iOS Support Training • iOS101

iOS Support Training is a 2-day course conducted by Apple Certified Trainer. As iOS devices continue to dominate business and enterprise mobility and far outnumber Macs in most enterprise organisations, it is critical that your teams can handle the deployment of iOS devices as expertly and securely as possible. Designed for technical professionals who need to support iOS devices in their facilities. Learn how to share files, create documents, back up and restore data, stay secure and keep software up to date secure. Trained by experience Apple Certified Trainer.

Level: Beginner

Who Should Attend

• iOS Support Training is designed for all users of iOS, from new users to experienced IT Support staff who now have to support iOS devices.

Prerequisites

• Experience with iPad or iPhone
• Attendees must bring their own iPads or iPhones to follow along.

Course Outline

Lesson 1 - Basic features & troubleshooting
• iOS Versions Compared
• Power Management
• Activating, Upgrading or Downgrading iOS
• Backing Up & Restoring Data
• Multitasking & Split-screen
• Background Refresh & Data Usage
• Motion Coprocessor

Lesson 2 - Email, Contacts & Collaboration
• AppleID
• Email, General Practices
• Microsoft Exchange
• Active Sync
• iCloud & iCloud Family
• Contacts
• Calendars
• Managing Notifications
• Sharepoint & Wikis
• Facetime

Lesson 3 - Multimedia & Presenting
• Camera & Video
• Photos & Photostream
• Connecting to a TV or Projector
• AppleTV
• AirPlay & Alternatives
• Home Sharing

Lesson 4 - Apps & Files
• App Store
• The iOS File System
• Sharing Files Between Apps
• AirDrop
• DropBox, Google & Other Cloud Services
Lesson 5 - Security

• Unlocking & Jailbreaking
• Passcode & Encryption
• TouchID
• Restrictions
• Guided Access
• Find My iPad/iPhone and Location Services
• Apple Wallet & ApplePay
• Network Security for Business
• App Security
• Physical Security
• Private Browsing
• Standards Compliance

Lesson 6 - Shortcuts & Accessibility

• Extensions & Keyboards
• Entering & Editing Text
• Zooming & Inverting the Display
• VoiceOver
• Dictation & Siri

Lesson 7 - Custom Apps

• The App Store Inside & Out
• Volume Purchase Program
• Custom B2B Apps
• Buy or Develop In-House?
• Dashcode
• Xcode
• iOS Developer Program

How to Register

Check Fatbars Training Timetable for a list of courses available for registration.

How to Pay

For your convenience, you can choose from a range of payment methods.

• Pay Online - Pay with your visa or mastercard instantly at our eSHOP
• Credit Card on site - You can process your visa or mastercard at Fatbars Office. Just let us know when you are coming, so we can make sure that someone will take care of you when you come.
• Bank Transfer - You can bank transfer to our HSBC account. Just send us the bank transfer receipt and we will send you a receipt.
• By Cheque - You can deposit your cheque into our HSBC account or mail by post to Fatbars Office. Once the cheque clears, we will issue you a receipt. Please give at least 3 days to clear the cheque.

If you need an official quotation or invoice for your company, let us know and we will email them to you asap.

Contact Us

If you have any questions regarding this course or any other training we offer, let us know. Help us help you achieve your goals. More information can be found at Apple Training Website. Here is our number and email. For all latest updates and our location, please visit our website at www.fatbars.tv.

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