

# Apple MDM Lost Mode

## What

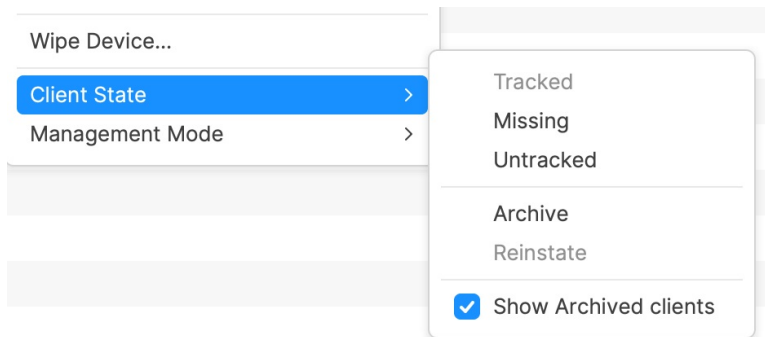
Lost Mode locks devices from use until Lost Mode is disabled. This enhances the security whilst devices are in an unknown location.

## Why


On occasion, users can misplace devices. To assist the protection of data and prevent anyone from using the device until relocated, an MDM command may be sent to Lock the device.


## Information

Lost Mode is enabled by setting a device into the 'Missing' Client State, via the right click contextual menu:



To disable Lost Mode, select any other Client State, Tracked or Untracked. A Model Update is required after altering the Client State before the MDM command will be sent to the device.

 Devices require network to receive the command to enable or disable Lost Mode.

 If a device is Locked and unable to receive network due to the surrounding W-Fi networks not yet being configured, consider connecting the device to ethernet (adaptor may be required).

## Locating Devices

Whilst locked, as well as devices being unusable, additional features help locate the device

### Location

After being set as Lost, location data will be sent back to the FileWave Server, where the device has a network connection. Location may be viewed on a map from the Client Info view as well as related location data being available from Inventory Queries.

### Sound

Location is all very well, but what if the device is in a bag, cupboard or similar. To further assist retrieval of the device, when in the Lost Mode 'missing' state, an additional option will be available from the right click menu: 'Play Lost Mode Sound'. Previous set volume is not a consideration and the device will make an audible set of tones.

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