



Apple iOS 18.0 and your Kosmos device

Date: September 23, 2024

It has come to our attention that Apple's recent operating system update, iOS 18.0, may cause your Kosmos software to not function on your Apple iOS device.

We strongly recommend not updating your Apple device to iOS 18.0 until this compatibility issue is resolved.

iOS Status	Action
Device is running iOS version 17.x and earlier	Do not update device; no issues with Kosmos. Prevent device from updating by following instructions below.
I already updated my device to iOS version 18.0	Option 1: Revert software version to previous release. Follow instructions below. Option 2: Our testing indicates Kosmos runs on iOS 18.1, currently in Beta version. Follow instructions to install iOS 18.1 Beta version below.

We understand that this Apple iOS update is an inconvenience to you, and we are here to help while Apple is trying to fix the issues caused in this release. If you are unable to complete the actions to stop the iOS update or revert an already updated device to a previous version, our Service Team is standing by to provide further assistance if needed.

How Can I Stop this Update?

For New iPads:

During the setup process, you will encounter an option to "Update Your iPad Automatically." Select "Only Download Automatically." This will allow your iPad to download the update, but it will not install the update until you give it permission. This gives you control over when you update the iOS.

For Existing iPads:

1. Go to settings > General > Software Updates
2. Turn off "Automatically Install Updates"

Please Note: If your device is managed by your I.T. department, they should have the ability to delay automatic updates. Please check with your I.T. department.



How Can I Revert My Software to the Previous Version?

Restore your iPad to iPadOS 17.x

If you have already updated your device to iOS 18.0, here is how you can restore your device to 17.x

1. Go to <https://ipsw.me/>
2. Select a Product, iPad
3. Select your Platform. You can use Google to find your platform based on your model number. Model numbers are printed on the back of the iPad and start with A.
4. Choose Version 17.6.1. Must be one of the "Signed IPSWs".
5. Click the Download button. Wait for the download to complete. It will be a large file, around 8GB
6. Connect your iPad to a computer with a USB-C cable. (You may need to enter Recovery Mode on your iPad, see below**)
7. Look for iPad in the Finder (if you are on a PC, follow instructions at <https://ipsw.me/>)
8. Hold the Option key down on the keyboard and click Restore in the Finder
9. A file chooser window will open. Select the downloaded IPSW file from above.
10. Click on the Restore button to begin the install

**To put your iPad in Recovery Mode

On your iPad without a Home button: Press and quickly release the volume button closest to the top button. Press and quickly release the volume button farthest from the top button. Press and hold the top button until your device begins to restart. Keep holding the top button until Recovery Mode is enabled.

How Can I Install the Compatible iOS 18.1 Beta Version?

If you have an 11" iPad:

1. On your tablet, register your Apple ID here to participate in Beta: <https://beta.apple.com/>
2. Once you register your Apple ID, click "Enroll your device" at the top of the page
3. Select iPadOS, scroll to step 2 and click "download the configuration profile"
4. On the iPad, navigate to Settings > General > VPN & Device Management > iOS 18 & iPadOS 18 > Install
5. Restart the tablet
6. After restarting, on the iPad, navigate to Settings > General > Software Update > Beta Updates > Select iPadOS 18 Public Beta

If you have the 12.9" iPad, you don't need to do the extra step of downloading the configuration profile:

1. Register your Apple ID here to participate in Beta: <https://beta.apple.com/>
2. On the iPad, navigate to Settings > General > Software Update > Beta Updates > Select iPadOS 18 Public Beta

Lastly, we understand that Apple recognizes this issue, and we expect they will issue a fix in the coming days. We will keep you updated.