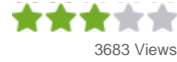




IPODS – DEALING WITH SYNC AND RESTORE ERROR MESSAGES



You feel like you've tried everything. Your iPod keeps freezing and locking up, and now you're even getting messages when you try to sync or restore. It's beyond frustrating, and there's a severe temptation to see how far your MP3 player can fly. All is not lost, though - there are still a few options to try. Checking a few things on your hard disk can get everything running again.



It should take under 30 mins



Article Ease

WHAT YOU'LL NEED



Computer



A nice cuppa

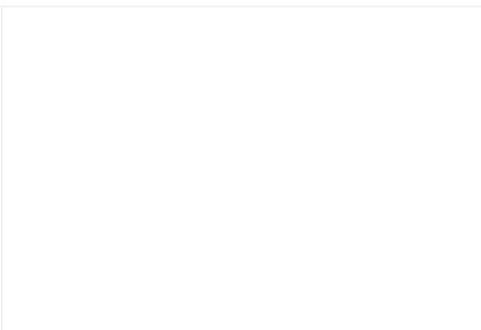
The Knowhow

Update to the latest version of iTunes:



- Open iTunes
- Click **Help**
- Select **Check for updates**
- If an update is available, install it and then attempt to sync and restore your iPod again

Check the hard disk for errors:



- Open **My Computer**
- Right-click on your hard disk icon
- Select the **Tools** tab
- Click **Error checking** and **Check now**
- Choose **Automatically fix file system errors** and **Scan for and attempt recovery of bad sectors**

- Click **Start**
- This process may require you to restart your PC. It can take some time

Run virus and anti-malware software:

- Run a full system scan with your anti-virus software
- Also perform a full scan with any good anti-malware software such as Malwarebytes

These steps will often be enough to get your iPod working again. If you are still getting error messages from iTunes while trying to sync or restore, make a note of the error message and type it directly into Apple's support centre. They may have a specific solution for you:

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

If you are still having issues after this, contact the Knowhow team on 0344 561 1234

Always refer to the manufacturer's manual for specific details.