

APPLE-DEVICE-SUPPORT^{Q&As}

Apple Device Support Exam (SUP-2024)

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QUESTION 1

Which App Store app should you use to reset your Apple ID password when you use a friend's or family member's iPhone or iPad?

- A. Apple ID Manager
- B. Apple Reset
- C. Apple ID Support
- D. Apple Support

Correct Answer: D

Explanation: Apple Support is a free app that helps you access personalized solutions for all of your Apple products and services, including AppleCare+ plans. You can also talk to a real person, book a reservation, find a nearby store, and manage your subscriptions. One of the features of the app is to reset your Apple ID password with the Apple Support app on a borrowed device. If you don't have an Apple device but have access to your trusted phone number, you can borrow an Apple device from a friend or family member, or use one at an Apple Store. You can open the Apple Support app on the borrowed device, scroll down to Support Tools, tap Reset Password, tap "A different Apple ID", enter your Apple ID, and follow the onscreen instructions to reset your password. Any information that you enter will not be stored on the device. References: Apple Support on the App Store If you forgot your Apple ID password - Apple Support

QUESTION 2

How many times will Face ID attempt to recognize your face before asking for your passcode?

- A. Seven
- B. Ten
- C. Five
- D. Three

Correct Answer: D

Explanation: Face ID will attempt to recognize your face three times before asking for your passcode. This is to prevent unauthorized access to your device by someone who looks similar to you or has a photo of you. If Face ID fails to match your face after three attempts, you can either enter your passcode or swipe up from the bottom of the screen to try Face ID again. You can also adjust the settings for Face ID to make it more or less sensitive to variations in your appearance, such as wearing glasses, a hat, or a mask. References: Use Face ID on your iPhone or iPad Pro - Apple Support, iOS 12: How to retry Face ID after a failed attempt - 9to5Mac

QUESTION 3

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 4

What does your Mac use to broadcast its location information after you turn on Find My when it's offline or in sleep mode?

- A. Ultra Wideband (UWB)
- B. Emergency SOS
- C. Wi-Fi
- D. Bluetooth

Correct Answer: D

Explanation: Your Mac uses Bluetooth to broadcast its location information after you turn on Find My when it's offline or in sleep mode. This is part of the Find My network, which is an encrypted, anonymous network of hundreds of millions of Apple devices that can help you locate your device, even when it's offline¹. When your Mac is offline or in sleep mode, it sends out a secure Bluetooth signal that can be detected by other Apple devices nearby. These devices relay the location of your Mac to iCloud so you can view it in the Find My app². The other options, Ultra Wideband (UWB), Emergency SOS, and Wi-Fi, are not used by your Mac to broadcast its location information in this scenario. References: 1 About the Find My network - Apple Support 2 Locate a device in Find My on Mac - Apple Support

QUESTION 5

Scenario

Melody's Mac has multiple printers configured.

Where in System Settings should you go to determine if her printers were configured manually or by an MDM solution?

- A. Printers > Advanced
- B. Privacy and Security > Profiles
- C. Printers and Scanners > Advanced
- D. General > Sharing > Printer Sharing

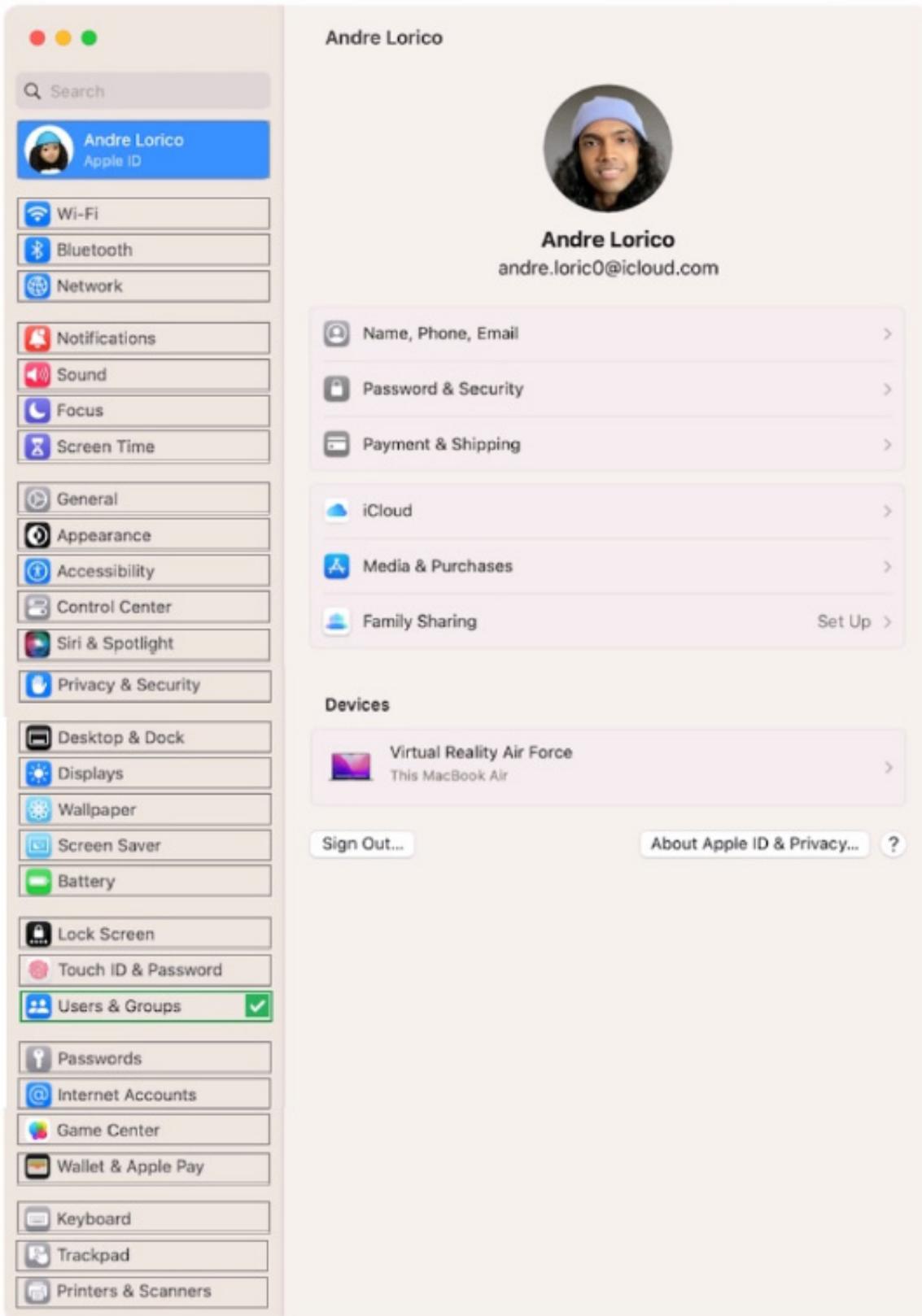
Correct Answer: B

Explanation: To determine if Melody's printers were configured manually or by an MDM solution, you should go to Privacy and Security > Profiles in System Settings. This is where you can see the profiles that are installed on the Mac, which may include printer settings. If there are any profiles that contain the Printing or AirPrint payload, then the printers were configured by an MDM solution. Otherwise, the printers were configured manually by the user or an administrator. References: Printing MDM payload settings for Apple devices - Apple Support, AirPrint MDM payload settings for Apple devices - Apple Support, Intro to mobile device management profiles - Apple Support

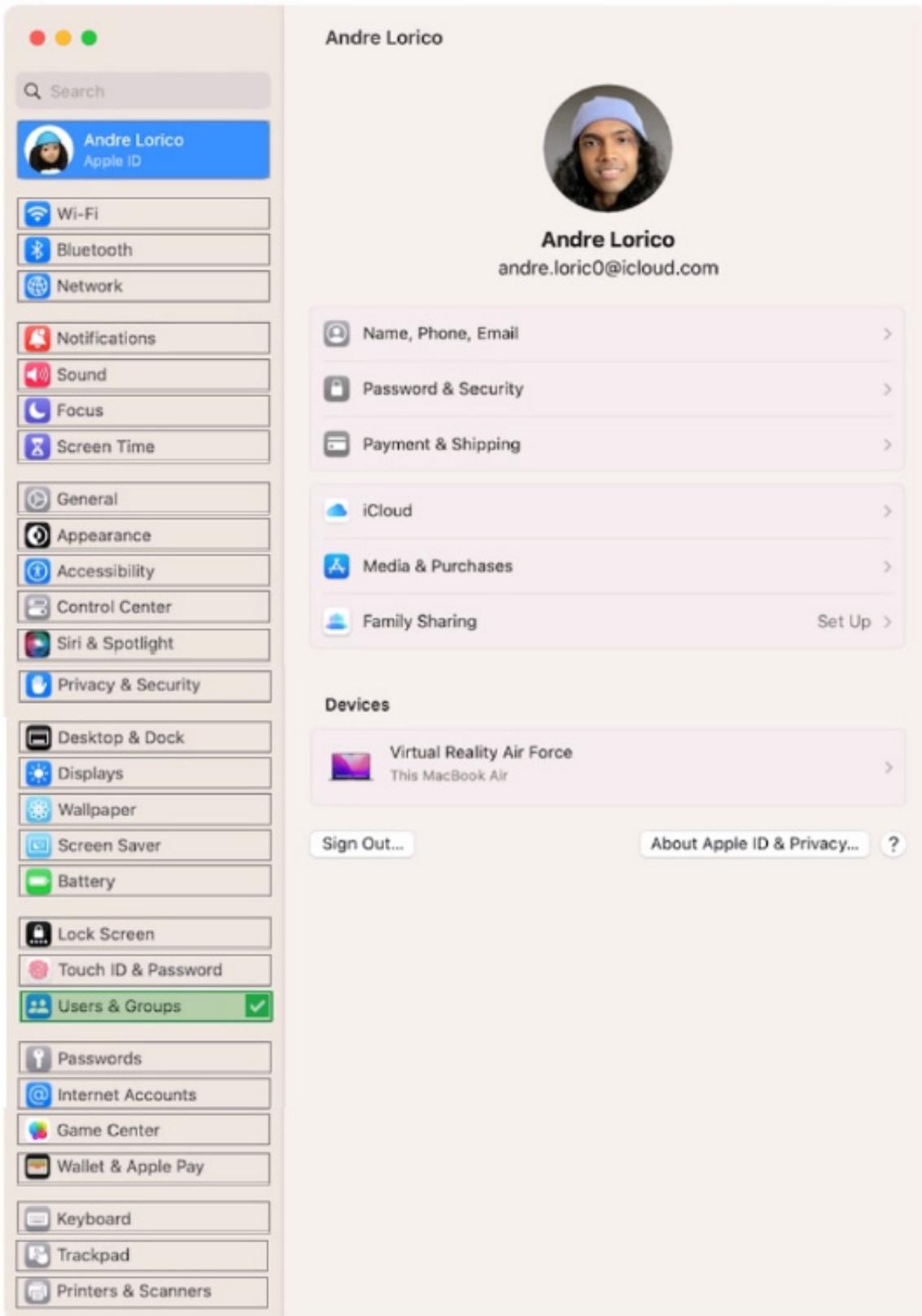
QUESTION 6

Select the setting in the sidebar that you should use to delete a user on your Mac.

Hot Area:



Correct Answer:



[https://support.apple.com/guide/mac-help/delete-a-user-or-groupmchlp1557/mac#:~:text=On%20your%20Mac%2C%20choose%20Apple,may%20need%20to%20scroll%20down.\)andtext=Click%20the%20Info%20button%20next,you%20ca n\\t](https://support.apple.com/guide/mac-help/delete-a-user-or-groupmchlp1557/mac#:~:text=On%20your%20Mac%2C%20choose%20Apple,may%20need%20to%20scroll%20down.)andtext=Click%20the%20Info%20button%20next,you%20ca n\\t)

%20select%20them.

On your Mac, choose Apple menu > System Settings, then click Users and Groups in the sidebar. (You may need to scroll down.) Click the Info button next to the user or group you want to delete, then click Delete User or Delete Group. Note: If

a user is logged in to this Mac now, you can't select them.

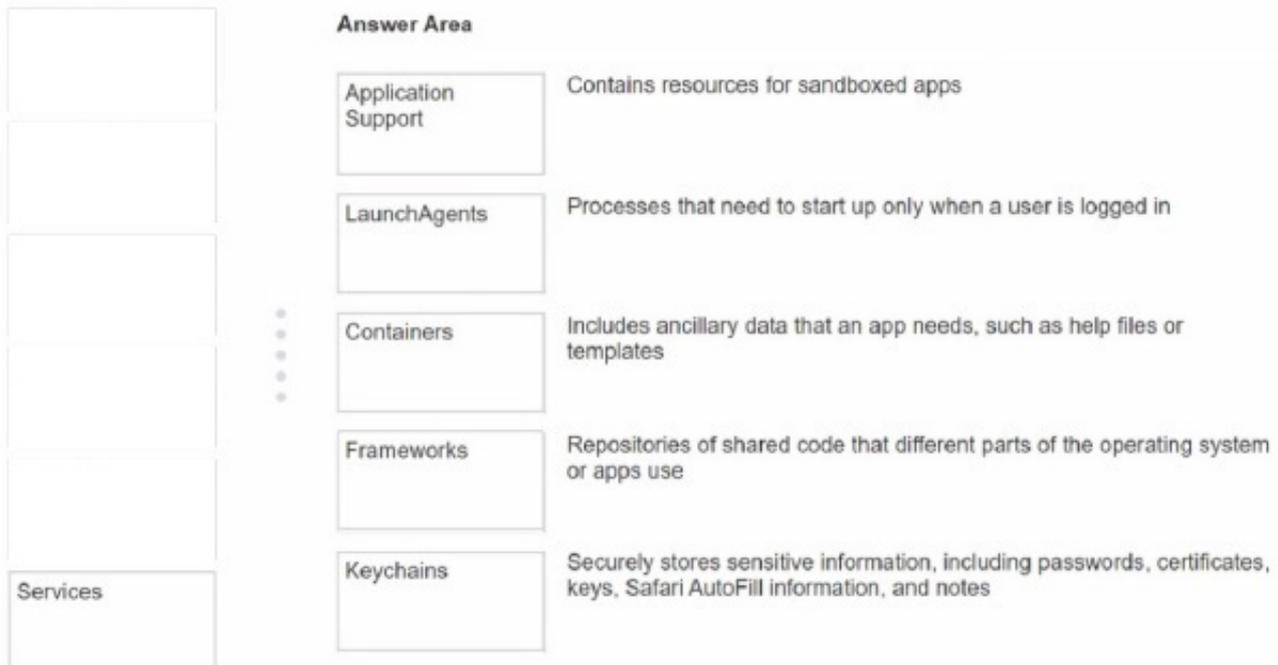
QUESTION 7

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

Select and Place:

| | Answer Area | |
|---------------------|----------------------|------------------------------------------------------------------------------------------------------------------------|
| Application Support | <input type="text"/> | Contains resources for sandboxed apps |
| Frameworks | <input type="text"/> | Processes that need to start up only when a user is logged in |
| Keychains | <input type="text"/> | Includes ancillary data that an app needs, such as help files or templates |
| LaunchAgents | <input type="text"/> | Repositories of shared code that different parts of the operating system or apps use |
| Containers | <input type="text"/> | Securely stores sensitive information, including passwords, certificates, keys, Safari AutoFill information, and notes |
| Services | <input type="text"/> | |

Correct Answer:



QUESTION 8

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 9

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

QUESTION 10

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

QUESTION 11

Match the startup icons 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:



Answer Area

The Mac found your startup disk.

The startup options window for a Mac with Apple silicon.

Your Mac couldn't start up from macOS Recovery over the internet.

Your startup disk contains macOS, but it's not one your Mac can use.

Your startup disk is no longer available or doesn't contain a working Mac operating system.

Correct Answer:



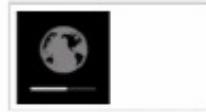
Answer Area



The Mac found your startup disk.



The startup options window for a Mac with Apple silicon.



Your Mac couldn't start up from macOS Recovery over the internet.



Your startup disk contains macOS, but it's not one your Mac can use.

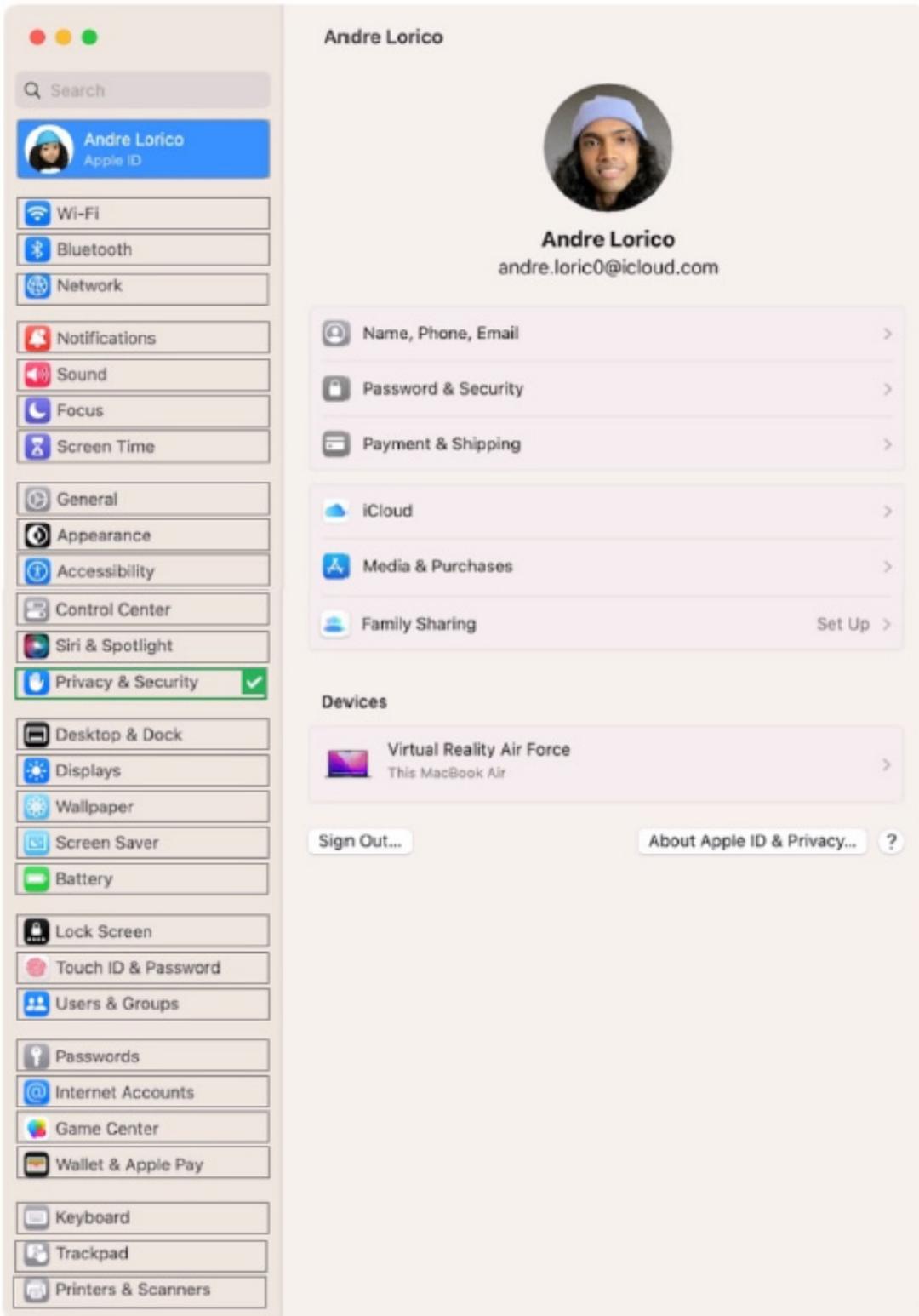


Your startup disk is no longer available or doesn't contain a working Mac operating system.

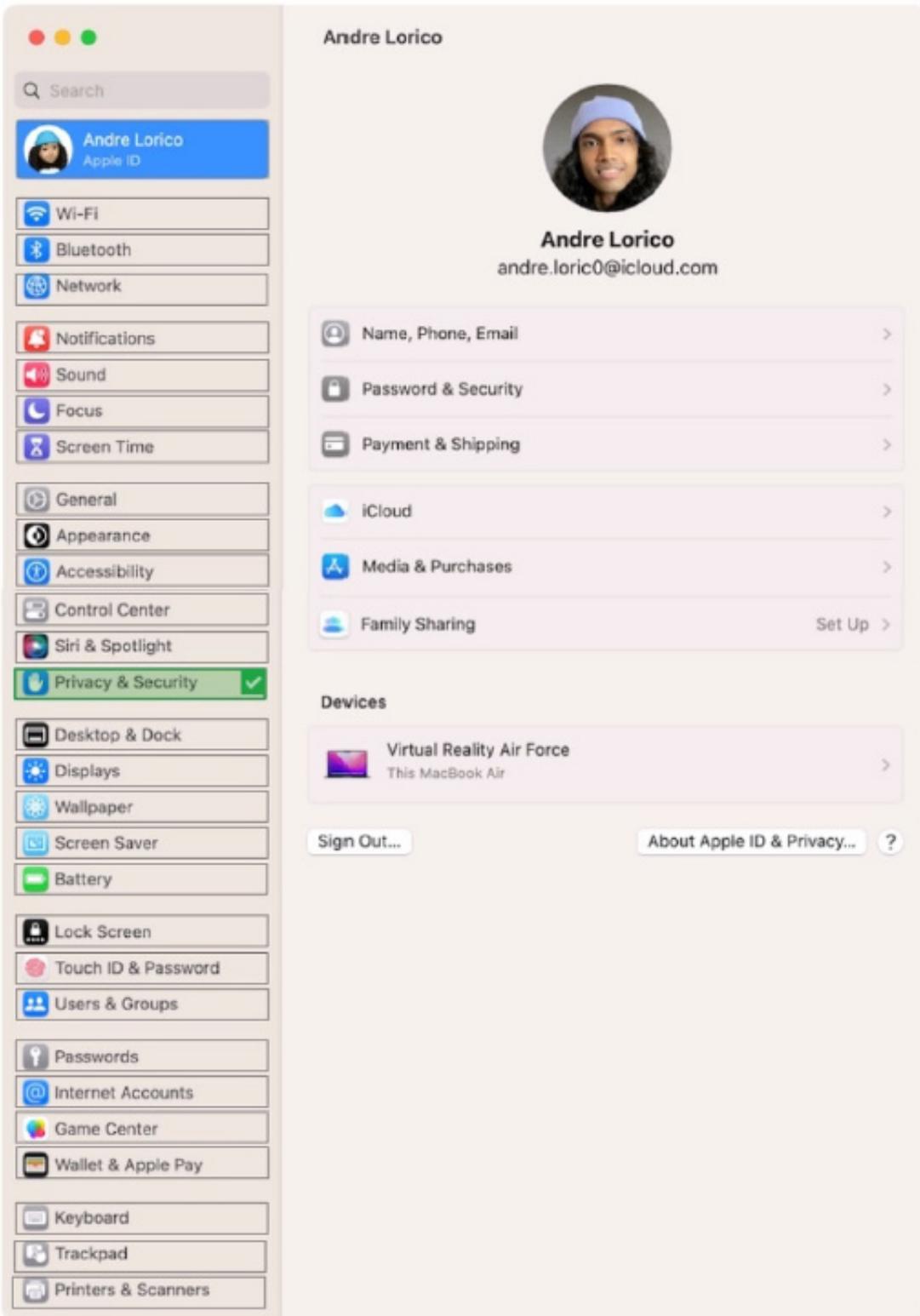
QUESTION 12

Select the setting in the sidebar that you should use to turn on Lockdown Mode.

Hot Area:



Correct Answer:



From the sidebar, click Privacy and Security. Scroll down, click Lockdown Mode, then click Turn On. <https://support.apple.com/en-us/105120#:~:text=From%20the%20sidebar%2C%20click%20Privacy,Mode%2C%20then%20click%20Turn%20On.>

QUESTION 13

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

Hot Area:

Andre Lorico

Andre Lorico
Apple ID

Wi-Fi
Bluetooth
Network

Notifications
Sound
Focus
Screen Time

General
Appearance
Accessibility
Control Center
Siri & Spotlight
Privacy & Security

Desktop & Dock
Displays
Wallpaper
Screen Saver
Battery

Lock Screen
Touch ID & Password
Users & Groups
Passwords
Internet Accounts
Game Center
Wallet & Apple Pay
Keyboard
Trackpad
Printers & Scanners

Andre Lorico
andre.loric0@icloud.com

Name, Phone, Email >
Password & Security >
Payment & Shipping >

iCloud >
Media & Purchases >
Family Sharing Set Up >

Devices

Virtual Reality Air Force
This MacBook Air >

Sign Out... About Apple ID & Privacy... ?

Correct Answer:

Andre Lorico

Andre Lorico
andre.loric0@icloud.com

Name, Phone, Email >

Password & Security >

Payment & Shipping >

iCloud >

Media & Purchases >

Family Sharing Set Up >

Devices

Virtual Reality Air Force
This MacBook Air >

Sign Out... About Apple ID & Privacy... ?

Turn on Find My Mac in iCloud settings so you can locate, lock, or erase your Mac.

On your Mac, choose Apple menu > System Settings, then click [your name] at the top of the sidebar. ... Click iCloud on the right, then click Find My Mac. <https://support.apple.com/guide/findmy-mac/set-up-fmm53101237/mac>

QUESTION 14

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 15

Files App, what storage format does it support?

- A. EX-FAT
- B. NTFS
- C. MS-DOS (FAT)
- D. Mac OS Extended
- E. APFS

Correct Answer: ACDE

Explanation: The Files app is an app that lets you browse, organize, and manage files stored on your device, iCloud Drive, and external storage devices. The Files app supports different storage formats for external storage devices, such as USB drives and SD cards. According to Apple, the supported formats are EX-FAT, MS-DOS (FAT), Mac OS Extended (HFS+), and APFS¹. These formats allow the Files app to read and write files on the external storage devices. The Files app does not support NTFS, which is a format used by Windows. NTFS is not compatible with the Files app, and the Files app can only read files from NTFS-formatted devices, but not write or modify them². To use an NTFS-formatted device with the Files app, you need to reformat it to one of the supported formats using a Mac or PC.

References: Connect external storage devices to iPhone - Apple Support, The Complete Guide to Using External Storage on iOS and iPadOS - Gizmodo

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