Sharing iPad & iPod Touch Devices

Apple is in the midst of migrating to new Apple Configurator 2 software. This document will be revised after more is known about the new software.

Apple iPad and iPod Touch (iOS) devices are as personal devices, designed for a single person to use. If the devices will be shared and used in a classroom or group setting (iOS Learning Lab) it is crucial that a management plan be developed to assure a successful implementation of the technology. The guidelines below can assist with planning.

Student Technology Funds (STF)
iOS labs may qualify for STF funding; however, the Mac required to manage iOS devices does not qualify for STF funding because it is solely used to manage iOS devices and is not used in the classroom. Departments are responsible for purchasing the Mac to manage the iOS devices.

Initial Planning
Before purchasing devices, colleges and departments first need to identify the stakeholders involved including: faculty, staff, and students who will be using and managing the devices. Adapting Apple iPad or iPod Touch devices for classrooms or groups requires a significant time investment involved to manage the devices. The Office of Technology Services (OTS) provides limited support for these devices including hardware consultation and purchasing. The actual management of the devices needs to come from college or department staff.

Once stakeholders are identified, schedule a planning meeting for all stakeholders to voice their needs and concerns will determine whether or not you want to proceed with the project.

Below are items to consider and resources to help you plan a Towson iOS deployment.

Towson University iOS Deployments
Below are some questions to answer that will help with planning.

Roles and Responsibilities
For general information on mobile devices at Towson, see Laptops, Tablets & Smartphones.

1. Who will be using the iOS devices in classrooms or groups, e.g. students, faculty, staff?
2. Who will manage the devices in the classroom or group, e.g. instructors?
3. Who will provide the technical management for the devices including:
   Employee designated to install, update, maintain, and backup mobile operating systems, settings and apps?
   Employee designated to manage Apple iOS volume purchasing?
   If volume app purchases are needed, a designated employee who possesses a university procurement card will be required.

iOS Device Management
iOS devices need continual maintenance and updates to keep them functional.

1. How will the devices be used in the classroom or group?
   iOS devices rely on the wireless network which is slower and less reliable than the wired network. Using multiple iOS devices in a classroom to use Internet programs or stream audio or video may result in less than satisfactory results.

2. How many devices are being deployed now? In the future?
   Multiple device management: management of more than five devices it is recommended that a Bretford PowerSync cart or tray be purchased and Apple Configurator be used to manage and maintain the iOS devices.
5 - 10 devices, PowerSync Tray recommended (see iOS Learning Lab section below)
11 – 30 devices, PowerSync Cart is recommended (see iOS Learning Lab section below)
• 5 or less devices can be managed individually and do not necessarily need a PowerSync cart or tray

3. What location will be used as a secure staging area to store the devices? (see iOS Learning Lab section below for requirements)

4. Plan for keeping the iOS device batteries charged?

5. Where will the iOS devices be used? On-campus? Off-campus?
   On-campus: Wi-Fi (Internet connectivity) is readily available in most locations
   Off-campus: check with the locations you will be traveling to and determine if Wi-Fi is available.

6. Do the devices require Wi-Fi to function in the classroom or group?

7. If Wi-Fi is not available, will the devices be useful? How will they be used?

8. What apps will be used? Free or purchased apps?

9. Will all devices use the same apps or will apps vary on each device?

10. When devices are used in a class or group, what is the distribution process?

11. If devices are to be loaned out, what is the checkout process?

12. How will damaged devices be handled?
   For broken or damaged Apple devices, departments will need to contact the Apple Store in the Towson Town Center Mall to determine options: http://www.apple.com/retail/towsontowncenter/

Apple IDs
There are possibly two Apple IDs involved in iOS deployments. Faculty and staff cannot use their personal Apple IDs for university iOS deployments.

1. All iOS deployments require an Apple ID for a designated employee is required to download; install; update; maintain; and backup the iOS operating system, settings, and apps.

2. If purchased apps are needed for multiple iOS devices, a Towson App Store Volume Purchase Program (VPP) has been established and second Apple ID will be required and assigned to a designated employee who possesses a university procurement card and serve as a VPP Facilitator to manage Apple iOS volume purchasing for their college or department.

See the Towson App Store Volume Purchase Program (VPP) for information or to obtain a VPP Apple ID at http://www.towson.edu/technology/facultystaff/hardwaresoftware/software/apple/volumepurchase/indexpcf.

VPP Apple ID Best Practices
• Do not create an Apple ID with the same name as your Towson NetID (to avoid confusion)
• Avoid creating multiple Apple IDs, use only one; except in cases where you need one Apple ID for purchases that is associated with a university p-card and a second Apple ID for downloading and installing Apple products.

For information on Apple IDs see: https://appleid.apple.com/cgi-bin/WebObjects/MyAppleId.woa/

iOS Learning Lab
If you are managing multiple shared devices you will want to consider establishing an iOS Learning Lab environment. The time required to manage multiple devices can be significant. Using Learning Lab tools below will greatly expedite and enhance management and maintenance of the devices. Information about the components of a Learning Lab is listed in the table below.

Tips for Managing iOS Devices
1. The Bretford PowerSync trays and carts provide a locking cabinet to securely store and maintain iPads or iPad minis and a MacBook Pro laptop computer that syncs to, and manages the iOS devices.

**iOS Carts & Trays**

Carts and trays will need a storage area with an electrical outlet and a network data port. The cart should be continuously plugged in to keep the batteries charged on the iOS devices and Mac computer. The Mac computer should also continuously be plugged into the wired network data port to receive updates. Failure to keep the cart, iOS devices, and computer plugged in to electric and network may result in equipment failure and/or damage to the devices.

2. Plan and time major changes, e.g. iOS upgrades. Communicate with your stakeholders to plan and determine what and when iOS and/or iOS app updates need to be installed. Thoroughly test updates or upgrades on a single device to confirm that everything works as expected before deploying to all devices.

3. Use caution with iOS upgrades: if you upgrade your iOS there is no supported method to go back to the previous iOS version. If you use Apple Configurator, make certain that you are using a version that is compatible with the new iOS before upgrading.

**iOS Learning Lab Components**

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<th>FUNCTION</th>
<th>SUPPORT INFORMATION</th>
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<tbody>
<tr>
<td>1. Apple Configurator</td>
<td>Free Apple application for managing multiple iOS devices</td>
<td>Apple provides information and support for this product; it requires a Mac computer, see <a href="http://itunes.apple.com/us/app/appleconfigurator/id434433123?mt=12">Apple Configurator</a></td>
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<tr>
<td>2. Mac Computer</td>
<td>Apple Configurator is installed on a Mac computer to connect to with iOS devices (Windows PCs are not compatible)</td>
<td>Most current Mac computers will work with Apple Configurator, see web site above for requirements</td>
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**Notes:**
- Caution: do not upgrade device iOS versions until you confirm that the new iOS is compatible with the Mac OS and Apple Configurator.
- Recommend dedicating one Mac for Apple Configurator.
- Generally, a 13” MacBook Pro is purchased for a lab. The PowerSync cart below will store the laptop securely.
- OTS can install and configure new Mac computers.
- Departments are responsible for updating and maintaining the Mac and installing and configuring.
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<td>3. Bretford PowerSync Tray</td>
<td>For max. of 10- iOS devices</td>
<td>Apple Configurator. Support for Apple Configurator is provided by AppleCare. Note: there are a variety of different iPads, make certain that you have the correct Apple adapters for your specific model of cart or tray and iPad model. <a href="http://store.apple.com/us/search?find=powersync+tray">Link</a></td>
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<tr>
<td>5. Staging Area</td>
<td>A location to install, maintain, and manage iOS devices</td>
<td>It is crucial that you store the iPad carts or trays in an area that meets these requirements: electric outlets, network data port for Mac computer to be continually connected to for updates.</td>
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**Apple IT Resources**