

FAMOC[®]

iOS Updates Guide



www.famoc.com

PUBLISHED BY

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1 Controlling updates via policy

FAMOC allows you to control the version of the operating system on iOS devices via policies. You can find the update settings in **Security Options > Update Policy**. There are three basic update management functionalities for iOS devices. They are listed in the table below.

Update policy	
Delay user visibility of Software Updates	If enabled, no update information will appear on the device. The default delay will be 30 days, unless a different period is selected in the "Delay software update" field. Availability: iOS supervised from 11.3, macOS from 10.13, tvOS from 12.2
Delay user visibility of non-OS Software Updates	If enabled, no information about non-OS updates will appear on the device. The default delay will be 30 days, unless a different period is selected in the "Delay software update" field. Availability: iOS supervised from 11.3, macOS from 10.13, tvOS from 12.2
Delay software update by	Period in which the update will be postponed. Range: 1-90 days. Availability: iOS supervised from 11.3, macOS from 10.13, tvOS from 12.2

If the display of updates is delayed, the user will not see any information about available updates on the device until the specified period has passed. The default value is 30 days (since update is available for particular device) unless another value is selected in the **Delay software update by** field.

2 Manual updates

From the FAMOC console, it is also possible to manually force software updates on iOS devices. To do this, go to the **Devices** tab. Then select the device you want to update from the list. You can use the search box to locate the device more easily.

Last contact	User	Login	IMEI	Description	Model	Platform	Created on
2021-01-14 12:23:02	Specter, Harvey	h.specter	355321081761851	Added using Apple DEP	Apple iPhone 7	iOS 14.2	2020-11-25 11:3
2020-04-12 17:03:42	Specter, Harvey	h.specter	355807087236872	Added using Apple DEP	Apple iPad 5	iOS 12.4 iPad	2019-09-17 13:4
2019-12-05 14:38:38	Ross, Mike	mike.ross@famoc.com	355806081565757	Added using Apple DEP	Apple iPad Air	iPadOS 13.1	2019-08-29 13:0

Then select a specific device to go into its details. Go to the General tab.

Apple iPhone 7

iOS 14.2

Specter, Harvey (h.specter)

Sim card
[Select SIM card](#)

Description
Added using Apple DEP

IMEI
355321081761851

UID
aa501ed3872d2b6baac137e98b2f0386935352be

Factory MAC Address
D0:C5:F3:BE:A7:5C

Device status | **General** | Agents | Applications on device | Compatible applications | Logs | Groups | Location

Select the **Software updates** tab from the menu on the left. If an update is available it will be displayed in the list.

Update ID	Update description	Product name	Version	Build	Download size	Is critical	Restart required	Allow install later
iOSUpdat...	iOS 14.3	iOS	14.3	18C66	567.91 MB	No	Yes	No

You can see update details like ID, version, size. Information is also available whether the update is critical, whether it is necessary to restart the device and whether it is possible to postpone the update. To start the update process, click the three dots icon and click **Install**.

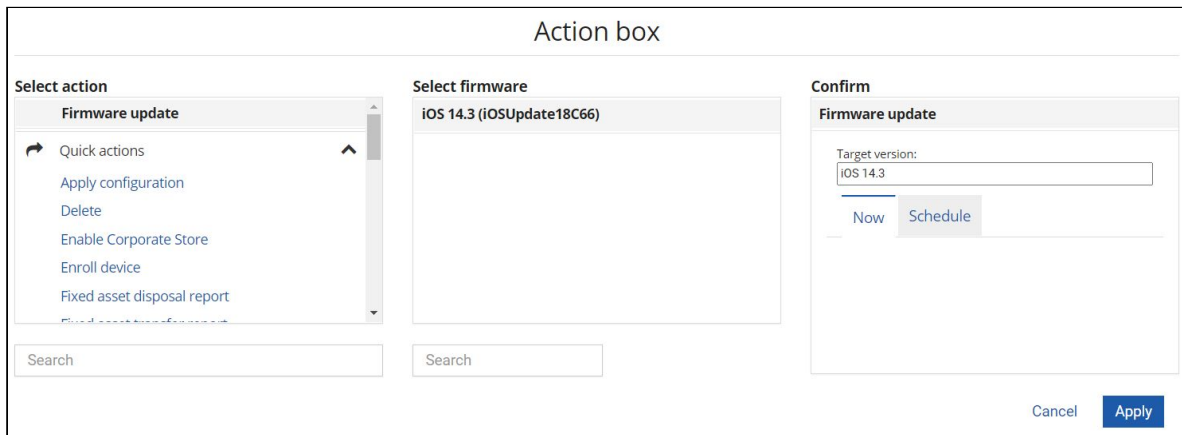
Update ID	Update description	Product name	Version	Build	Download size	Is critical	Restart required	Allow install later
iOSUpdat...	iOS 14.3	iOS	14.3	18C66	567.91 MB	No	Yes	No

⋮
Install

It is also possible to install the update from the Action Box. In the device details screen, click the More Actions icon (three dots) in the top bar.



Then select **Quick Actions** > **Firmware update**. Select the firmware to be installed. Before confirming, select whether the update should be performed immediately or scheduled, e.g. overnight.



Moreover, you can also update several devices simultaneously if the same update is available for them. To do this, select a few Apple devices on the list of devices, and then select from the Action Box firmware update action, as in the case above.

