



APPLE-DEVICE-SUPPORT^{Q&As}

Apple Device Support Exam (SUP-2024)

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**QUESTION 1**

Where can you change the undo send delay setting on your iPad?

- A. General > Mail > Undo Send Delay
- B. Open your mail app then open settings and select Undo Send Delay.
- C. Settings > Mail > Accounts > Undo Send Delay
- D. Settings > Mail > Undo Send Delay

Correct Answer: D

Explanation: According to the Apple Device Support Reference Materials, you can change the undo send delay setting on your iPad by going to Settings > Mail > Undo Send Delay¹. This setting allows you to unsend an email within a certain time frame after you tap the send button. You can choose from Off, 10 seconds, 20 seconds, or 30 seconds. The other options, A, B, and C, are not correct because they are not the correct paths to access the undo send delay setting. General > Mail > Undo Send Delay is not a valid path in the iPad settings². Open your mail app then open settings and select Undo Send Delay is not a valid option because the mail app does not have its own settings menu³. Settings > Mail > Accounts > Undo Send Delay is not a valid path because the Accounts section does not have an undo send delay option⁴. References: 1: Unsend email with Undo Send in Mail on iPad - Apple Support, Section "Delay sending emails". 2: General settings on iPad - Apple Support 3: Mail settings overview for iPad - Apple Support 4: Manage email accounts in Mail on iPad - Apple Support

QUESTION 2

What should you do in the app's Get Info window if your Mac with Apple silicon doesn't recognize a needed app plug-in when you open the app?

- A. Select the "Open using Rosetta" checkbox for the plug-in.
- B. Select the "Open using Rosetta" checkbox for the app.
- C. Choose Universal from the Kind pull-down menu for the app.
- D. Choose Universal from the Kind pull-down menu for the plug-in.

Correct Answer: B

Explanation: Some universal apps (apps that don't need Rosetta) include the setting "Open using Rosetta." This setting enables a universal app such as a web browser to use plug-ins, extensions, or other add-ons that do need Rosetta, because they haven't been updated to support Apple silicon. If a universal app doesn't recognize an add-on that you installed for the app, you can quit the app, select this setting, and try again. To do this, you need to open the app's Get Info window and check the box labeled "Open using Rosetta". References: If you need to install Rosetta on your Mac - Apple Support, How to force universal Mac apps to run under Rosetta emulation, How to Launch the Intel Version of a Universal Apple Silicon App

QUESTION 3

Which Wireless Diagnostics window should you use to see a live view of current Wi-Fi signal strength, quality, and



rate?

- A. Logs
- B. Diagnostics
- C. Performance
- D. Monitor

Correct Answer: C

Explanation: The Performance window in Wireless Diagnostics shows a live view of the current Wi-Fi signal strength, quality, and rate. It also displays a graph of the signal-to-noise ratio (SNR) over time, which can help you identify sources of interference or other problems with your Wi-Fi connection. The Performance window can be accessed by opening Wireless Diagnostics from the Spotlight menu, clicking Window on the menu bar, and selecting Performance. References: Apple Support: Use Wireless Diagnostics on your Mac, How to determine Wi-Fi signal strength on Windows 10

QUESTION 4

Guillermo is a designer for ACME, Inc. He uses his 12.9-inch iPad Pro to create marketing materials and do color grading.

Which iPadOS feature should Guillermo use to allow his 12.9-inch iPad Pro to accurately display colors for common color standards?

- A. Display Zoom
- B. True Tone
- C. ColorSync
- D. Reference Mode

Correct Answer: D

Explanation: Reference Mode is a display mode for professional content creation workflows, like color grading, editing, and content review, where accurate colors and consistent image quality are critical. Reference Mode enables the 12.9-inch iPad Pro with Liquid Retina XDR display to deliver reference color for popular color standards and video formats, such as BT.709, sRGB, HDR10, Dolby Vision, and more. It also disables all dynamic display adjustments for ambient surround, such as True Tone, Auto-Brightness, and Night Shift. Guillermo can use Reference Mode to match the color requirements of his workflow and ensure that his marketing materials and color grading are accurate and consistent. He can also use Reference Mode with Sidecar to use his iPad Pro as a secondary reference display for his Mac. References: Use Reference Mode on your iPad Pro, iPadOS 16: These are the new features exclusive to M1 iPads

QUESTION 5

Which disk format should you use to create a bootable macOS installer that includes macOS Recovery on an external storage device?



- A. APFS (Encrypted)
- B. Mac OS Extended (Encrypted)
- C. APFS
- D. MacOS Extended

Correct Answer: D

Explanation: To create a bootable macOS installer that includes macOS Recovery on an external storage device, you need to use the Mac OS Extended format, also known as HFS+. This is because the createinstallmedia command, which is used to create the bootable installer, requires the volume to be formatted as Mac OS Extended. APFS (Apple File System) is not supported by createinstallmedia, and neither are the encrypted versions of APFS or Mac OS Extended. Therefore, the correct answer is D. Mac OS Extended. References: Create a bootable installer for macOS, How to create a bootable USB macOS installer, How to format the startup drive for a Mac

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