

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

Apple Device Support Exam (SUP-2024)

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**QUESTION 1**

How do you start up a Mac with Apple silicon in macOS Recovery?

- A. Turn on or restart the Mac, then immediately press and hold the Shift key as it starts up.
- B. Turn on or restart the Mac, then immediately press and hold Command-R until the Apple logo appears.
- C. With the Mac shut down, press and hold the power button until "Loading startup options" appears.

Correct Answer: C

Explanation: To start up a Mac with Apple silicon in macOS Recovery, you need to access the startup options screen first. This screen lets you choose different startup disks or modes, including macOS Recovery. To get to the startup options screen, you need to shut down your Mac completely, then press and hold the power button until you see "Loading startup options" on the screen. Then, you can click Options and click Continue to enter macOS Recovery<sup>1</sup>. The other options, pressing and holding the Shift key or Command-R, are not valid ways to start up a Mac with Apple silicon in macOS Recovery. These methods work on Intel-based Macs, but not on Macs with Apple silicon<sup>2</sup>.

References: 1 Use macOS Recovery on a Mac with Apple silicon - Apple Support 2 Intro to macOS Recovery - Apple Support

**QUESTION 2**

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 Adapter<sup>1</sup> 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 minutes<sup>2</sup>. 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 models<sup>2</sup>. References: Apple 20W USB-C Power Adapter Apple, Fast charge your iPhone - Apple Support

**QUESTION 3**

ACME, Inc. wants all users to see mounted servers in the Finder by default.

Which terminal command should you use to modify the Finder preferences to display mounted servers?

- A. defaults read com.apple.finder ShowMountedServersOnDesktop true
- B. defaults cat com.apple.finder ShowMountedServersOnDesktop true
- C. defaults write com.apple.finder ShowMountedServersOnDesktop true
- D. defaults append ShowMountedServersOnDesktop com.apple.finder true

Correct Answer: C

Explanation: The terminal command `defaults write com.apple.finder ShowMountedServersOnDesktop true` sets the Finder preference to show mounted servers on the desktop. This is equivalent to checking the box for "Connected Servers" in the Finder settings under the General tab. The other commands are either invalid or do not change the preference value. `defaults read com.apple.finder ShowMountedServersOnDesktop true` reads the current value of the preference, but does not modify it. `defaults cat com.apple.finder ShowMountedServersOnDesktop true` is not a valid command, as `cat` is not a valid subcommand for `defaults`. `defaults append ShowMountedServersOnDesktop com.apple.finder true` appends the value `true` to the preference key `ShowMountedServersOnDesktop`, which is not a valid operation, as the preference value should be a boolean, not a list. References: Apple Device Support Exam Prep Guide, page 11 Change Finder settings on Mac How to show Hard Disk icon on Desktop via Terminal?

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#### QUESTION 4

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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#### QUESTION 5

Which wireless feature allows you to use your iPhone to provide wireless internet access to your Mac without a password?

- A. Preferred Networks
- B. Auto Locations
- C. Instant Hotspot
- D. Carrier Services

Correct Answer: C

Explanation: Instant Hotspot is a wireless feature that allows you to use your iPhone to provide wireless internet access to your Mac without a password. It is one of the Continuity features that Apple provides for its devices. Instant Hotspot uses Wi-Fi, Bluetooth, and iCloud to automatically connect your Mac to your iPhone's cellular internet when Wi-Fi is not available. You just need to click the Wi-Fi icon on your Mac and choose your iPhone from the list of available networks. You don't need to enter a password or set up a Wi-Fi hotspot manually. Instant Hotspot requires a Mac running OS X Yosemite or later and an iPhone with iOS 8.1 or later and a cellular data plan. Both devices must be signed in with the same Apple ID and have Bluetooth and Wi-Fi turned on. References: Share your internet connection from iPhone - Apple Support, How To Tether iPhone Data To A Mac When There's No Wi-Fi Or Internet

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## QUESTION 6

Select three responses.

Which three conditions might require you to enter your passcode instead of using Face ID?

- A. The passcode has been entered incorrectly 5 times.
- B. The device was in sleep for more than 8 hours.
- C. The device has just been turned on or restarted.
- D. The passcode hasn't been used to unlock the device in the last six and a half days and Face ID hasn't unlocked the device in the last 4 hours.
- E. The device hasn't been unlocked for more than 48 hours.

Correct Answer: CDE

Explanation: Face ID is a biometric authentication method that allows you to securely unlock your iPhone or iPad, authenticate purchases, sign in to apps, and more, all with just a glance. However, there are situations where Face ID is not

permitted and you need to enter your passcode instead. According to the Apple Device Support Reference Materials<sup>1</sup>, these situations include:

The device has just been turned on or restarted.

The user hasn't used their passcode or password to unlock their device for 156 hours (six and a half days), and the user hasn't used a biometric to unlock their device in 4 hours.

The device hasn't been unlocked for more than 48 hours.

Therefore, the correct answer is C, D, and E.

References:

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Face ID, Touch ID, passcodes, and passwords

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**QUESTION 7**

What MUST you do before you reach the macOS Recovery options when your Mac with Apple silicon has FileVault or Activation Lock turned on?

- A. Access the Startup Security Utility and enter the administrator's six-digit passcode to unlock the system.
- B. Enter the FileVault recovery key, then select an administrator user account.
- C. Log in using the administrator's Apple ID and two-factor authentication.
- D. Select one of the displayed administrator accounts, then provide the account's password.

Correct Answer: D

Before you can access the macOS Recovery options on a Mac with Apple silicon that has FileVault or Activation Lock turned on, you must first authenticate as an administrator. This is because FileVault and Activation Lock are security features that encrypt your data and prevent unauthorized access to your Mac. To authenticate as an administrator, you need to select one of the displayed administrator accounts on the startup options screen, then enter the account's password. This will unlock the system and allow you to use the macOS Recovery apps and utilities. The other options are not correct. You do not need to access the Startup Security Utility or enter the FileVault recovery key or the Apple ID and two-factor authentication to reach the macOS Recovery options. References: Use macOS Recovery on a Mac with Apple silicon - Apple Support, How to Enter macOS Recovery on an Apple Silicon Mac - MUO

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**QUESTION 8**

What are three reasons that a warning icon might appear in the Security Recommendation window for a password in Passwords settings?

- A. The password hasn't been updated in the last 90 days.
- B. The password is reused on another website.
- C. The password appeared in a data leak.
- D. It's a commonly used password or it's easily guessed.
- E. You have multiple or duplicate passwords listed for the website.

Correct Answer: BCD

Explanation: A warning icon might appear in the Security Recommendation window for a password in Passwords settings if the password meets any of the following criteria: The password is reused on another website. This means that the same password is used for more than one saved password across different domains. This can make the accounts vulnerable to credential-stuffing attacks, where attackers try the same credentials on other services to compromise additional accounts<sup>1</sup>. The password appeared in a data leak. This means that the password has been compromised by a data breach and exposed online. This can allow attackers to access the accounts that use the leaked password or try to guess other passwords based on the leaked one<sup>1</sup>. It's a commonly used password or it's easily guessed. This means that the password is weak and may be easily cracked by an attacker. This can happen if the password uses words found in a dictionary, common character substitutions, patterns found on a keyboard, or repeated sequences. These patterns are often used to create passwords that satisfy minimum password requirements for services, but are

also commonly used by attackers attempting to obtain a password using brute force<sup>1</sup>. References: 1: Password security recommendations

-Apple Support

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## QUESTION 9

Which tool should you use first to troubleshoot Mail connectivity issues in macOS?

- A. Message Viewer
- B. Network Diagnostics
- C. Wireless Diagnostics
- D. Connection Doctor

Correct Answer: D

Explanation: Connection Doctor is a built-in tool in Mail that helps you diagnose and fix problems with your email accounts and connections. It shows the status of each account, whether it is online or offline, and any errors that occurred. It also lets you test the connection to the incoming and outgoing mail servers, and view the details of the connection attempt. Connection Doctor is the first tool you should use when you encounter Mail connectivity issues in macOS, as it can help you identify the source and nature of the problem quickly and easily. References: = Apple Device Support Exam Prep Guide, page 11; [Mail User Guide for Mac], section "Check the status of your email accounts".

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## QUESTION 10

What is the feature that allows you to share your screen in Facetime?

- A. Continuity Camera
- B. Stage Manager
- C. Sidecar
- D. Shareplay

Correct Answer: D

Explanation: Shareplay is the feature that allows you to share your screen in Facetime. It is a new feature introduced in iOS 15 and macOS Monterey that lets you watch, listen, and play together with your friends and family over FaceTime. You can share your screen to show apps, webpages, photos, and more, while seeing and hearing the reactions of others on the call. You can also stream online content from supported apps, such as Apple TV, Disney+, and Spotify, and control the playback and volume for everyone. Shareplay works across iPhone, iPad, Mac, and Apple TV, and you can join or leave the session at any time. To use Shareplay, you need to have a device that meets the minimum system requirements, an Apple ID, and a Wi-Fi or cellular connection. References: SharePlay - Apple, Share your screen in FaceTime on your iPhone or iPad - Apple Support

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## QUESTION 11

Which Wi-Fi authentication settings does Apple recommend for better security for Wi-Fi routers and access points?

- A. WPA3 Personal or WPA Personal
- B. WPA3 Personal or WPA/WPA2
- C. WPA3 Personal or WPA2/WPA3 Transitional
- D. WPA2/WPA3 Transitional or WEP Transitional Security Network

Correct Answer: C

Explanation: According to Apple, the security setting defines the type of authentication and encryption used by your router, and the level of privacy protection for data transmitted over its network. WPA3 Personal is the newest, most secure protocol currently available for Wi-Fi devices. It works with all devices that support Wi-Fi 6 (802.11ax), and some older devices. WPA2/WPA3 Transitional is a mixed mode that uses WPA3 Personal with devices that support that protocol, while allowing older devices to use WPA2 Personal (AES) instead. This mode offers better security and compatibility than WPA2 Personal (AES) alone, and avoids the weak security and performance of WEP and WPA/WPA2 modes. References: Recommended settings for Wi-Fi routers and access points - Apple Support

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## QUESTION 12

ACME, Inc. allows users to lock sensitive and private notes they keep on their iPad devices.

Select two responses.

Which two authentication methods can they use to lock a note in the Notes app?

- A. PIN code
- B. Apple ID password
- C. Device passcode
- D. Secure token
- E. Notes password

Correct Answer: CE

Explanation: These are the correct answers because these are the two authentication methods that users can use to lock a note in the Notes app on their iPad devices. Users can choose to use their device passcode or a custom password for each Notes account. If they use their device passcode, they can also use Face ID or Touch ID to access their locked notes. If they use a custom password, they have to enter it on all devices where they are signed in with the same Apple ID. Users can also switch between the two methods in the Settings app. To lock or unlock a note, users have to tap the three-dotted More button and choose the Lock option, or tap the Lock icon in the top toolbar.

References: Lock your notes on iPhone - Apple Support (CA), How to lock individual Apple Notes using your iPhone's passcode - Inverse

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## QUESTION 13

You use Apple Watch 6 to track your physical activity and health metrics, but you have some trouble seeing the screen and using the watch controls.

Which iPhone feature can you use to help you see and operate Apple Watch more easily?

- A. Apple Watch Mirroring
- B. Ask Siri
- C. Voice Over
- D. Audio Descriptions

Correct Answer: A

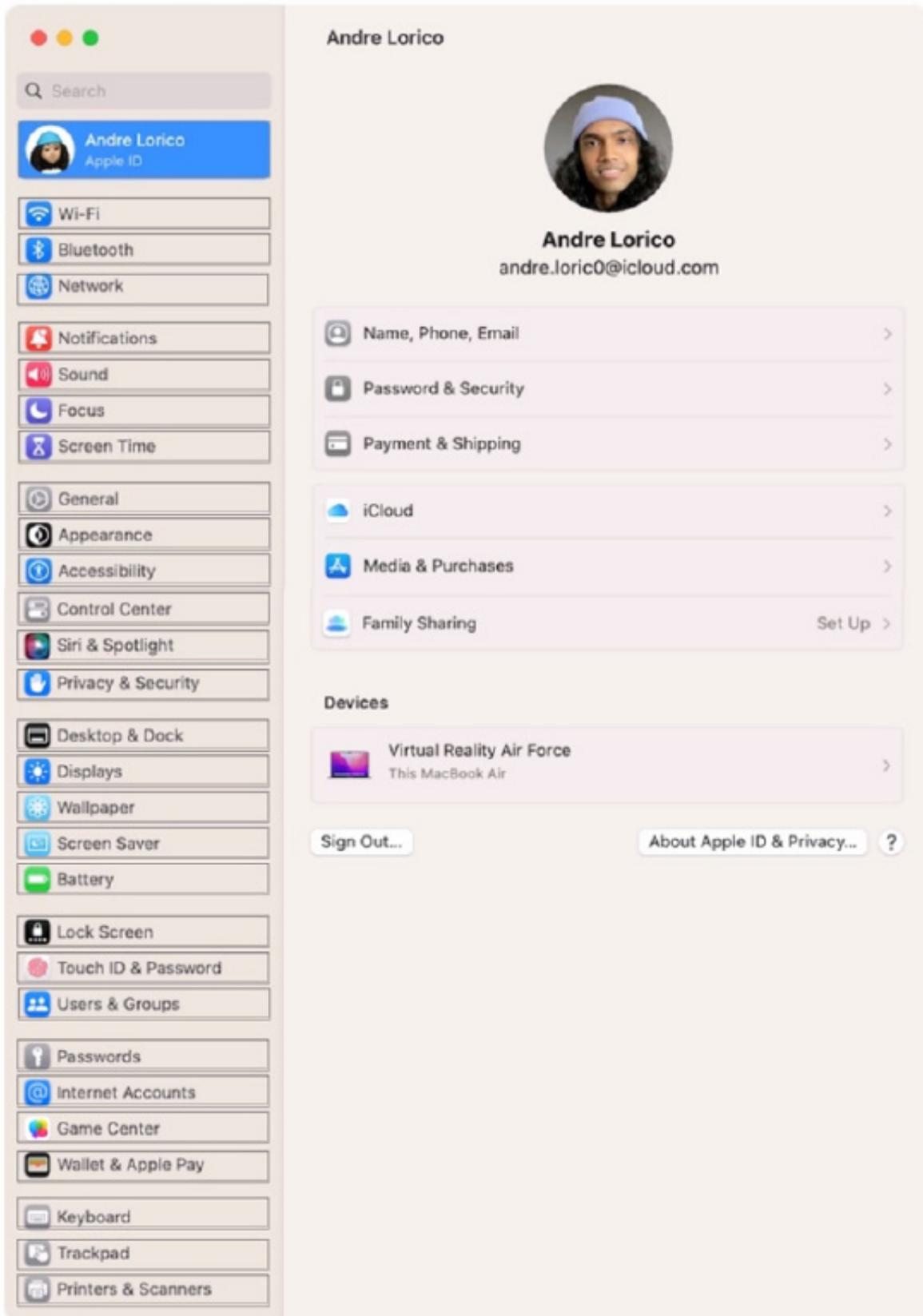
Explanation: Reference Mode is a display mode for professional content creation workflows, like color grading, editing, and content review, where accurate colors and consistent image quality are critical. Reference Mode enables the 12.9-inch iPad Pro with Liquid Retina XDR display to deliver reference 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

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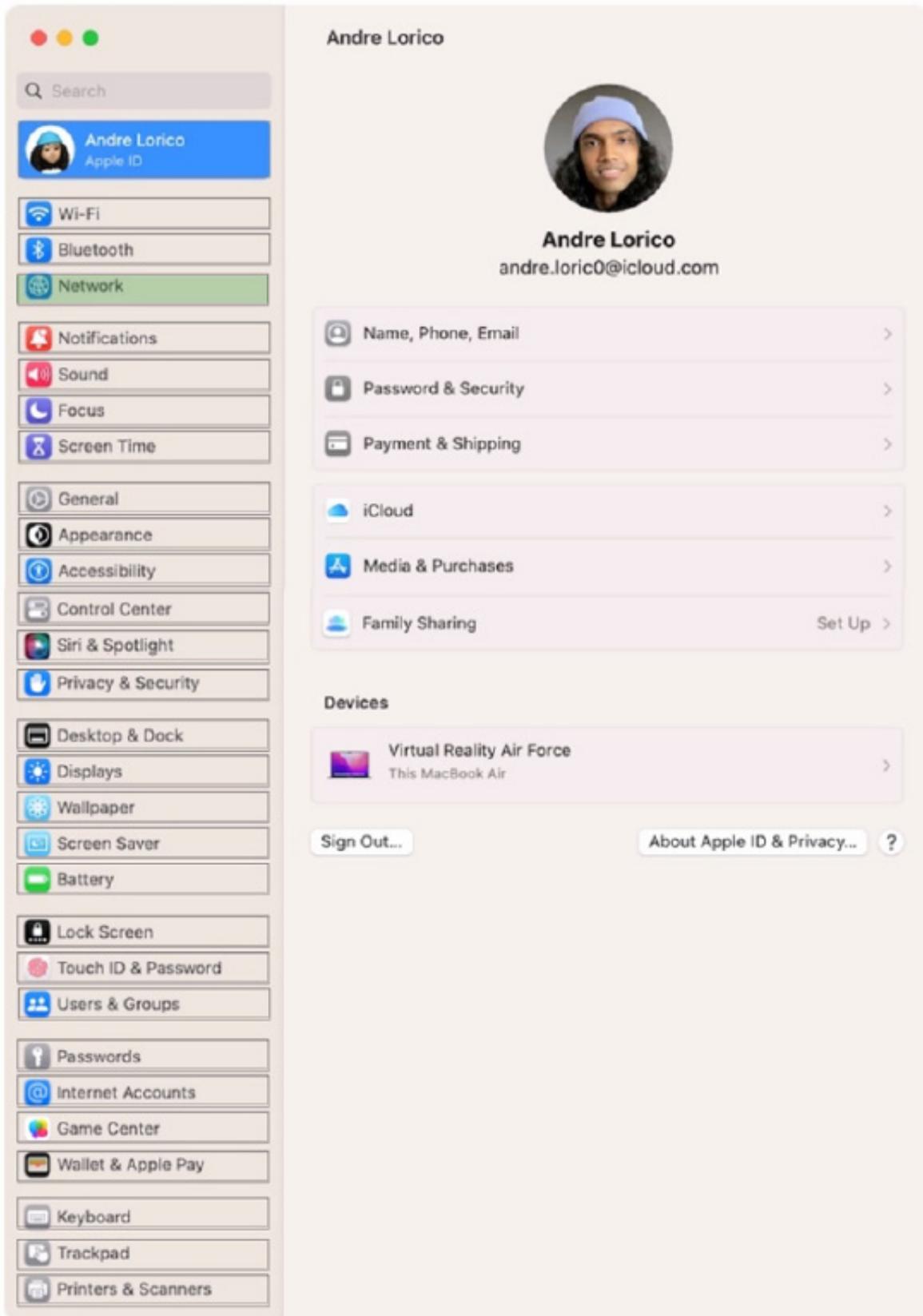
## QUESTION 14

Where can you add a VPN configuration in macOS?

Hot Area:



Correct Answer:



System Settings > Network > VPN and Filters > Add VPN Configuration

## QUESTION 15

### 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

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