



APPLE-DEVICE-SUPPORT^{Q&As}

Apple Device Support Exam (SUP-2024)

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**QUESTION 1**

Use this image to answer the question.



What does this iPhone Privacy Warning message indicate?

- A. Limit IP Address Tracking is disabled for this network
- B. iOS has detected a spoofed MAC address on the network
- C. Private Wi-Fi Address is disabled for this network
- D. Local network access is enabled for a third-party app

Correct Answer: C

Explanation: The iPhone Privacy Warning message indicates that the device is using its original MAC address to join the Wi-Fi network, which could allow the network operator or other parties to track the device or profile its online activity. To prevent this, the device can use a different MAC address for each Wi-Fi network, which is called a Private Wi-Fi Address. This feature is enabled by default on devices running iOS 14 or later, but it can be turned off manually or automatically by some networks. To turn on the Private Wi-Fi Address, the user needs to go to Settings > Wi-Fi, tap the info icon next to the network name, and toggle on the Private Wi-Fi Address option. This will generate a new MAC address for the device and rejoin the network. References: = Use private Wi-Fi addresses in iOS 14, iPadOS 14, and watchOS 7, Wi-Fi Privacy Warning on an iPhone: What It Means and What To Do

QUESTION 2

Select two responses.

Which two ways can you use to reset a FileVault password on a Mac?

- A. Authenticator app



- B. Using a trusted device
- C. Recovery key
- D. SMS verification code
- E. iCloud account and password

Correct Answer: CE

Explanation: FileVault is a feature that encrypts the data on your Mac's startup disk, making it more secure. To unlock your Mac, you need to enter your account password or a recovery key. A recovery key is a 28-character code that is generated when you turn on FileVault. You can choose to store it in iCloud or write it down and keep it in a safe place. An iCloud account and password can also be used to reset your FileVault password, if you enabled this option when you turned on FileVault. The other options, authenticator app, using a trusted device, and SMS verification code, are not valid ways to reset a FileVault password on a Mac. References: 1 Use FileVault to encrypt the startup disk on your Mac Apple Support 2 Reset a macOS User Password - Kandji 3 How to unlock your Mac with its Recovery Key and FileVault active - Macworld

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

How should you schedule an email to send in Mail on iPhone?

- A. Tap Settings > Mail > Schedule and configure the send date and time.
- B. Touch and hold the mail body and configure the send date and time.
- C. Touch and hold the send button and set the send date and time.



D. Tap the calendar icon in the mail menu bar and configure the send date and time.

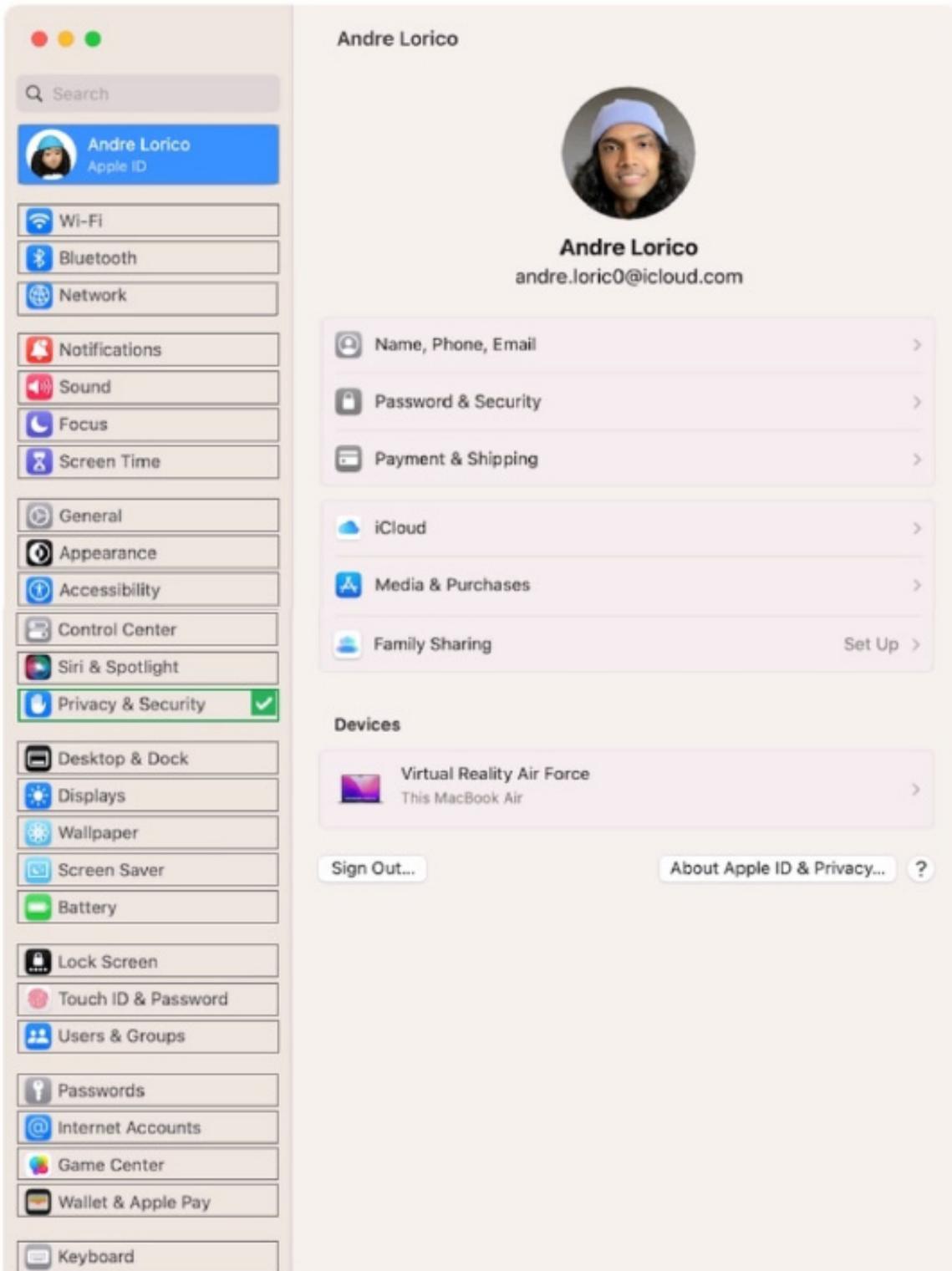
Correct Answer: C

Explanation: This is the correct way to schedule an email in the Mail app on iPhone, as introduced in iOS 16. You can compose your email as usual, and then long-press the send button (an upward arrow) to see the options for scheduling. You can choose from the suggested times, or tap "Send Later" to set a custom date and time. The scheduled email will appear in a separate mailbox called "Send Later", where you can view or delete it. The email will be sent automatically at the scheduled time, as long as your iPhone is on. References: How to Schedule Emails on Your iPhone - How-To Geek, Schedule an Email in Apple Mail on Your iPhone (iOS 16), How to schedule emails on iPhone, iPad, and Mac to send later, How to Schedule Email in the Mail App on iPhone - Guiding Tech, How to Schedule Emails on an iPhone - groovyPost

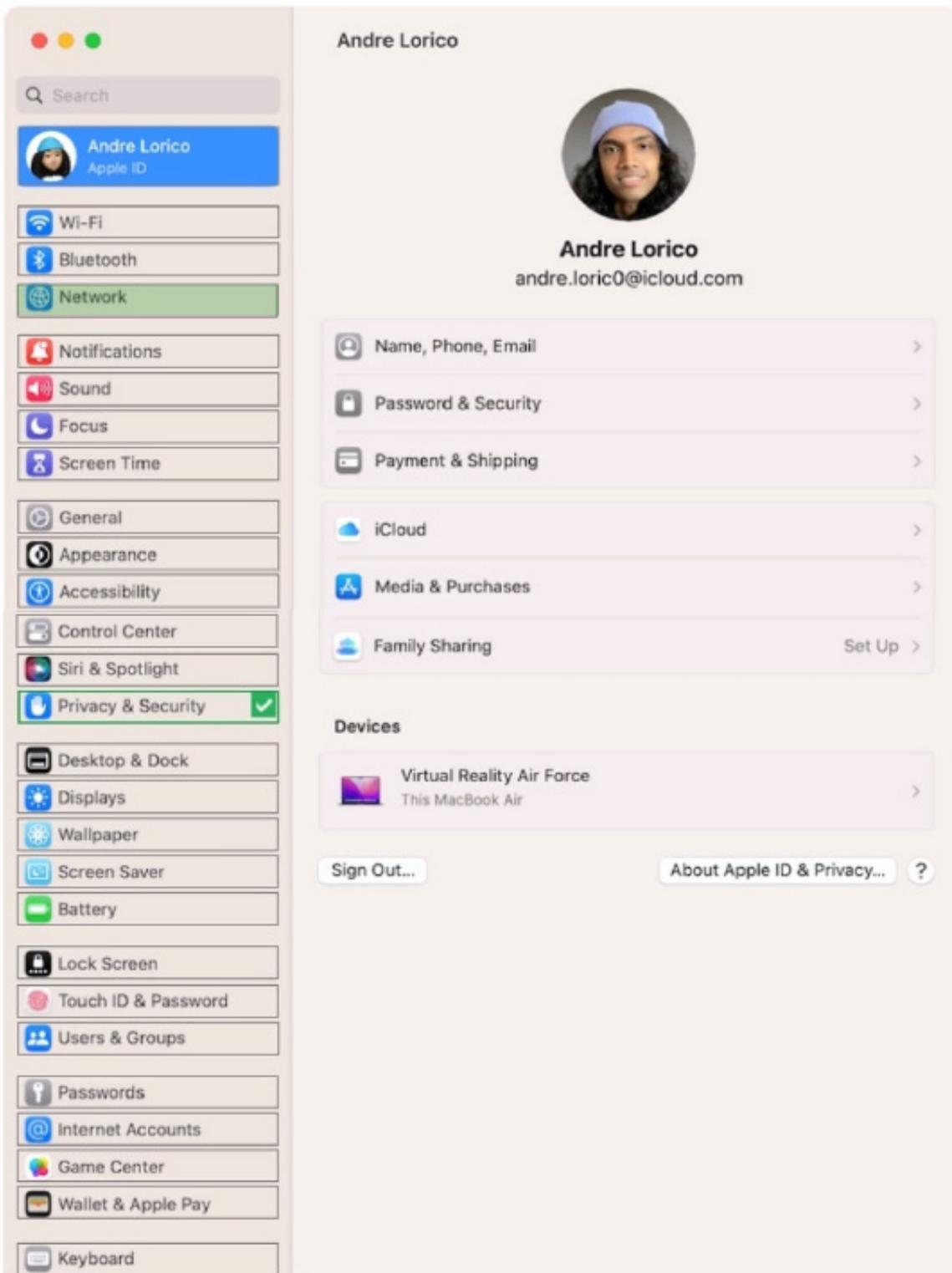
QUESTION 5

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

Hot Area:



Correct Answer:



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%20firewall%20protection,may%20ne ed%20to%20scroll%20down.\)andtext=Turn%20on%20Firewall.](https://support.apple.com/en-in/guide/machelp/mh34041/mac#:~:text=Turn%20on%20firewall%20protection,may%20ne ed%20to%20scroll%20down.)andtext=Turn%20on%20Firewall.)



QUESTION 6

How do you start up in safe mode on a Mac with Apple silicon?

A. 1. Shut down your Mac, Turn on your Mac and continue to press and hold the power button. O A.

2.

When the startup options window appears, release the power button.

3.

Select your startup disk, press and hold the Shift key, click Continue in Safe Mode, then release the Shift key.

4.

Log in to your Mac.

B. 1. Connect to power, then shut down your Mac. B.

2.

Press and hold the power button for three seconds, then remove power for at least 10 seconds.

3.

Wait for the Continue in Safe Mode button to appear.

4.

Log in to your Mac.

C. 1. Shut down your Mac. then quickly press the power button three times. O C.

2.

Wait until the startup options window appears.

3.

Select your startup disk, then press and hold the Shift key until the Continue in Safe Mode button appears.

4.

Continue to press and hold the Shift key until the Login window appears or you're asked to log in again.

D. 1. Shut down your Mac, then press and hold the power button for three seconds.

2.

When the startup options window appears, select your startup disk.

3.

Click the Continue in Safe Mode button.



4.

Log in to your Mac.

Correct Answer: D

Explanation: To start up in safe mode on a Mac with Apple silicon, you need to follow these steps¹:

Shut down your Mac, then press and hold the power button for three seconds. When the startup options window appears, select your startup disk.

Click the Continue in Safe Mode button.

Log in to your Mac.

Safe mode can help you identify whether issues you're experiencing are caused by software that loads as your Mac starts up. It prevents your Mac from loading certain items, performs a First Aid check on your startup disk, and deletes some

caches¹. You can verify that your Mac started up in safe mode by using the System Information app¹. The other options are incorrect because they either do not show the Continue in Safe Mode button, or they do not use the correct key

combination or timing to enter safe mode. References: ¹: Start up your Mac in safe mode - Apple Support.

QUESTION 7

Which two types of Activation Lock are available to organizations?

- A. Individual-linked
- B. Device-linked
- C. User-linked
- D. Personal
- E. Organization

Correct Answer: BC

Explanation: Activation Lock is a feature that prevents unauthorized use of an Apple device after it has been erased. It is enabled automatically when a user turns on Find My on their device. However, for devices that are owned or managed by an organization, there are two types of Activation Lock available: device-linked and user-linked. Device-linked Activation Lock requires Apple School Manager, Apple Business Manager, or Apple Business Essentials and an MDM solution. It allows the MDM solution to control turning Activation Lock on and off through server-side interactions, without depending on the user's Apple ID or Find My settings. The MDM solution creates and sends a bypass code to Apple servers when it needs to lock or unlock the device. User-linked Activation Lock requires the user to have a personal Apple ID (not a Managed Apple ID) and to turn on Find My on their device. This method allows the user to lock an organization-linked device to their personal Apple ID if the MDM solution has allowed Activation Lock. The MDM solution should request and store a bypass code from the device before allowing the user to turn on Activation Lock. This bypass code can be used to turn off Activation Lock remotely with MDM, or directly on the device, if the user is unable to authenticate with their Apple ID. References: Activation Lock on Apple devices - Apple Support Activation Lock: How Apple Admins Can Manage It - Kandji Disable Activation Lock on Apple devices with Intune

**QUESTION 8**

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 9

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 10

You're reviewing the manual page for the defaults command in Terminal.

What should you do to exit a manual page in the Terminal window?

- A. Press the Esc key
- B. Press the Control-X keys



C. Type Exit and Press the Return key

D. Press the Q key

Correct Answer: D

Explanation: The Q key is the universal shortcut to quit or exit a manual page in the Terminal window. The manual page, or man page, is a document that provides information about a command or utility in the Unix-like operating systems. The man command is used to display the man page for a given command or topic. The man command uses a pager program, such as less or more, to display the man page in the Terminal window. A pager program allows the user to scroll through the text file one page, line, or half-page at a time. To exit the pager program and return to the shell prompt, the user needs to press the Q key. This is the same for any other program that invokes the pager program, such as git log or git diff. The Q key stands for quit, and it is easy to remember for Mac users who are familiar with the Command + Q shortcut to quit an application. References: = How to escape out of the MAN screen or page in UNIX?, How to Exit the MAN Command and Quit Man Pages Properly, How to Quit the MAN Command and Exit Man Pages Properly, How to jump to the end of a `man` page

QUESTION 11

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 12**

Scenario

ACME, Inc. suffered a power loss while you were upgrading to a major version of macOS on your Mac Studio. The Mac now shows only a black screen. You tried to revive the computer using Apple Configurator for Mac, but the revive was unsuccessful. Which Apple Configurator action should you try next on your Mac Studio?

- A. Erase All Content and Settings
- B. Update
- C. Revive Device
- D. Prepare
- E. Restore

Correct Answer: E

Explanation: If a revive is unsuccessful, you can use Apple Configurator to restore the Mac. A restore updates the firmware, updates recoveryOS to the latest version, and erases and installs the latest version of macOS on your internal storage. When this process is complete, any data on any internal volumes is unrecoverable. You must restore the firmware and erase the internal flash storage if reviving the firmware is unsuccessful or if you can't start the Mac from the startup volume or the recoveryOS. References: Revive or restore a Mac with Apple silicon using Apple Configurator - Apple Support

QUESTION 13

Which Apple program should you join if you're in charge of testing your organization's infrastructure and its ability to work with the Apple software before public release?

- A. Design for IT
- B. Apple Developer Program
- C. Apple Seed for IT
- D. Apple Developer Enterprise Program

Correct Answer: C

Explanation: The Apple program that you should join if you're in charge of testing your organization's infrastructure and its ability to work with the Apple software before public release is Apple Seed for IT. This beta-testing program, available to any business organization or educational institution, allows you to evaluate the latest prerelease software versions in your unique work environments. You can test the compatibility, stability, and security of your IT infrastructure and business-critical apps with the upcoming releases of macOS, iOS, iPadOS, tvOS, and watchOS. You can also provide feedback directly to Apple and influence the development of the software¹. The other options are not suitable for this purpose, as they have different goals and requirements. Design for IT is a program that helps you design and implement solutions for Apple devices in your organization, but it does not provide access to prerelease software². Apple Developer Program is a program that lets you distribute apps on the App Store and access developer resources, but it does not offer a dedicated channel for testing your organization's infrastructure³. Apple Developer Enterprise Program is a program that allows you to develop and deploy proprietary, internal-use apps to your employees, but it



does not allow you to test the compatibility of those apps with the latest Apple software⁴. References: 1: Apple Seed for IT - Apple Support. 2: Design for IT - Apple Developer. 3: Apple Developer Program - Apple Developer. 4: Apple Developer Enterprise Program - Apple Developer.

QUESTION 14

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 Apple, Fast charge your iPhone - Apple Support

QUESTION 15

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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