

DEVICE IMAGING AND INTEGRATION

Ivanti Certification



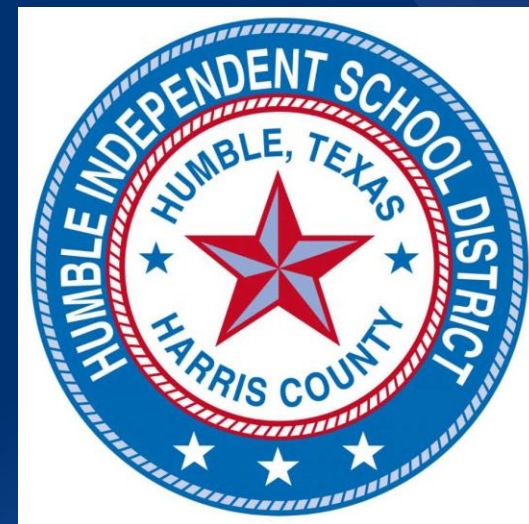
Congratulations to **Lillie Swearingen** on achieving certification in Ivanti Administrator for Endpoint Manager 2017!

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Trip to Humble ISD



Austen, Nancy, and Daniel with Humble ISD Techs



Nancy Grella, **Daniel Serwinek**, and **Austen Chang** visited Humble ISD on Friday, May 25th. The team went to Humble to look over how they are using the Ivanti MDM to manage their iOS and MacOS deployments. Humble is currently on version 2016.3 of Ivanti. This version does not support the deployment as fully as the Humble would like, as previously they were using AirWatch. Some of the key factors are no app catalog available so all apps must be pushed to the devices, no branding of wallpaper, apps cannot be removed remotely, and no URL blacklisting. The Humble team also noted that getting technical support for the MDM is very difficult. Humble will be updating their MDM to version 2018.1 in July. At that time we will contact them again to find out how the MDM has changed in the new version.

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Assistive Technology Help



Nancy Grella received an iSupport ticket requesting support with a student's wheelchair joystick. The Assistive Technology staff were attempting to Bluetooth connect the wheelchair's joystick to the student's Chromebook. The wheelchair joystick works like a computer mouse. The devices were paired but would not connect. We removed the pairing and tried to re-pair without success. Nancy did a Powerwash on the Chromebook, after which we were able to pair and connect the two devices. The student was very excited to be able to use her tools.



Wheelchair with Bluetooth

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Transportation Support



Lillie Swearingen spent much time this week supporting Transportation, from updating license information on software to troubleshooting an issue with the Thomas bus braking software, Meritor WABCO Toolbox. After several hours with support, while sitting in a school bus attached to the system, it was discovered an incorrect protocol was being used for the connection. Once the software was working correctly with the system, Lillie created instructions for the Shop Foreman regarding correct setup of the Meritor WABCO Toolbox software.



Lillie Swearingen



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Vivi Meeting



Austen Chang

Austen Chang worked with Simon Probert from ViVi to test the new touch features in the 1.8 update. The touch feature allows any touch input on the Promethean display to also register on the device being wirelessly mirrored. They also introduced an annotation tool which allows users to directly annotate on the display and save the complete image as a file.

