



APPLE-DEVICE-SUPPORT^{Q&As}

Apple Device Support Exam (SUP-2024)

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**QUESTION 1**

How do you quit out of a man page in Terminal Mac?

- A. less
- B. clear
- C. q
- D. esc

Correct Answer: C

Explanation: To quit out of a man page in Terminal Mac, you need to press the q key on your keyboard. A man page is a manual page that shows the usage and syntax of a command or a program. The man command uses a pager program to display the man page on the screen. A pager program is a program that lets you view a text file one page at a time, or scroll up and down. The default pager program for the man command is less, which is a more advanced version of the more program. The q key is the command to quit the less program and return to the shell prompt. The other options, less, clear, and esc, are not valid ways to quit out of a man page in Terminal Mac. Less is the name of the pager program, not a command. Clear is a command to clear the screen, not to quit the pager program. Esc is a key to escape from certain modes or commands, not to quit the pager program. References: 1 How to Exit the MAN Command and Quit Man Pages Properly - OS X Daily 2 How to escape out of the MAN screen or page in UNIX? - Stack Overflow 3 How to use the command manual in Terminal | Macworld 4 How to Quit the MAN Command and Exit Man Pages Properly -Bollyinside

QUESTION 2

How to access Emergency SOS on your iPhone?

- A. Press and hold the side button and one of the volume buttons until the appears.
- B. Press and hold the volume button and swipe down on your screen.
- C. Press the home button 5 times quickly.
- D. Press and hold the side button until the Emergency SOS slider appears.

Correct Answer: A

Explanation: Emergency SOS is a feature on your iPhone that lets you quickly and easily call for help and alert your emergency contacts. To access Emergency SOS on your iPhone, you need to press and hold the side button and one of the volume buttons until the Emergency SOS slider appears on the screen. You can then drag the slider to call emergency services, or continue holding the buttons to start a countdown and an alert sound. If you release the buttons after the countdown, your iPhone automatically calls emergency services. Emergency SOS works differently depending on your iPhone model and region. For example, in India, you need to press the side button three times rapidly to call emergency services. You can also customize the settings for Emergency SOS, such as adding emergency contacts, enabling auto call, and turning off the countdown sound. References: Use Emergency SOS on your iPhone - Apple Support, How to trigger Emergency SOS on your iPhone (and shut it off)

QUESTION 3



Scenario

You were asked to prepare to upgrade your organization's entire iPhone inventory to iOS 17. Your current inventory includes these devices:

iPhone SE (2nd generation) iPhoneX iPhone SE (3rd generation) iPhone 6s iPhone 7 iPhone 8

Select two responses.

Which two iPhone models should you replace to prepare for the iOS 17 upgrade?

- A. iPhone X
- B. iPhone7
- C. iPhone 6s
- D. iPhone SE (2nd generation)
- E. iPhone SE (3rd generation)
- F. iPhone8

Correct Answer: BC

Explanation: iOS 17 is the latest version of the operating system for iPhone, and it brings new features and enhancements to the devices that support it. However, not all iPhone models are compatible with iOS 17. According to Apple, iOS 17 is compatible with the iPhone XS and newer, meaning that support has been dropped for the iPhone 8, iPhone 8 Plus, and iPhone X. Additionally, some web sources suggest that the iPhone 7 and iPhone 6s are also not compatible with iOS 17, although this has not been officially confirmed by Apple. Therefore, to prepare for the iOS 17 upgrade, you should replace the iPhone 6s and iPhone 7 models in your organization's inventory, as they are likely to be incompatible with the new software. The iPhone SE (2nd generation) and iPhone SE (3rd generation) are compatible with iOS 17, as they have the same processor as the iPhone 11 and iPhone 13, respectively. The iPhone X is also compatible with iOS 17, as it has the same processor as the iPhone XS. References: iPhone models compatible with iOS 17 - Apple Support, Will My iPhone Run iOS 17? - MacRumors, iOS 17 and iPadOS 17 Are Now Available - How-To Geek, iOS 17 Release Date, Compatibility and Confirmed Features from WWDC23

QUESTION 4

Scenario

You're migrating your Windows PC to a new Mac.

Which software should you download on your Windows PC to aid the migration process?

- A. PC Mover
- B. Windows Migration Assistant
- C. Transfer Protocol
- D. Migration Wizard

Correct Answer: B



Explanation: Windows Migration Assistant is a software that helps you transfer your contacts, calendars, email accounts, and more from your Windows PC to your Mac. It copies but does not delete files from your PC. You need to download

and install the appropriate version of Windows Migration Assistant on your PC, depending on which macOS your Mac is using. Then you need to connect your Mac and PC to the same network, such as your home Wi-Fi network or an

Ethernet cable. Finally, you need to use Migration Assistant on both your Mac and PC to start the transfer process.

References:

= Transfer from PC to Mac with Migration Assistant, Download Windows Migration Assistant v2.4.5.0 (Monterey, Ventura and Sonoma)

QUESTION 5

After Krista installed some new apps, her Mac became slow and unresponsive. She asks if you can help resolve the issue. Which resource should you use to examine processes running on Krista's Mac and check how they're affecting its performance?

- A. Console
- B. Diagnostic Reporting
- C. Activity Monitor
- D. System Information

Correct Answer: C

Explanation: Activity Monitor is an app that shows information about the processes running on your Mac, including how much CPU, memory, disk, network, and energy they use. You can use Activity Monitor to identify and quit processes that are slowing down your Mac or causing other issues. You can also view graphs and statistics of your Mac's performance and activity. To open Activity Monitor, go to Applications > Utilities, or use Spotlight to search for it. You can then select a process and click the Info button to see more details, or click the X button to quit the process. You can also sort the processes by different columns, such as CPU, Memory, or Energy, to see which ones are using the most resources. You can also choose different tabs to see different types of processes, such as CPU, Memory, Disk, Network, or Cache. Activity Monitor is a useful tool for troubleshooting performance issues on your Mac and optimizing its efficiency. References: Use Activity Monitor on your Mac, How to see all the running programs on your Mac, How to See Which Program Is Using All Your CPU on Mac, How to track and kill processes on your Mac

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