

# Integrating Telepod with FileWave

## What

This article discusses [Telepod](#), an automaton created to streamline the lifecycle of an iOS device. Telepod enables the backup and restoration of new iOS devices without iCloud, remotely monitored by IT support. It can work as part of a Mobile Device Management (MDM) solution, like FileWave, to retain the Automated Device Enrollment configuration during MDM migrations.

## When/Why

Telepod is essential when setting up new iOS devices, replacing existing devices, or migrating devices between MDM solutions. It offers a streamlined and efficient method to manage iOS device lifecycles, which is particularly useful in large-scale environments where multiple devices need to be managed simultaneously.

## How

Telepod operates through highly customizable workflows, launched from an assistant available in the Self Service of a Mac enrolled in an MDM solution. Currently, there are four types of workflows:

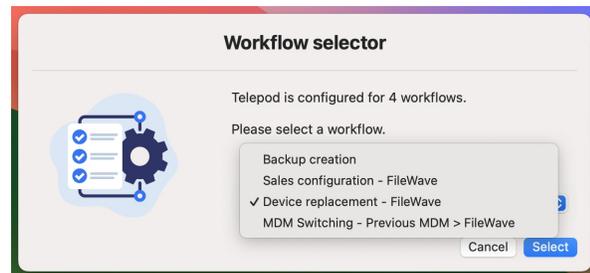
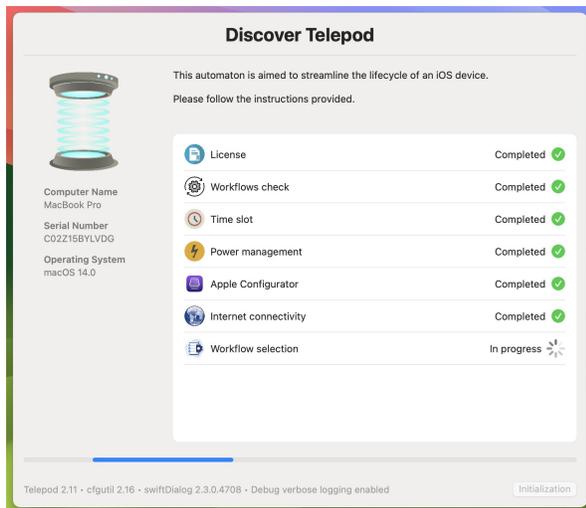
1. Migration (MDM switching): This migrates a device from one MDM to another. No data transfer occurs, and devices are enrolled in the new MDM using Device Enrollment.
2. Replacement: This replaces a current device with a new one. It supports two main use cases: device switching under the current MDM and MDM switching to a new MDM.
3. Setup: This sets up a new device from the backup of another device acting as a model.
4. Backup: This creates a backup of a device acting as a model, allowing other new devices to be set up.

Data is transferred locally over a wired connection for Backup, Replacement, and Setup workflows, bypassing the need for iCloud. Backups can be stored centrally in a distribution point, making them available worldwide.

Telepod's latest version includes a new user interface based on swiftDialog. The previous interface, based on DEPNotify, is still available to ensure a smooth transition for existing users.

The tool supports multiple languages, currently available in English and French, and can be localized to other languages as required. Telepod is a "turnkey" software, meaning no scripting knowledge is required for implementation or upgrade.

Complete documentation on how to use Telepod with FileWave is provided upon purchase, offering detailed instructions and support. Please note that Telepod supports a variety of MDM solutions with FileWave included.



### Device replacement - FileWave



This workflow will walk you through replacing your current device managed by FileWave with a new one.

The data from the current device will be saved and restored to the new device. Once the preparation of the new device is completed, you will be able to use it in the best conditions.

Privileges granted to the workflow :

- Allow to override a prohibited pairing of the new device
- Allow to override a prohibited pairing of the current device
- Allow to delete the backups of other devices
- Allow to restore a backup on another device class

Please follow the instructions provided.

Be sure not to disconnect the current or the new device until prompted to do so to avoid data loss.

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### Device replacement - FileWave



<input checked="" type="checkbox"/>	Current device selection	In progress
<input type="checkbox"/>	Backup password management	Pending
<input type="checkbox"/>	Current device backup	Pending
<input type="checkbox"/>	Device details collect	Pending
<input checked="" type="checkbox"/>	New device selection	Pending
<input type="checkbox"/>	Settings	Pending
<input type="checkbox"/>	End User License Agreement	Pending
<input type="checkbox"/>	Backup restoration	Pending
<input type="checkbox"/>	New device renaming	Pending
<input type="checkbox"/>	Wi-Fi configuration profile	Pending
<input type="checkbox"/>	New device enrollment	Pending

Retrieving connected device posture...

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### Device replacement - FileWave

**Connected device details**



Name : iPad  
 Serial Number : C9C2T71XM0  
 UDID : 00008030-00027502C9B8402E  
 Model : iPad 9th Gen (WiFi)  
 Device supervised : Yes  
 Backup password defined : Yes

Please confirm that the connected iPad is the device to be replaced.

<input checked="" type="checkbox"/>	Current device selection	In progress
<input type="checkbox"/>	New device renaming	Pending
<input type="checkbox"/>	Wi-Fi configuration profile	Pending
<input type="checkbox"/>	New device enrollment	Pending

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### Device replacement - FileWave



Current device  
 Name : iPad  
 Serial Number : C9C2T71XM0  
 Model : iPad 9th Gen (WiFi)  
 Device supervised : Yes  
 Backup password defined : Yes

<input checked="" type="checkbox"/>	Current device selection	Completed
<input checked="" type="checkbox"/>	Backup password management	Completed
<input type="checkbox"/>	Current device backup	In progress
<input type="checkbox"/>	Device details collect	Pending
<input checked="" type="checkbox"/>	New device selection	Pending
<input type="checkbox"/>	Settings	Pending
<input type="checkbox"/>	End User License Agreement	Pending
<input type="checkbox"/>	Backup restoration	Pending
<input type="checkbox"/>	New device renaming	Pending
<input type="checkbox"/>	Wi-Fi configuration profile	Pending
<input type="checkbox"/>	New device enrollment	Pending

Backing up the current device... 60%

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### Device replacement - FileWave

**Connected device details**



Name : iPad  
 Serial Number : JJV707H6TQ  
 UDID : 00008030-001C353E1E6B402E  
 Model : iPad 9th Gen (WiFi)  
 Device activated : Yes  
 Device supervised : Yes

The connected iPad will be erased then the backup of the current device will be restored.

<input checked="" type="checkbox"/>	Current device selection	Completed
<input type="checkbox"/>	New device renaming	Pending
<input type="checkbox"/>	Wi-Fi configuration profile	Pending
<input type="checkbox"/>	New device enrollment	Pending

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### Device replacement - FileWave

**Device customization**

This device will be managed by FileWave and assigned to Paris location.

Some customized settings must be defined manually.

Device Name	iPad
Asset Tag	FW123456
Comment	Demo setup
Building	West Wing
Department	Sales
Location	Paris
C-level	Yes
Room	101

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### Device replacement - FileWave



**New device**  
Name : iPad  
Serial Number : JJV707H6TQ  
Model : iPad 9th Gen (WiFi)  
Device activated : Yes  
Device supervised : Yes

**Current device**  
Name : iPad  
Serial Number : C9C2T71XM0  
Model : iPad 9th Gen (WiFi)  
Device supervised : Yes  
Backup password defined : Yes

Current device selection	Completed	✓
Backup password management	Completed	✓
Current device backup	Completed	✓
Device details collect	Completed	✓
New device selection	Completed	✓
Settings	Completed	✓
End User License Agreement	Completed	✓
Backup restoration	In progress	⚙️
New device renaming	Pending	⚙️
Wi-Fi configuration profile	Pending	⚙️
New device enrollment	Pending	⚙️

Restoring the backup on the new device... 81%

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### Device replacement - FileWave



**New device**  
Name : iPad  
Serial Number : JJV707H6TQ  
Model : iPad 9th Gen (WiFi)  
Device activated : Yes  
Device supervised : Yes

**Current device**  
Name : iPad  
Serial Number : C9C2T71XM0  
Model : iPad 9th Gen (WiFi)  
Device supervised : Yes  
Backup password defined : Yes

Backup restoration	Completed	✓
New device renaming	Completed	✓
Wi-Fi configuration profile	Completed	✓
New device enrollment	Completed	✓
Current device unenrollment	Completed	✓
Current device backup deletion	Completed	✓
Configuration profiles	Completed	✓
Documents	Completed	✓
Wallpaper	Completed	✓
Device details update	Completed	✓
Device inventory	Completed	✓

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### Thank you

Your new device is now fully onboarded in FileWave and can be safely disconnected.



Workflow done

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- 2023-07-26 15:10:54 CEST CO2215BYLVDG MacBook Pro - Status message : Workflow Device replacement - FileWave started
- 2023-07-26 15:12:26 CEST CO2215BYLVDG MacBook Pro - Status message : iPad C9C2T71XM0 confirmed as the current device
- 2023-07-26 15:17:25 CEST CO2215BYLVDG MacBook Pro - Status message : iPad JJV707H6TQ confirmed as the new device
- 2023-07-26 15:19:04 CEST CO2215BYLVDG MacBook Pro - Status message : EULA agreed by ladmin (admin)
- 2023-07-26 15:26:07 CEST CO2215BYLVDG MacBook Pro - Status message : Remote Unenroll command requested to FileWave for iPad C9C2T71XM0
- 2023-07-26 15:28:33 CEST CO2215BYLVDG MacBook Pro - Status message : Replacement of iPad C9C2T71XM0 by iPad JJV707H6TQ completed
- 2023-07-26 15:28:36 CEST CO2215BYLVDG MacBook Pro - Status message : Workflow Device replacement - FileWave done

## Demo

Demo : Replacement / Device switching (DEPNotify)



## Related Links

- [Telepod Official Website](#) - Comprehensive information about Telepod, its features, and support.
- [Management solutions support \(agnosys.com\)](#)
- [Telepod - Capacities - EN - Agnosys](#)
- [Integrating MacOnboardingMate \(MOM\) with FileWave](#)
- [Integrating EasyLAPS with FileWave](#)

