

MacOS Reimage Procedure

Service Optimization Platform · Apple Configurator 2 (T2 / Apple Silicon) & Internet Recovery (Earlier Models)

✓ Apple Configurator 2 must be installed and up to date before starting this procedure.

! Find My Device must be removed at check-in — do not begin reimaging until this has been confirmed off.

INTEL T2 SECURITY CHIP OR APPLE SILICON (M1 OR HIGHER)

Apple Configurator 2

- 1 Put the device into DFU mode.

Key combo differs by model — check the posted visual guide on the Apple bench (near the HDI/ASU MacBooks) for model-specific instructions.

- 2 Once the device is detected in Apple Configurator 2, right-click it and select **Restore**.

- 3 Wait for the restoration to complete.

EARLIER MODELS

- 1 Boot into Internet Recovery by holding  +  + **R** at startup.

- 2 Open Disk Utility and erase the main drive — in this order:

1. Click the top-left corner to Show All Devices.
2. Select the top-level entry for the main OS drive.
3. Click Erase and format as Macintosh HD.

If the erase fails: run First Aid first. Still failing — run diagnostics on the storage device.

- 3 Quit Disk Utility to return to the recovery screen.

- 4 Choose **Reinstall macOS**.

- 5 If you see an error such as “damaged installer” or similar, open Terminal from the recovery screen and run the date command posted on the wall above the main Apple workstation.

TROUBLESHOOTING — APPLE CONFIGURATOR 2 CONNECTIVITY

- Check the App Store for a pending Apple Configurator 2 update, then restart the host Mac.
- Clean the port, try a different cable, flip the cable 180°, then try a different port.
- Try a different host Mac from the shop's available devices.