# Intune iOS Devices - FAQ

**What to do if a device that is in Kiosk mode is unable to connect to the internet.**

There is a PBR Wi-Fi Policy enabled in Intune that enables automatic connection to PBR Wi-Fi (Internet). If for some reason this Wi-Fi becomes unavailable whilst the device is in Kiosk mode then it is not possible to take the device out of Kiosk mode due to the fact the device needs to be connected to the internet to enable changes made in Intune to sync to the device.

A simple solution is to setup a hotspot from another phone, make the SSID internet and specify the same password as for the PBR internet Wi-Fi ..  then the device should be able to connect and changes in Intune can then be sync'd to the device

**What to do if a device is successfully in Apple Business Manager and listed in Intune under Devices | Enrolment | Apple tab | Enrolment Program Tokens | Select Intune Token | Devices but event though it has a profile assigned when you erase and restart the device it doesn't enroll in Intune**

Set up a new enrollment profile and set it as the default profile and assigned the iPad to it, synced the token, reset the iPad again and this time it booted up with the Intune OBE and enrolled into Intune. Then I reassigned it to the proper enrollment profile and wiped it via the Intune console. It rebooted and came back up with all of my custom configuration settings. Didn't even have to go through OBE this time. Beautiful!

You can tell if its on the Fix iPad profile by looking at the device name locxally on the device..  if its iPhone-Serialnumber  then its on the fix profile if its PBRB-iPhone-SerialNumber its on another profile

**Kiosk Policy Notes**

Always remove Kiosk policy before making changes to or adding or removing Wi-Fi policy

**If you brick the iPad whilst in kiosk mode**

Undertake a hard reset and restore - install iTunes on a windows device connect the iPad via cable to the computer, hold down the power and home button, keep holding once apple logo appears, wait for recovery screen. Then follow the prompts within iTunes.

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