

HDI Serial Number Retrieval

Standard Operating Procedure · Companion to Apple MRI/AST2 SOP v2 · Applies to iPhone & iPad

PURPOSE

Retrieve the serial number from an iPhone or iPad that won't display a picture, won't boot properly, or shuts down unexpectedly.

PREREQUISITES

Confirm the customer hasn't already booked an Apple appointment using the device's serial number before proceeding.

EQUIPMENT REQUIRED

Dedicated HDI MacBook

Runs the HDI app and AST2

SNR tool — Lightning

For Lightning-port iPhone/iPad, USB-A terminus

UDT tool — USB-C

For USB-C iPhone/iPad, USB-A terminus

Apple USB-C Digital AV Multiport Adapter

Required — both tools terminate in USB-A



Never install HDI and ASU on the same MacBook — keep them on dedicated machines.

PROCEDURE

- 1 Receive the device from the customer and identify the need for serial number retrieval using HDI.
- 2 Power on the dedicated HDI MacBook.
- 3 Open the HDI app from the dock.
- 4 **Select the correct tool** — SNR for Lightning, UDT for USB-C — and connect it to the HDI MacBook using the Apple USB-C Digital AV Multiport Adapter.
- 5 Open AST2.
- 6 In AST2, click the cable icon (blue, with a small + badge) to launch the Serial Number Reader tool.
- 7 Connect the tool to the iPhone or iPad's charging port.
- 8 Follow the on-screen steps in the SNR tool to retrieve the serial number.
- 9 Document the serial number and disconnect the device.



TROUBLESHOOTING

- Clean the port on both the device and the HDI MacBook.
- Update, restart, or reinstall the HDI app.
- Restart or update macOS on the HDI MacBook.

Some devices take longer than others to connect and retrieve a serial number. The tool refusing to connect after the steps above is rare — escalate if it persists.