Mosyle - Troubleshooting

Refresh iPad Status

After starting your class, information about your students and the status of the devices will be displayed on screen, such as the name and photo of each student in your class, as well as the technical information of the device assigned to each student (device name, internet connection status, iOS version and MDM status). The Status screen can be updated by clicking the **"Refresh"** option in the upper right corner.

Turn Wifi On

If a student's device is not connected to the internet, they will be unable to receive any commands, please ask them to turn the Wifi on. In doing so, the iPad will be able to connect to the network and commands can be sent to the device.

Push Pending

Have a student device showing **"Push Pending"** and hasn't received a command? First, check the device Status to make sure the device is connected to the internet. All commands are sent through the internet, so if the student's device is not connected they will not receive the commands. After checking for internet connection, if you need to send the command one more time to ensure the student device receives it, simply click the **"Push Pending"** button.

Rebooting the device

Another way to troubleshoot is to reboot the device by turning the iPad off, wait for one minute, and turn the iPad back on. This helps to refresh the iOS memory in the event the device gets stuck