

Recovery Mode Restore MLTI iPad

Requirements:

MLTI IV iPad
macOS computer running macOS Sierra 10.12.4¹
USB Lighting cable
Apple Configurator 2 (<https://macappsto.re/us/iRu09.m>)
Active connection to public internet

Optional equipment:

Thunderbolt (MD463LL/A) or USB (MC704LL/A) ethernet adapter²
USB hub or iPad charge & sync station (to restore multiple iPad units)

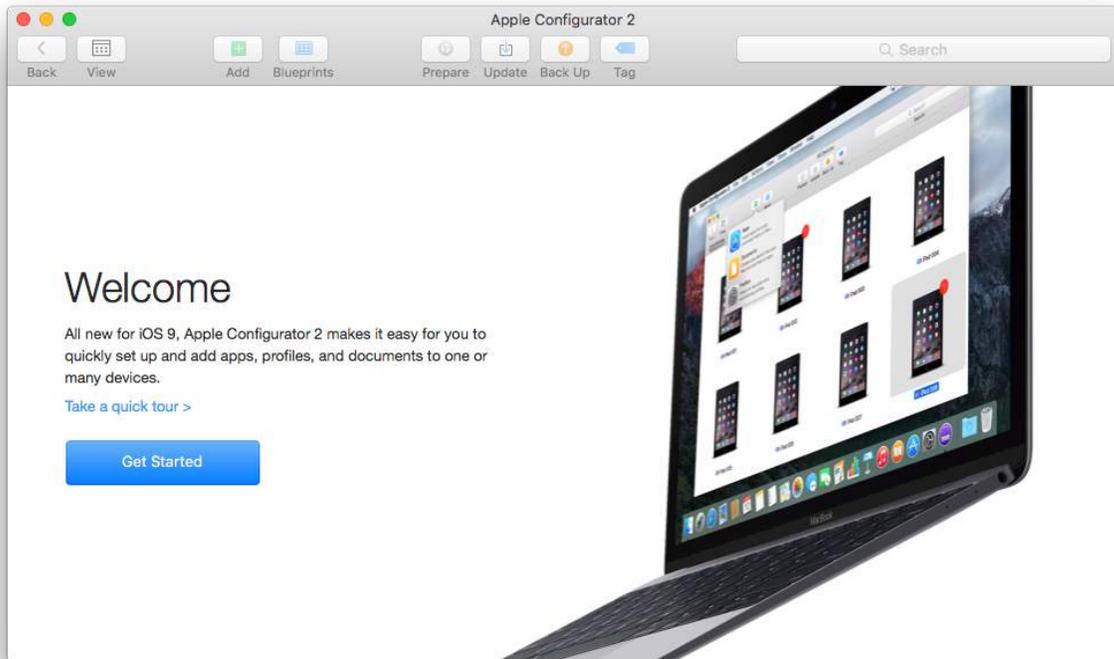
This document describes the process to perform a Recovery Mode Restore on an MLTI iPad.

If you require additional assistance, please contact the MLTI AppleCare Help Desk at (800) 919-2775 pin 4MLTI, or <https://acbd.apple.com/mlti/>

¹ macOS Sierra 10.12.4 or later & all subsequent software updates

² Ethernet connection required for Tethered Caching

Step One: Launch Apple Configurator 2

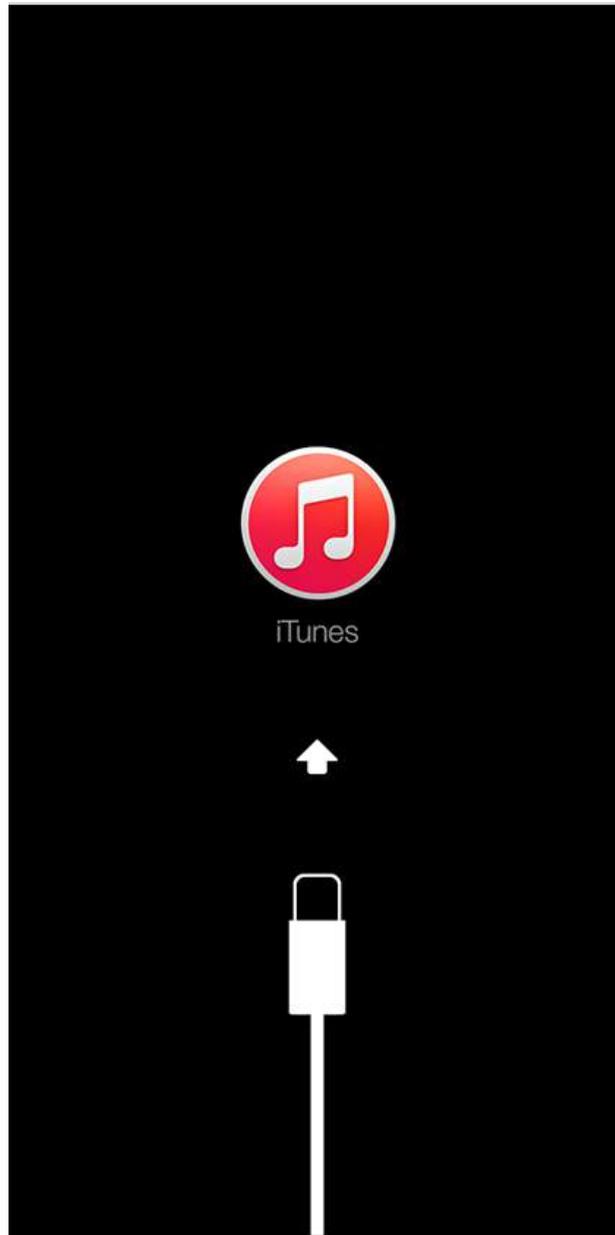


Step Two: Power off all iPad unit(s) to be restored.

Step Three: Connect the USB Lightning cable to the macOS computer (or hub).

Step Four: Connect the USB Lightning cable to iPad and hold the Home button.

Step Five: Release the home button when you see the Recovery Mode screen:



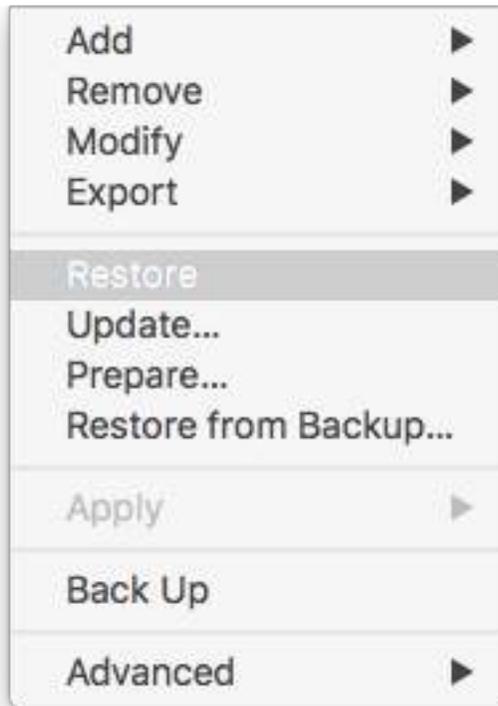
Step Six: Verify that iPad is recognized by Apple Configurator 2³

³ Repeat steps three through six for each iPad unit to be restored



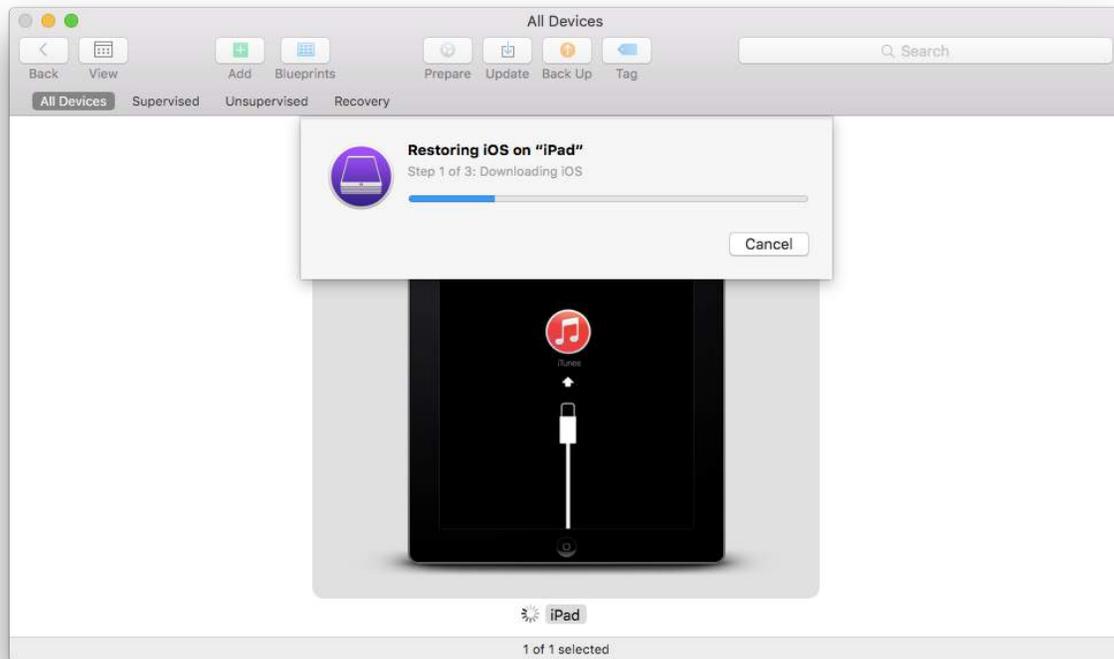
Step Seven: Select the iPad unit(s) to be restored.

Step Eight: Select 'Restore' from the 'Actions' menu.



Important Note:

Configurator may need to download the current iOS for your device(s).

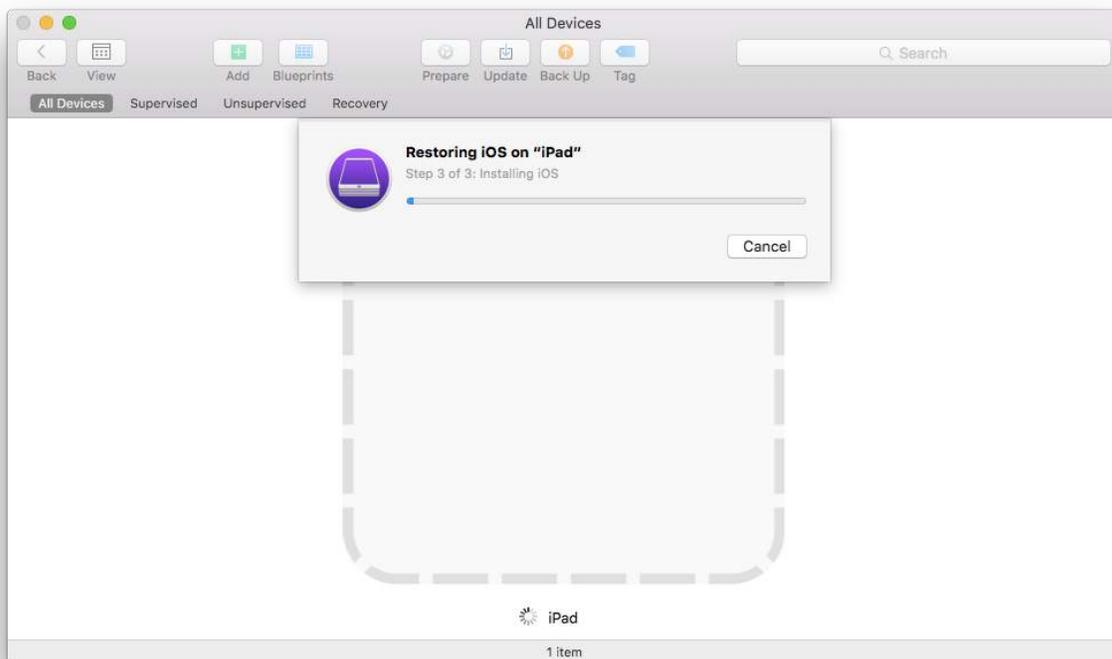
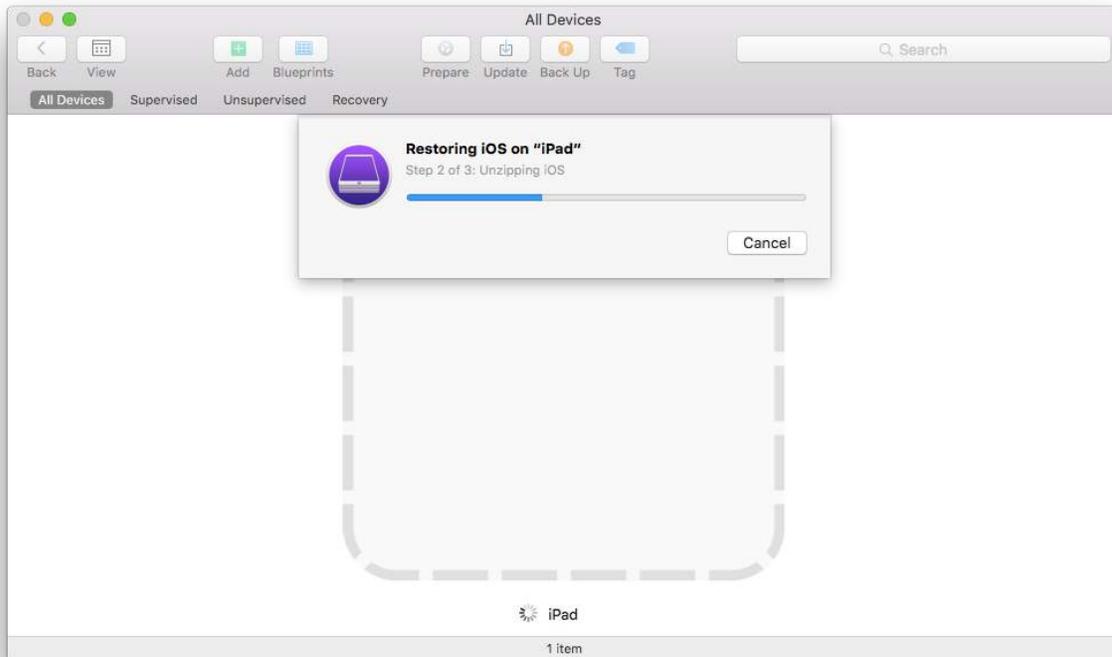


Depending on the speed of your network, this may take some time.

This may also cause iPad to time-out of recovery mode and restart. If this happens, allow the download to complete, disconnect the iPad unit(s) and return to Step Two.

Subsequent restores for the same device type will use a cached local copy of iOS. Additional downloads will only be required for additional device types, or in the event of the release of an iOS update.

Step Nine: Allow Apple Configurator 2 to install iOS on the selected device(s):



Step Ten: When finished, iPad will display the Setup Assistant.



iPad can then be disconnected and is ready to be handed to the end user to complete Setup Assistant.

In some instances you may need to [Clear Activation Lock](#).

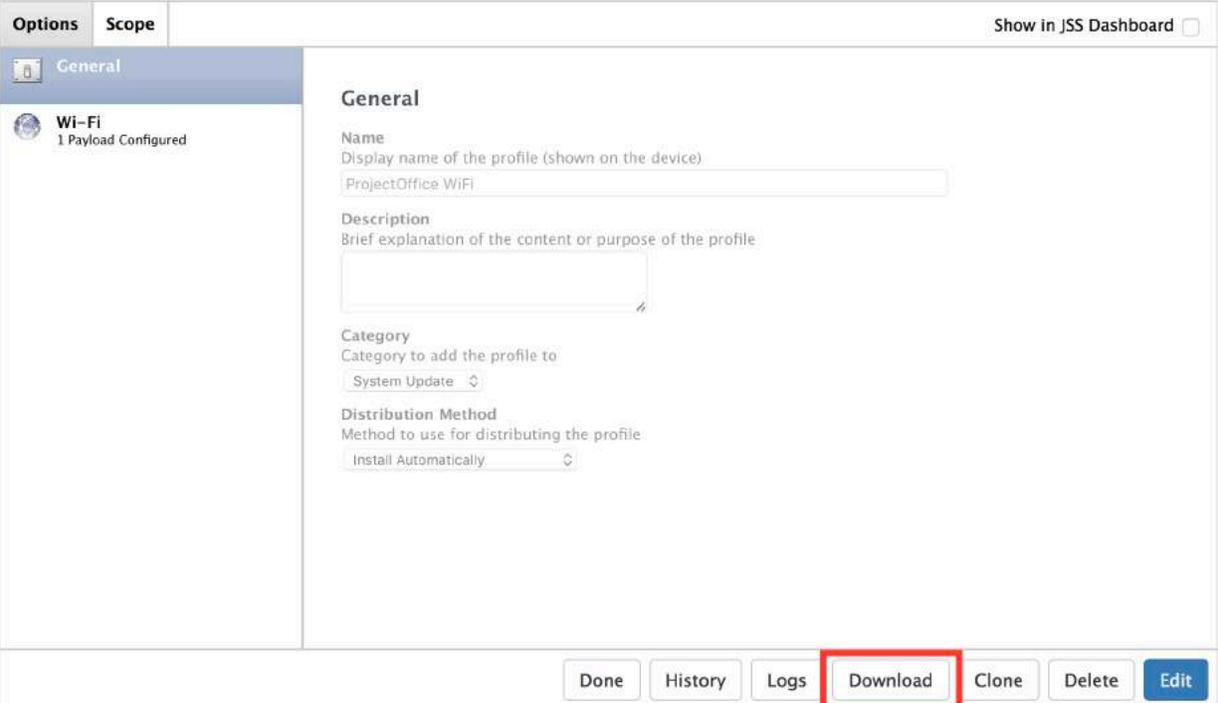
Appendix: Automated Enrollment

Once restored, one or more iPad units may be enrolled automatically while connected to Apple Configurator 2 via USB. Please note that this process will fail if the device is in [Activation Lock](#).

iPad units must be assigned to your Jamf Pro instance via Apple School Manager, and checked and assigned to a Mobile Device PreStage enrollment prior to completing the steps below.

Step One: Download WiFi profile from Jamf Pro:

ProjectOffice WiFi



The screenshot shows the Jamf Pro interface for configuring a profile. The profile name is "ProjectOffice WiFi". The "Name" field contains "ProjectOffice WiFi". The "Description" field is empty. The "Category" is set to "System Update". The "Distribution Method" is set to "Install Automatically". At the bottom of the interface, there are several buttons: "Done", "History", "Logs", "Download", "Clone", "Delete", and "Edit". The "Download" button is highlighted with a red box.

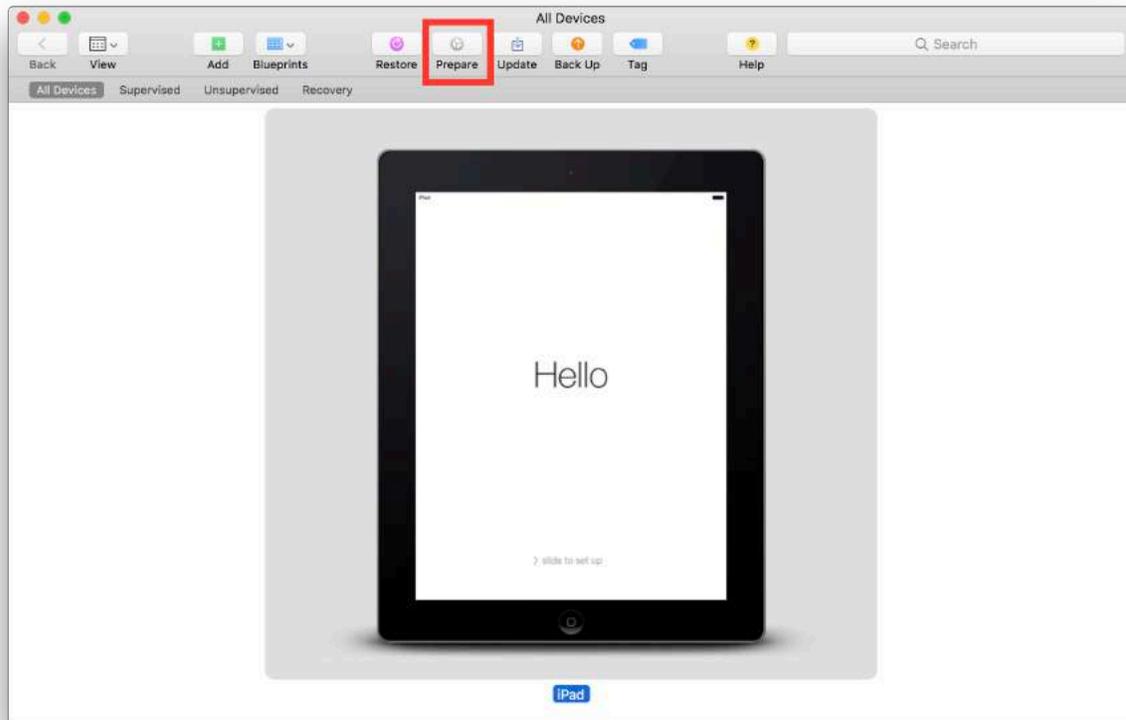
Optional: Tethered Caching

Connect the macOS computer to ethernet and enable tethered caching⁴ for better performance. Enter the following command in Terminal.app:

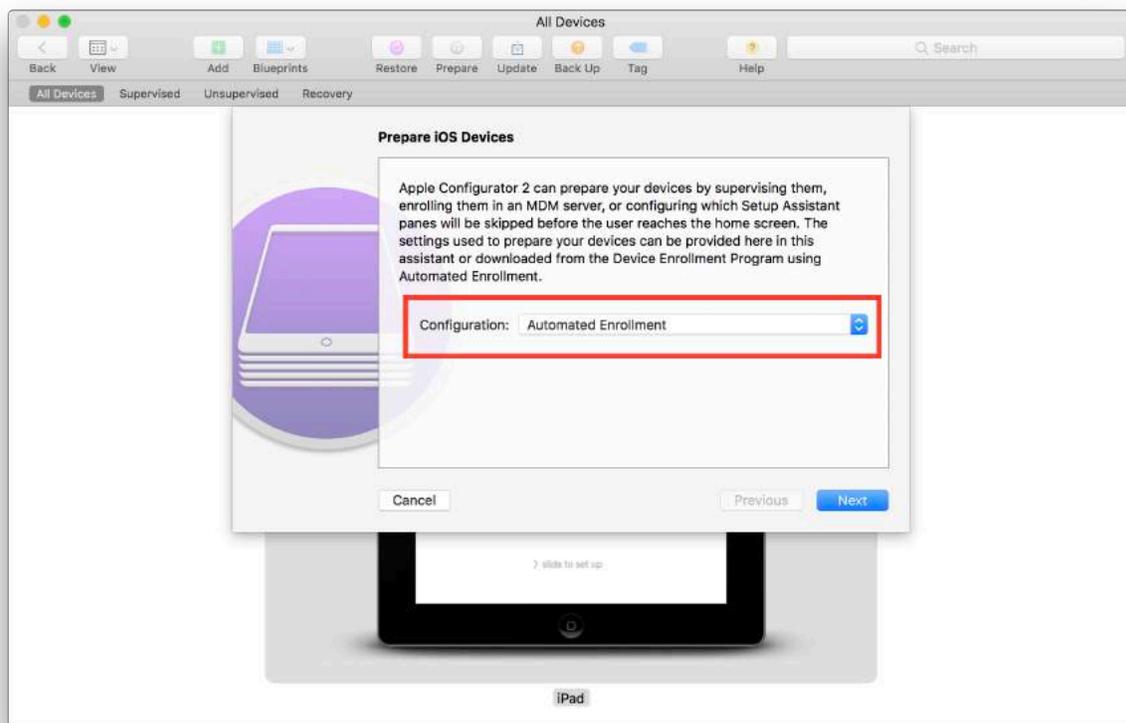
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sudo tethered-caching
```

⁴ For more information, please see <https://support.apple.com/en-us/HT207523>

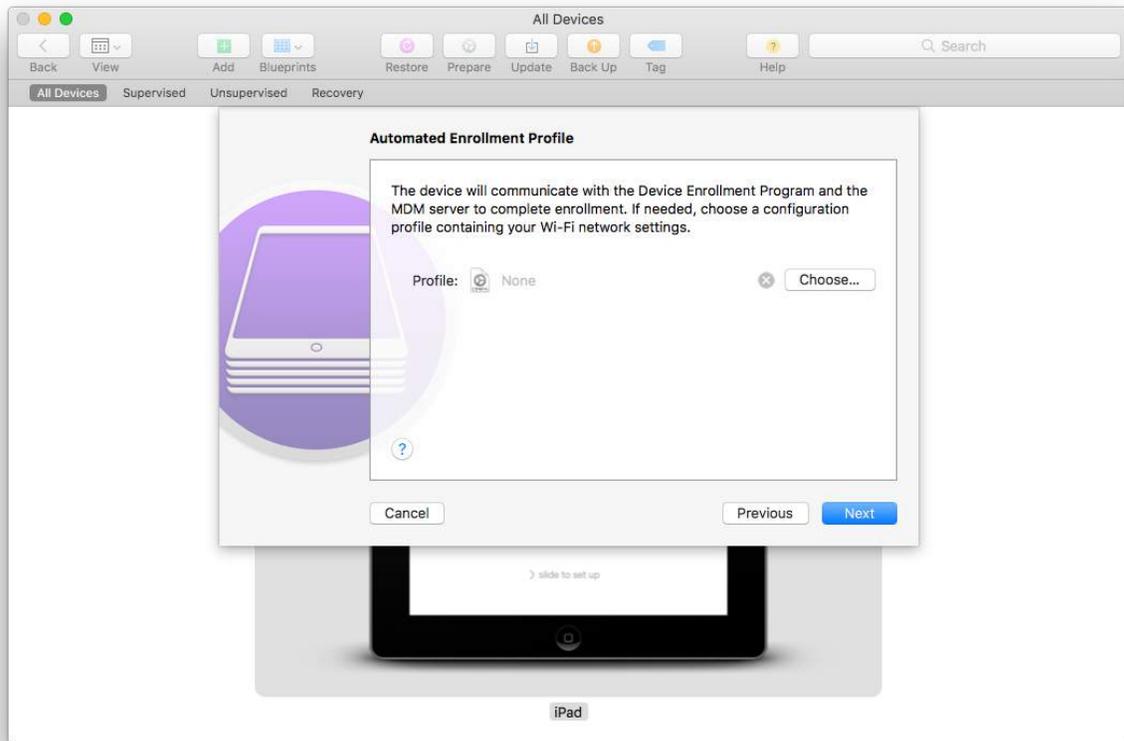
Step Two: Select iPad units to enroll and click 'Prepare' in the toolbar:



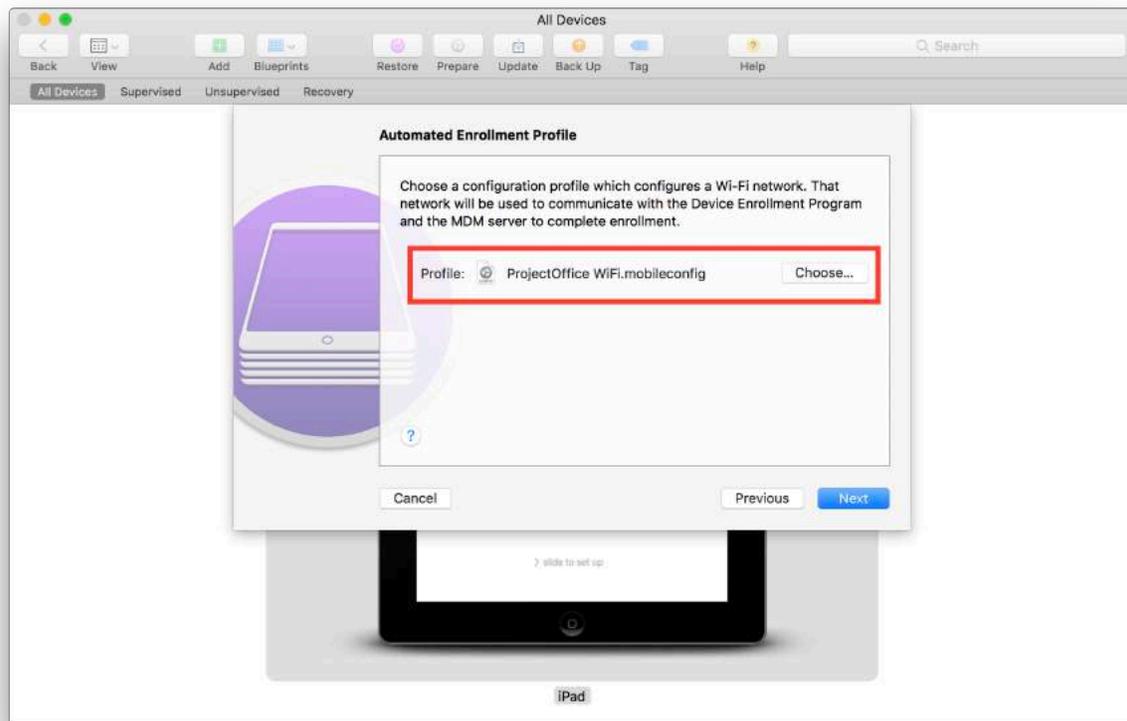
Step Three: Select 'Automated Enrollment':



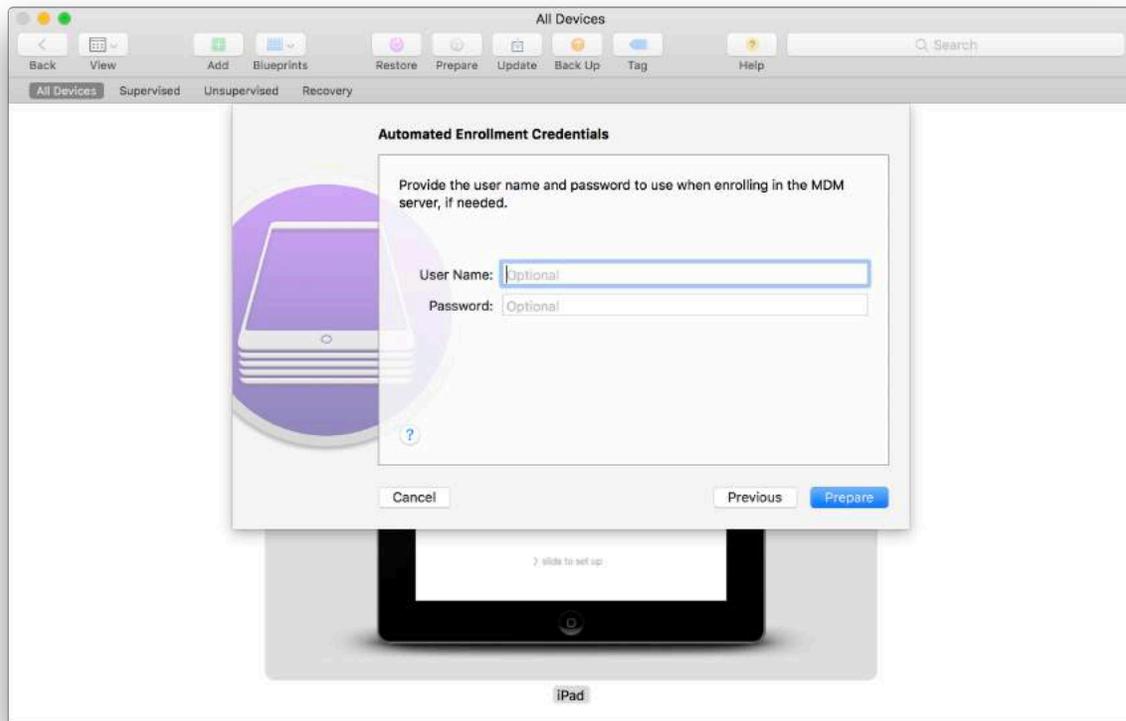
Step Four: WiFi profile not required when using Tethered Caching:



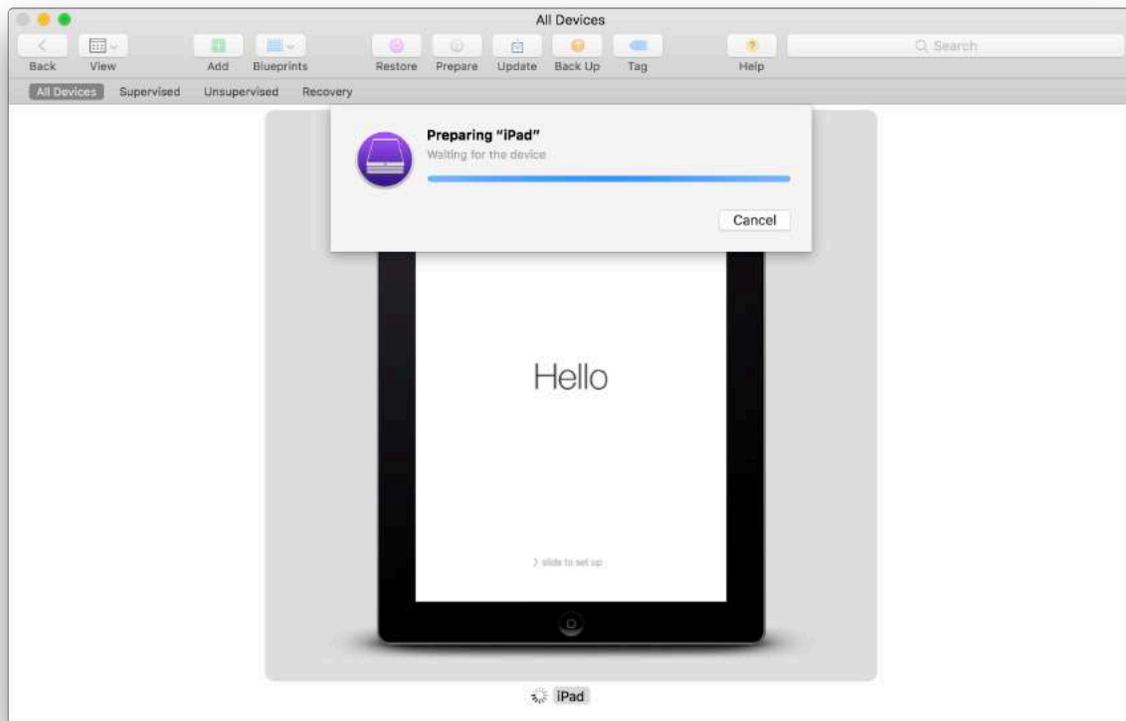
If not using Tethered Caching, select WiFi profile from Step One:

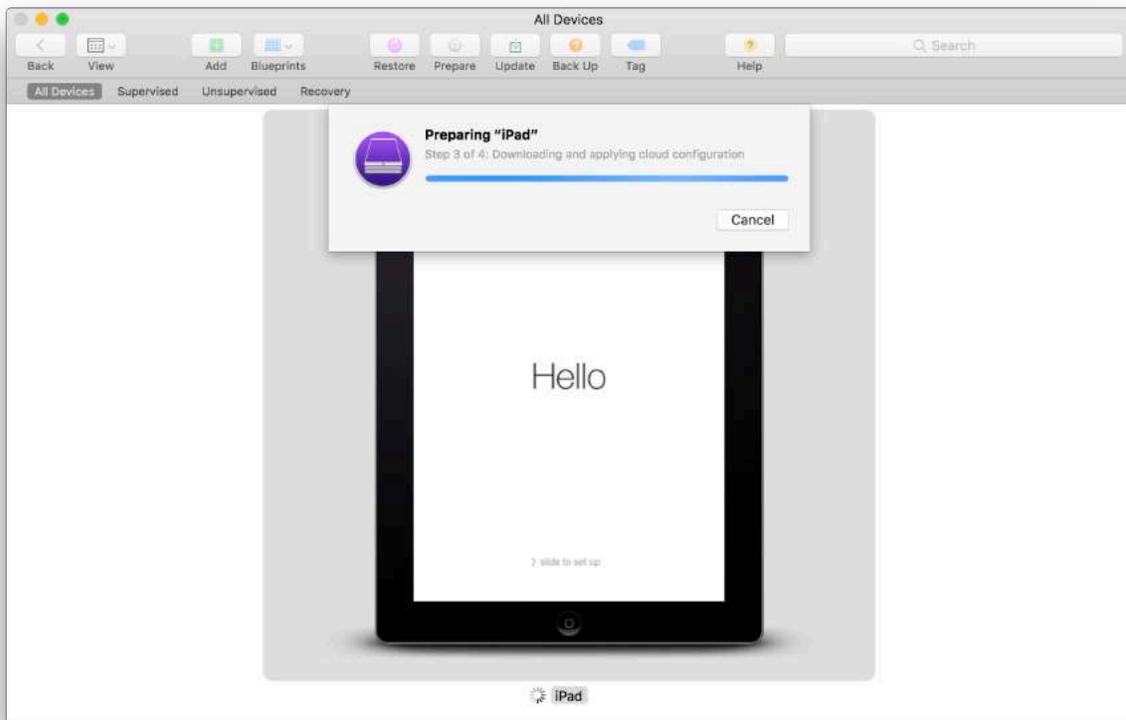
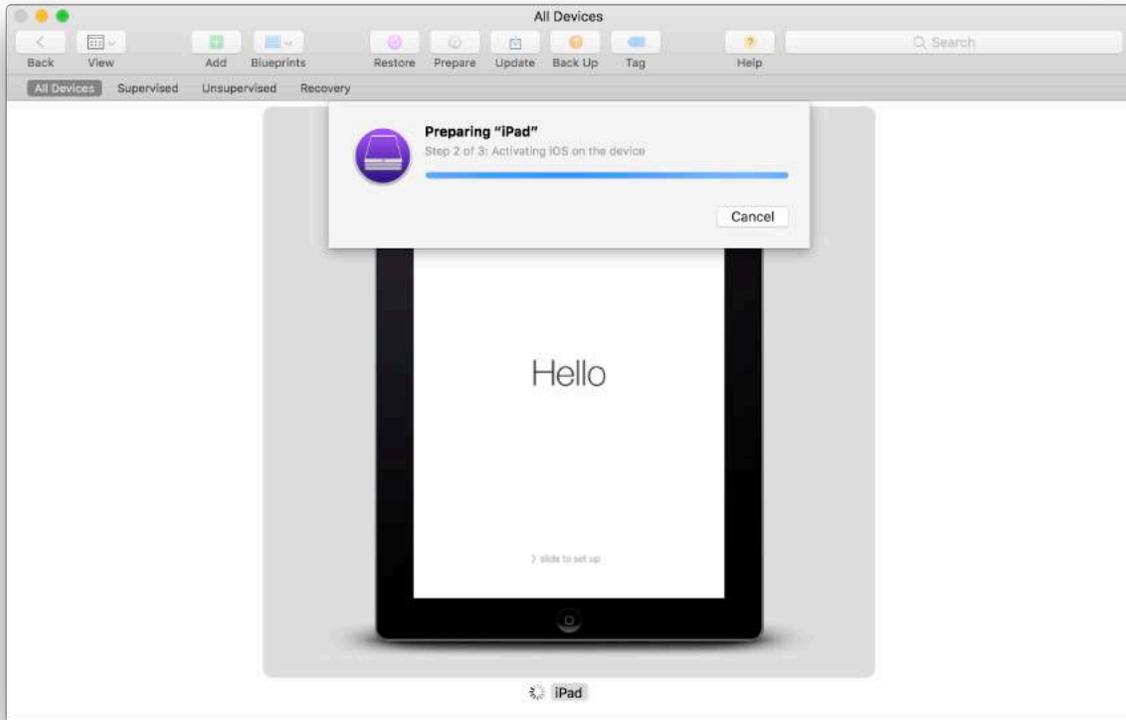


Step Five: Enter Credentials (typically not needed):



Step Six: Allow devices to be prepared:





When complete, the iPad units will be connected to WiFi, enrolled, at Setup Assistant and ready to be deployed.



Optional: Bypass setup assistant to pre-install apps via Tethered Caching⁵

Step One: Select all iOS Setup Assistant items in Mobile Device PreStage:

Skip Setup Assistant Options

Selected items are not displayed in the Setup Assistant during enrollment for iOS or tvOS

iOS and tvOS

- Location
- Siri
- Apple ID and iCloud
- Terms of Service
- Diagnostics

iOS only

- Restore
- Passcode
- Home Button Sensitivity
- Touch ID
- Apple Pay
- Zoom
- True Tone Display
- Move from Android
- Cloud Storage

tvOS only

- Set Up with Device
- See the World screensaver

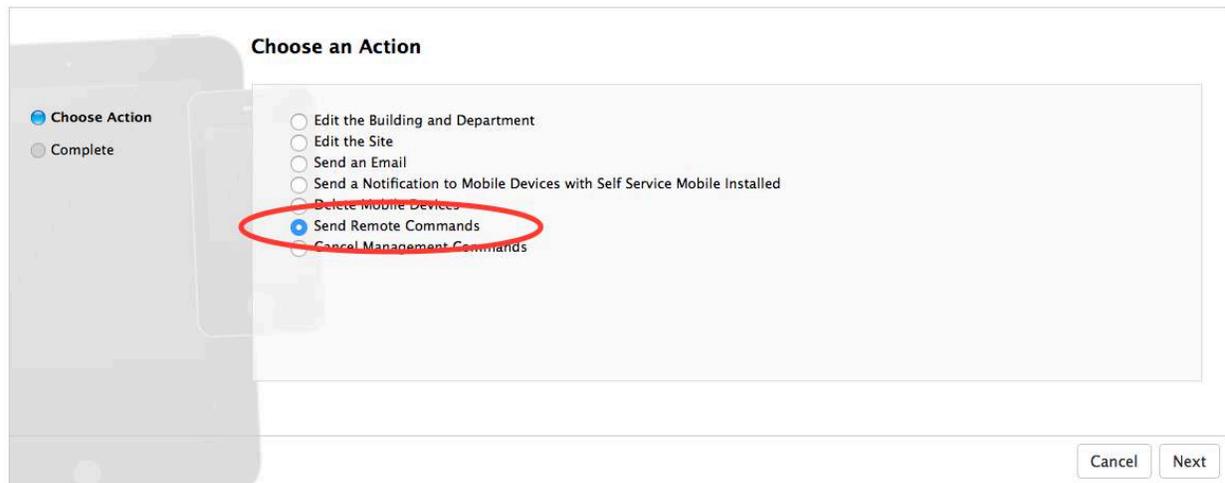
⁵ Enable Tethered Caching as described in <https://support.apple.com/en-us/HT207523>

Step Two: Complete 'Automated Enrollment' as described above.

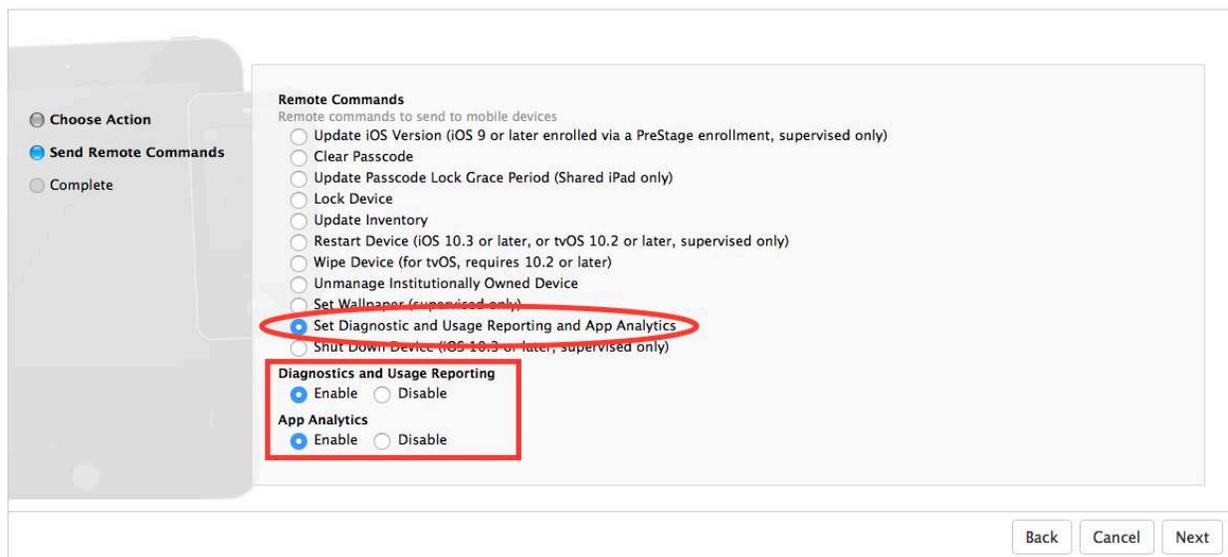
Step Three: Allow apps and profiles to be deployed via USB

Step Four: Enable Diagnostics, usage reporting and app analytics⁶:

List devices in Jamf Pro, click 'Actions' and choose 'Send Remote Commands'



Click 'Next' and select 'Set Diagnostic & Usage Reporting and App Analytics'

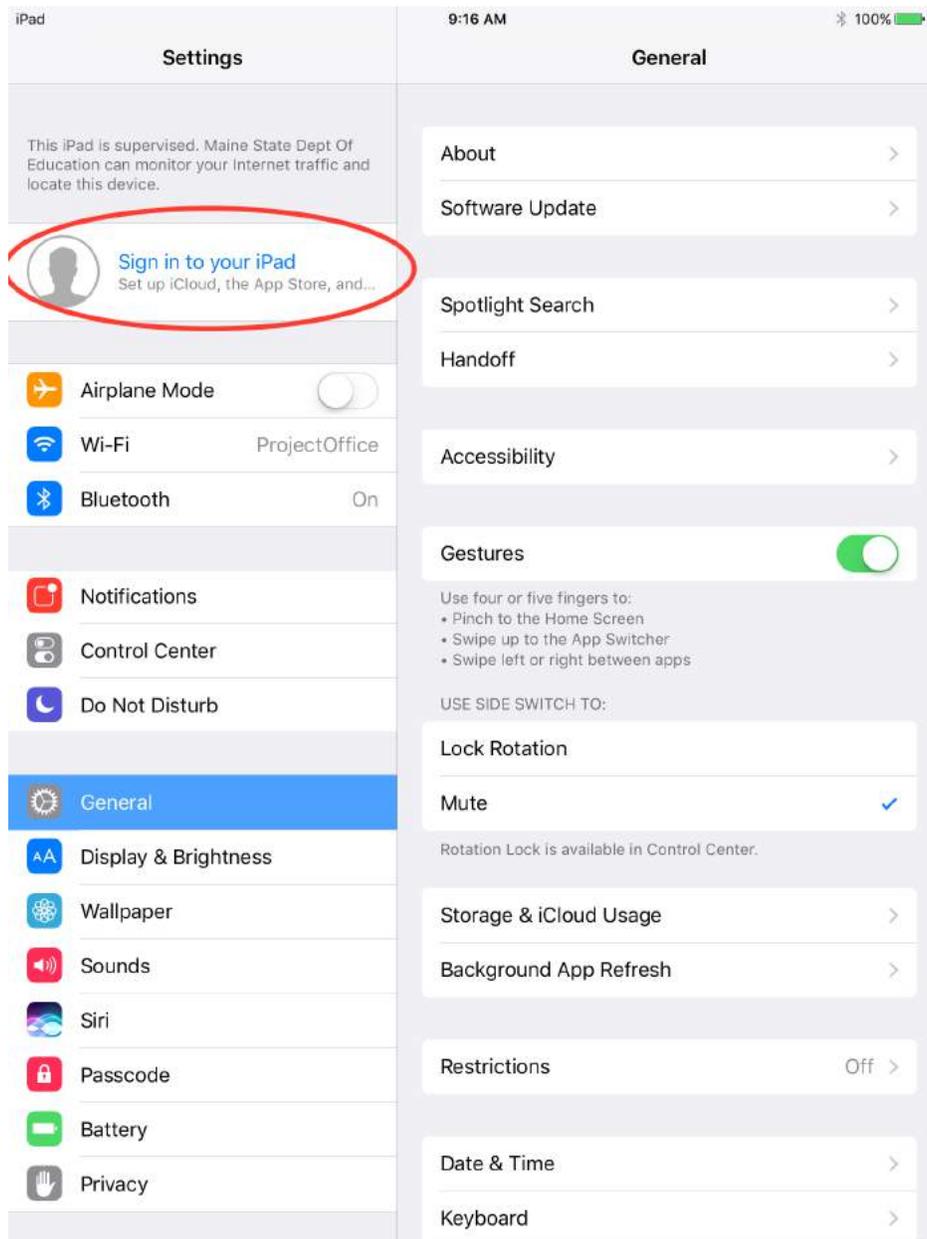


Enable both and click 'Next'

⁶ These options were skipped via Setup Assistant. Enabling these options anonymously helps Apple & app developers improve performance and reliability (<https://support.apple.com/en-us/HT202100>)

Step Five: Disconnect devices and deploy (or store for later deployment)⁷

Step Six: Instruct users to 'Sign into your iPad' in Settings app:



⁷ If a WiFi profile has been scoped to the device, it will join the WiFi network when disconnected