at www.apple.com/support/ipod/tutorial.

iPod Internet Tutorial Links

<http://www.apple.com/support/ipod101>

Tell me about . . .

- **The physical features of my iPod** - including the LCD Screen, the Click Wheel, the On/Off Switch and all the other Buttons
<http://docs.info.apple.com/article.html?artnum=304781#1>
- **All the menus** - including how to customize my menus
<http://docs.info.apple.com/article.html?artnum=304782>
- **The files that work with my 5th generation iPod.**
<http://docs.info.apple.com/article.html?artnum=304784>
- **iTunes** <http://docs.info.apple.com/article.html?artnum=304706>
- **Podcasts** <http://docs.info.apple.com/article.html?artnum=304710>
- **Troubleshooting my iPod**
<http://docs.info.apple.com/article.html?artnum=304794>

How do I . . .

- **Charge my iPod?**
<http://docs.info.apple.com/article.html?artnum=61127>
- **Configure iTunes for my specific needs?**
<http://docs.info.apple.com/article.html?artnum=304707> and
<http://docs.info.apple.com/article.html?artnum=304711>
- **Add podcasts, songs, and videos to my iPod?**
<http://docs.info.apple.com/article.html?artnum=304708> and
<http://www.apple.com/support/ipod/tutorials/index.html>
- **Put pictures on my iPod?**
<http://docs.info.apple.com/article.html?artnum=304677>
- **Add and view videos on my iPod?**
<http://docs.info.apple.com/article.html?artnum=304680>
- **Add Contacts and a Calendar to my iPod?**
<http://docs.info.apple.com/article.html?artnum=304685>
- **Set the alarm on my iPod?**
<http://docs.info.apple.com/article.html?artnum=304683>
- **Lock my iPod?**
<http://docs.info.apple.com/article.html?artnum=304684>

Additional Onscreen Help From The Web

The following table describes where to get more iPod-related software and service information.

To learn about	Do this
Service and support, forums, and Apple software downloads	Go to: www.apple.com/support/ipod
The latest tutorials, and tips and tricks on how to make the most of your iPod experience	Go to: www.apple.com/support/ipod/howto
Using iTunes	Open iTunes and choose Help > iTunes Help. For an online iTunes tutorial (available in some areas only), go to: www.apple.com/support/itunes
Using iPhoto (on Mac OS X)	Open iPhoto and choose Help > iPhoto Help.
Using iSync (on Mac OS X)	Open iSync and choose Help > iSync Help.
Using iCal (on Mac OS X)	Open iCal and choose Help > iCal Help.
The latest information on iPod	Go to: www.apple.com/ipod
Registering iPod	To register iPod, install iTunes on your computer and connect iPod.
Finding the iPod serial number	Look at the back of iPod or choose Settings > About.
Obtaining warranty service	First follow the advice in this booklet, the onscreen help, and online resources. Then go to: www.apple.com/support/ipod/service