

APPLE IOS 7 UPDATED INFORMATION

9/24/2013

As we all know Apple has released iOS 7 for the iDevices. With the release of iOS 7, there has been changes with the Apple Configurator as well, designed specifically for the capabilities of the new iOS.

iOS 7 now requires Apple Configurator 1.4, which also requires your sync station to be running 10.8 Operating System. The District does not currently have the licenses to upgrade all of the 10.7 computers to 10.8 – Mountain Lion. We are in the process of purchasing the License's for upgrading the schools and departments' sync stations that are currently running 10.7. We have over 225 locations that will require updating once we get the licenses.

This being said, please do not attempt to connect your iDevices for the purpose of the iOS update, since this will cause many problems.

- Configurator Crashes
- Possible loss of content
- iPad being rendered unusable till the upgrade to 10.8.

New iDevices will not be set-up until the OS on the sync station is running 10.8 (Mountain Lion) since the new devices will automatically check and install the latest iOS.

This is especially important for Student Devices. If Admin / Teacher Devices are updated over WiFi not using the sync station, they should still perform properly, as long as they are not attached and refreshed utilizing your sync station.

If you have updates or Apps to be installed on your iDevices please contact the I & T Help Desk @ 754-321-0411 and create a Remedy Ticket, so we can assist with how to perform these updates / app installs till the upgrades are in place.

Please be patient with this process, as we are working as fast as possible to resolve these issues.

Thank you.

Felix Stankiewicz & Patrick Carter, Information and Technology