

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

Apple Device Support Exam (SUP-2024)

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#### **QUESTION 1**

Select 4.

Which iPad models is the Apple Pencil (2nd gen) compatible with?

- A. iPad Pro 12.9 inch (3rd gen)
- B. iPad Pro 11-inch (1st gen)
- C. iPad (9th gen)
- D. iPad mini (6th gen)
- E. iPad Air (4th gen)
- F. iPad Air (3rd gen)
- Correct Answer: ABDE

Explanation: The Apple Pencil (2nd gen) is a stylus that allows you to draw, write, and interact with your iPad in a natural and precise way. The Apple Pencil (2nd gen) has a flat edge that attaches magnetically to the side of your iPad for

pairing, charging, and storage. It also supports double-tap gestures to switch tools or modes in compatible apps. The Apple Pencil (2nd gen) is compatible with any iPad that has a USB-C port and a flat edge for magnetic attachment.

According to the Apple Device Support Reference Materials1, these iPad models are:

iPad Pro 12.9-inch (3rd gen and later)

iPad Pro 11-inch (all generations)

iPad mini (6th gen)

iPad Air (4th gen and later)

Therefore, the correct answer is A, B, D, and E.

References:

Apple Pencil compatibility - Apple Support.

#### **QUESTION 2**

How many fingerprints can you enroll on iPad Air (4th generation)?

A. Two

- B. Ten
- C. Three



D. Five

Correct Answer: D

Explanation: You can enroll up to five fingerprints on iPad Air (4th generation) using Touch ID. Touch ID is a feature that allows you to securely and conveniently unlock your iPad, authorize purchases and payments, and sign in to many thirdparty apps. You can add multiple fingerprints (both of your thumbs and forefingers, for example) or register multiple reads of the same finger to provide even more data from a variety of angles. References: = Apple - Support - Manuals, Set up Touch ID on iPad; iPad Air: How to set up and use Apple\\'s new Touch ID fingerprint sensor.

#### **QUESTION 3**

Which troubleshooting steps should you follow if Quick Start does NOT automatically discover the other device?

A. Restart both devices and try again.

- B. Turn off Bluetooth and Wi-Fi to avoid interference when discovering devices.
- C. Connect both devices to Wi-Fi and make sure that they\\\re placed near each other.
- D. On your current device, go to Settings > Bluetooth and select your new device from the list of options.

Correct Answer: A

Explanation: Quick Start is a feature that allows you to set up your new iOS device automatically using your current iOS device. To use Quick Start, both devices need to be running iOS 11 or later, have Bluetooth turned on, and be placed near each other. If Quick Start does not automatically discover the other device, it could be due to a temporary glitch or a network issue. Restarting both devices can help resolve the problem and allow Quick Start to work properly. References: Use Quick Start to transfer data to a new iPhone or iPad - Apple Support, iPhone Quick Start Not Working? Here Are Fixes - iMobie, Fix iPhone Quick Start Not Working: 6 Troubleshooting Tips - OS X Daily

#### **QUESTION 4**

What should you use to troubleshoot macOS installation issues?

- A. Single user mode
- B. Installer log
- C. macOS Recovery Assistant
- **D.** Apple Diagnostics
- Correct Answer: B

Explanation: The installer log is a useful tool to troubleshoot macOS installation issues. The installer log records the progress and status of the installation process, as well as any errors or warnings that may occur. You can view the installer log during or after the installation by following these steps1: To view the installer log during the installation, press Command-L on your keyboard. A new window will open showing the log messages. You can press Command-3 to show all messages, or Command-4 to show errors and progress messages only. To view the installer log after the installation, open the Console app from the Applications > Utilities folder. In the sidebar, select your Mac under Devices, then choose /var/log > install.log from the list of log files. You can use the search field or the filter bar to find relevant messages. The installer log can help you identify the cause of the installation issue, such as a corrupted installer file,



insufficient disk space, incompatible software, or network problems. You can use the information in the installer log to troubleshoot the issue or contact Apple Support for further assistance. References: How to use the macOS installer log to troubleshoot installation problems - Macworld

#### **QUESTION 5**

Select the setting in the sidebar that you should use to turn on firewall on your Mac.

Hot Area:



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Correct Answer:



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#### Turn on firewall protection

On your Mac, choose Apple menu > System Settings, click Network in the sidebar, then click Firewall. (You may need to scroll down.) Turn on Firewall.

https://support.apple.com/en-in/guide/machelp/mh34041/mac#:~:text=Turn%20on%20 firewall%20 protection, may%20 new 20 to %20 to



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