

## iOS End of Support for Snap Core First Notification – April 13<sup>th</sup>, 2021

**Tobii Dynavox is today announcing that we will discontinue the support of iOS 10 for Snap Core First software on May 12th, 2021.**

With every Snap Core First release, our team works hard to ensure new features can be used by supported iOS versions. Because of the rapid pace that technology advances, it is increasingly difficult to ensure compatibility with out-of-date iOS versions. In order to provide our iOS customers with the best experience, we will be discontinuing support for iOS 10, which was released in 2016.

For our iOS customers currently running iOS 10 and who wish to upgrade to iOS 11 or higher, you will continue to have access to all of the latest software updates and features that are introduced.

Older iPads such as the iPad 4th Gen (released in November 2012) will need to be replaced with a newer model to upgrade to iOS11 and higher. If this is your situation, below are some helpful how-to articles:

- [How to backup Snap Core First to myTobiiDynavox](#)
- [How to restore a purchased app to an iPad](#)
- [How to restore a Snap user from myTobiiDynavox](#)

If your device does not support iOS 11 or higher and you do not wish to upgrade, please be assured that you will not lose access to Snap Core First. You will still be able to use the app, utilize our tech support team for questions, and access our free library of Snap Core First resources and trainings. However, with iOS 10, you will not be able to update to the newest versions of the software, sync your devices, and the Boardmaker Player will not be supported.

For additional information regarding the discontinuation of Snap Core First Support for iOS 10 devices, please contact Tobii Dynavox Customer Support at <http://www.tobiidynavox.com/about/contact>.

For the latest information on all Tobii Dynavox offerings, please visit [www.tobiidynavox.com](http://www.tobiidynavox.com).