

## **APPLE-DEVICE-SUPPORT**<sup>Q&As</sup>

Apple Device Support Exam (SUP-2024)

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#### **QUESTION 1**

Scenario

Antonio recently bought his iPhone 14 Pro Max. It\\'s taking over an hour to charge the device to 50% using his 5W USB power adapter that came with his previous iPhone.

Why can\\'t Antonio fast charge his iPhone?

- A. Fast charging iPhone 14 Pro Max to 50% takes more than 60 minutes.
- B. Fast charging requires a 61W or higher power adapter.
- C. Fast charging requires a 20W or higher power adapter.

D. Fast charging isn\\'t supported on iPhone 14 Pro Max.

Correct Answer: C

Explanation: Antonio can\\'t fast charge his iPhone 14 Pro Max using his 5W USB power adapter because it doesn\\'t support the USB Power Delivery (USB-PD) protocol that enables fast charging. To fast charge his iPhone 14 Pro Max, he needs a 20W or higher power adapter that supports USB-PD, such as the Apple 20W USB-C Power Adapter1 or a comparable third-party adapter. With a 20W or higher power adapter, he can charge his iPhone 14 Pro Max up to 50% battery in around 30 minutes2. Fast charging is supported on all iPhone 14 models, as well as iPhone 13, iPhone 12, iPhone 11, iPhone SE (2nd generation), iPhone X, iPhone 8, and later models2. References: Apple 20W USB-C Power Adapter Adapter Apple, Fast charge your iPhone - Apple Support

#### **QUESTION 2**

Match the user types on the left to the descriptions on the right by dragging the responses to the correct target areas. Responses may be used once, more than once, or not at all.

Select and Place:



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Group	Answer Area	
		A special account with which anyone with physical access to a Mac can log in
Guest		
		An account with which you can share files with someone on a different computer, but not log in to a Mac
Standard		
	6	A user account that can perform tasks that require greater privileges
Sharing Only		
		A user account that can add and manage other users, install apps, and
Administrator		change settings that allect all users on a mac
		A user account that has full control over its own home folder and can
System Administrator (root)		install apps in it and has read access to most items, preferences, and apps

#### Correct Answer:

Group		Answer Area			
		Guest	A special account with which anyone with physical access to a Mac can log in		
		Sharing Only	An account with which you can share files with someone on a different computer, but not log in to a Mac		
	:	System Administrator (root)	A user account that can perform tasks that require greater privileges than an administrator user account		
		Administrator	A user account that can add and manage other users, install apps, and change settings that affect all users on a Mac		
		Standard	A user account that has full control over its own home folder and can install apps in it and has read access to most items, preferences, and apps		

#### **QUESTION 3**

Which device can you use to unlock your Mac computer\\'s screen saver and approve authentication requests from macOS and other apps?

#### A. HomePod



- B. iPhone
- C. iPad
- D. Apple Watch
- Correct Answer: D

Explanation: You can use your Apple Watch to unlock your Mac computer\\'s screen saver and approve authentication requests from macOS and other apps, without having to enter a password. This feature is called Auto Unlock and Approve with Apple Watch, and it requires that you have an Apple Watch with watchOS 6 or later, a Mac with macOS Catalina or later, and that both devices are signed in with the same Apple ID using two- factor authentication. To turn on this feature, you need to go to System Preferences > Touch ID and Password > Apple Watch and enable the option next to the name of your watch. Then, whenever you wake your Mac from its idle state or an app requires authentication, you can double-click the side button of your Apple Watch to unlock or approve the task. References: Unlock your Mac and approve requests with Apple Watch - Apple Support Authentication Services | Apple Developer Documentation Approve App Authentication Requests with Your Apple Watch in Catalina

#### **QUESTION 4**

Select Three.

In MacOS on APFS volumes, when are FileVault encryption keys generated?

- A. When a user is deleted
- B. During the first login by a user on the Mac
- C. When a user turns on FileVault
- D. Setting the first user\\'s password
- E. During user creation

Correct Answer: BCE

Explanation: FileVault is a feature that encrypts the entire APFS volume on a Mac using the AES-XTS data encryption algorithm. FileVault encryption keys are generated at different times depending on the scenario. According to the Apple

Support documents12, FileVault encryption keys are generated in the following situations:

During the first login by a user on the Mac: This happens when FileVault is turned on during the initial Setup Assistant process. The user\\'s password and the hardware UID are used to protect the class key, which wraps the volume encryption

key. The user\\'s password is also used to generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted.

When a user turns on FileVault: This happens when FileVault is turned on later from the System Settings. The user\\'s password and the hardware UID are used to protect the class key, which wraps the volume encryption key. The user\\'s

password is also used to generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted. An anti-replay mechanism prevents the old key (based on hardware UID only)



from being used to decrypt the volume.

During user creation: This happens when a new user is added to the Mac after FileVault is turned on. The new user\\'s password and the hardware UID are used to protect the class key, which wraps the volume encryption key. The new user\\'s

password is also used to generate a personal recovery key, which can be used to unlock the volume if the user forgets their password or their account is deleted. The other options are not correct because FileVault encryption keys are not generated in those situations. When a user is deleted, their FileVault encryption key is removed from the Mac, but the volume encryption key remains the same. Setting the first user\\'s password does not generate FileVault encryption keys unless FileVault is turned on during the Setup Assistant process or later from the System Settings. References: Intro to FileVault - Apple Support, Volume encryption with FileVault in macOS - Apple Support

#### **QUESTION 5**

Where do you delete users in System Settings?

- A. Navigate to System Settings -- Users and Groups.
- B. Click the (i) button next to the user you would like to delete on Mac.
- C. Select Delete Account.

Correct Answer: ABC

Explanation: To delete a user on a Mac, you need to follow these steps12:

Navigate to System Settings -- Users and Groups. This is where you can manage the users and groups on your Mac. You may need to scroll down to see all the options.

Click the lock icon at the bottom left of the window and enter your administrator password to make changes.

Click the (i) button next to the user you would like to delete on Mac. This will show you more information about the user, such as their name, picture, password, and permissions.

Click Delete User or Delete Group. This will prompt you to confirm your action and choose what to do with the user\\'s home folder.

Select Delete Account. This will remove the user and their home folder from your Mac, freeing up storage space. Alternatively, you can choose to save the home folder as a disk image or leave it as it is, in case you want to restore the user

later. Click Delete User or Delete Group again to finalize the deletion. References: Delete a user or group on Mac - Apple Support, Here\\'s our guide on how to delete a user on Mac - MacPaw

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