

# iOS Standard Operating Procedures

This document covers iPads, and iPad Minis. Several sections will also cover iPodTouches, iPhones and future devices based on iOS.

## Purchasing iOS devices

### Research

Apple's iPad site ([apple.com/ipad](http://apple.com/ipad)) provides the best information for selecting an iPad that will fit your needs. Apple also provides a page ([apple.com/ipad/compare/](http://apple.com/ipad/compare/)) in which all current models are shown with specifications listed for each model/.

### iPad Families

Currently there are four iPad families to choose from: the iPad Mini, the iPad Mini Retina, iPad 2 and iPad Air

What you will be most concerned about are:

**Size (iPad Mini and iPad Mini Retina: 7.87 inches; iPad 2 and 4: 9.50 inches**

**Capacity** (iPad Mini: 16 gigabytes (GB); (iPad Mini Retina: 16, 32, 64, 128 gigabytes (GB); iPad 2: 16 GB; iPad Air: 16, 32, 64, 128 (GB)

**Color** White or black

**Networking** Wireless only or wireless with 3G/cellular (4G)

Space can become a real premium on the iPad. You may want to get the largest capacity drive that you can afford.

### Cellular or 3G model

Cellular (or 4G) is available on the iPad Mini/iPad Mini Retina and the iPad Air. The iPad 2 has 3G capability.

Purchasing a Cellular/3G can add more than \$130 to the cost of an iPad.

If you decide to purchase a cellular or 3G model, please note that, on Guam, you will need to purchase an annual contract for cellular data service. No wireless service company on Guam currently provides monthly service.

In the U.S., ATT provides month by month service and may even provide the SIM card (Nano-SIM for Mini iPad, Micro-SIM for iPad 2 & Air) for free. Verizon and Sprint may offer similar deals. The iPad 2 does not work with Sprint. If you do a lot of traveling in the U.S., getting a model with cellular/3G capabilities may be worth the price.

Otherwise, it will not be worth the extra cost.

### Additional Notes

iPads are closed systems. There is no way to upgrade internal items such as hard drives or add cellular after purchase.

Some iPad configurations are built to order. If you change your configuration after placing an order, you will experience a delay in receiving your iPad.

### Accessories

Apple's on-line store offers a wide assortment of iPad accessories ([store.apple.com/us/ipad/ipad-accessories](http://store.apple.com/us/ipad/ipad-accessories)). But, it's still only small percentage of all the iPad accessories out there. Some accessories that are recommended on your first requisition are:

- Apple Lightning to VGA adapter: for connecting to VGA projectors (VGA cable separate)
- Apple Lightning Digital AV adapter: for connecting up to HDMI devices like Flat screen TV's. Video + audio. (HDMI cable separate)

- Covers: Over a hundred iPad covers are available, some covering just the face, others covering the entire iPad. Some come with bluetooth keyboards and most can be used as a stand. It is highly recommended that you purchase a cover when buying your iPad to ensure its safety.
- Stands: If you don't need a cover, iPad stands are available. Most come with their own charger.
- Bluetooth Keyboards: If you don't get an iPad with a keyboard built-in you can get separate standalones in larger sizes.

Please note that older iPads (iPad 1, 2 &3) use 30 pin connectors and the iPad Mini/iPad Mini Retina and the iPad Air uses Lightning connectors.

### **Where to purchase**

Beyond the Box or Marianas Electronics (ME) are the only two Apple authorized dealers on Guam. Beyond the Box is an Apple Premium Reseller and ME is an authorized reseller and service repair center that can service Apple hardware. ME is no longer a sole source supplier and **Apple Premium Resellers** have been recognized by Apple for providing superior customer service with a focus on Apple solutions, service and support. GCC also requires that AppleCare is purchased with every unit sold. AppleCare provides an additional year of warranty on top of the standard one year warranty that comes with each unit.

### **Verification**

All requisitions will go through the Academic Technologies (AT) office for verification. A check will be made for iPad type, color, HD size, inclusion of AppleCare, and for prices matching the quote with the requisition price.

### **Receiving iOS devices**

All iOS devices arriving on campus must first go through the AT office. The AT office will create an Apple store account for each iPad and then prep the device. AT will then arrange training sessions with the iPad recipient(s). Each session consists of an overview of the GCC SOP regarding iPads, signing an acknowledgement document, and introductory iPad use training.

### **Purchasing iOS Apps**

All app purchases are made through GCC's Business office. When filling out a requisition for apps, you must indicate the Apple account for which each app is being purchased. Requisitions will be returned if this is not done. Be aware of sale pricing. List only the full price. Do not list sale or any other type of temporary pricing; it will cause problems when procuring the software. Some prices are volatile and may go up or down. You will be notified if this has happened. Upon P.O. approval, the Business office will purchase the software. Academic Technologies will redeem the software which will place it in an account's Purchase section in the App store. Academic Technologies will notify the department and users can then download the apps at their convenience.

### **Purchasing iOS Accessories**

Non Apple accessories can be purchased from any vendor on Guam including Beyond the Box and Marianas Electronics. Standard procurement rules apply.

### **Service/Repairs**

ME is the authorized repair site for iPads on island. You can take it directly to them.

If it is under warranty/AppleCare, ME will let you know. Please note that not all problems are covered by the warranty/AppleCare especially when negligent issues are involved. Please read the warranty that came with your iPad for a full explanation of what is not covered. For units out of warranty, you can go to ME for a repair estimate.

### **Stolen/Lost units**

You should first try to locate your unit via the FindiPhone app. This app can be found on the iOS devices and, regardless of the name, finds all iOS devices via the account name. You can also go to iCloud.com and sign in using your Apple account. Select the Find My iPhone icon and it will immediately show you a map with your iPad.

This will only work if your device is hooked up to wi-fi and **you have not changed your Apple account name**. Please report all lost or stolen units to Student Support Services, your Dean or supervisor, and AT office after filing your police report.

### **Other vendors**

Purchasing from an authorized vendor protects GCC when it comes to the integrity of the purchased equipment. Very few vendors on Guam are authorized vendors for the product they sell so working with those who are provides a layer of protection.

If a vendor states that they are authorized to sell Apple equipment, please do the following: Require written verification from the company that they are authorized directly from Apple (not through a reseller) to sell Apple products on Guam. We will contact Apple to verify. If the company insists that their reseller is authorized to sell Apple equipment on Guam, then require written verification from the reseller that they are authorized from Apple to sell Apple products on Guam. We will contact Apple to verify.