Vendor: Apple

Exam Code:APPLE-DEVICE-SUPPORT

Exam Name: Apple Device Support Exam (SUP-2024)

Version: Demo

QUESTION 1

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 Materials1, 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:

Face ID, Touch ID, passcodes, and passwords

QUESTION 2

ACME, Inc.\\'s administrators are planning to switch to an eSIM exclusive environment. Users are upgrading their iPhone with models that support ONLY eSIM.

Which feature MUST ACME\\'S carrier support so that users can seamlessly continue to use their lines with eSIM-only iPhone models?

A. eSIM Plan Transfer

B. eSIM Quick Transfer

C. eSIM Convert

D. eSIM Carrier Transfer

Correct Answer: B

Explanation: eSIM Quick Transfer is a feature that allows users to transfer their phone number from their previous iPhone to their new iPhone without contacting their carrier. This feature also enables users to convert their physical SIM to an eSIM on the same iPhone, if their carrier supports it. eSIM Quick Transfer is supported by some carriers and worldwide service providers, and requires both iPhones to be signed in with the same Apple ID, unlocked, nearby with Bluetooth turned on, and running iOS 16 or later. eSIM Quick Transfer is the most convenient and seamless way for users to continue using their lines with eSIM-only iPhone models. References: About eSIM on iPhone - Apple Support How to transfer eSIM to new iPhone: 4 Ways explained! How to set up or transfer an eSIM on iPhone - XDA Developers

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QUESTION 3

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

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QUESTION 4

Select two.

What methods can you use to lock notes in the Notes app?

A. Custom Notes Password

B. PIN

C. Apple ID password

D. Mac Login Password

E. Face ID

Correct Answer: AE

Explanation: In the Notes app, you can lock notes to protect your sensitive information. You can access your locked notes using your device passcode or a custom password. If you have multiple Notes accounts, you choose the locking method for each account (for example, your iCloud account). You can also use Face ID or Touch ID to access your locked notes, if you enable this option in the settings. To lock notes with a custom password, you need to go to Settings > Notes > Password, choose an account, and tap Use Custom Password. To lock notes with Face ID, you need to go to Settings > Notes > Password, choose an account, and turn on Face ID. To lock or unlock a note, you need to tap the More button and then tap the Lock icon. You can also lock or unlock all notes in the Notes app by tapping the Lock icon in the bottom toolbar. References: Lock your notes on iPhone - Apple Support, How to Lock Your Secrets in the Notes App (and Why You Should) - Lifehacker

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QUESTION 5

Which iPadOS feature should you configure to hide your personal email in the Mail app while you\\'re at work?

A. Do Not Disturb

B. Focus filter

C. Shortcut automation

D. Focus schedules

Correct Answer: B

Explanation: Focus filter is a feature in iPadOS that allows you to customize your notifications and home screen based on what you want to focus on. You can create different focus modes for different scenarios, such as work, personal, sleep, or gaming. When you enable a focus mode, you can choose which apps and people can notify you, and which home screen pages you want to see. You can also use Hide My Email with a focus mode to keep your personal email address private in the Mail app. Hide My Email lets you create unique, random email addresses that forward to your real email account, so you can send and receive emails without revealing your real email address. To use Hide My Email with a focus mode, you need to do the following: Create a focus mode for work in Settings > Focus. Tap the plus icon and choose Work, then customize the settings as you like. You can also set a schedule or location for your focus mode to turn on automatically. Subscribe to iCloud+ and enable Hide My Email in Settings > Apple ID > iCloud > Hide My Email. Tap Create New Address to generate a random email address, and choose a label and a forwarding address for it. You can also create more addresses as needed. Open the Mail app and tap the Compose button. Tap the From field and select Hide My Email. Choose the random email address you created for work. Type your email as normal and send it. The recipient will see the random email address instead of your real one. When you receive an email to your random email address, you can reply using the same address. The Mail app will automatically use Hide My Email when you reply to an email that was sent to a random email address. To manage your random email addresses, go to Settings > Apple ID > iCloud > Hide My Email. You can deactivate, reactivate, or delete any address you created. You can also change the label, the forwarding address, or the signature for each address. References: = Use Hide My Email in Mail on iPad; Use Focus on iPad; Apple Device Support Exam Prep Guide, page 9.

QUESTION 6

What does Find My use to locate lost or missing devices?

A. Bluetooth

B. Cellular Data

C. Built in trackers

D. Wi-Fi

Correct Answer: A

Explanation: Find My uses Bluetooth signals from nearby Apple devices to locate lost or missing devices, even when they\\'re offline. This feature is called Find My network, and it creates a secure and anonymous network of hundreds of millions of Apple devices that can help find each other. When you mark your device as lost, it sends out a secure Bluetooth beacon that can be detected by other Apple devices nearby. Those devices relay the location of your device to iCloud so you can see it on a map. Find My network respects your privacy and does not reveal any personal information or location data to anyone. Find My also uses Wi-Fi and cellular data to locate devices that are online and have Location Services enabled. References: Find My network overview - Apple Support, Locate a device in Find My on iPhone - Apple Support

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QUESTION 7

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 12.9inch 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 8

How many times can you enter your iPhone passcode wrong before your account is disabled?

A. Five

B. Ten

C. Three

D. Six

Correct Answer: B

Explanation: You can enter your iPhone passcode wrong up to ten times before your account is disabled. After six failed attempts, your iPhone will be disabled for one minute. After seven attempts, it will be disabled for five minutes. After eight attempts, it will be disabled for 15 minutes. After nine attempts, it will be disabled for 60 minutes. After ten attempts, it will be disabled until you connect it to a computer and restore it using iTunes or Finder12. References: = If you forgot your iPhone passcode - Apple Support; What to do when your iPhone is disabled | Tom\\'s Guide.

QUESTION 9

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 10

Which Find My feature is available ONLY on MacBook models with Apple silicon?

A. Notify When Found

B. View Location

C. Remote Erase

D. Notify When Left Behind

Correct Answer: D

Explanation: Notify When Left Behind is a Find My feature that is available only on MacBook models with Apple silicon. This feature alerts you when you leave your Mac behind in an unfamiliar location, such as a cafe or a hotel. You can also set exceptions for places where you don\\'t want to receive notifications, such as your home or office. Notify When

Left Behind requires a Mac with Apple silicon and an iPhone or iPad with iOS 15 or iPadOS 15 or later. References: = Apple Support - Manuals, Find My User Guide, Notify When Left Behind; Apple - Support - Manuals, Set up Touch ID on iPad; How to use the new Notify When Left Behind feature in iOS 15.

QUESTION 11

Which folders normally appear at the root level of the storage volume in the Finder on a Mac?

A. Applications, Documents, System, and Users

B. Library, Network, System, and Volumes

C. Documents, Library, System, and Users

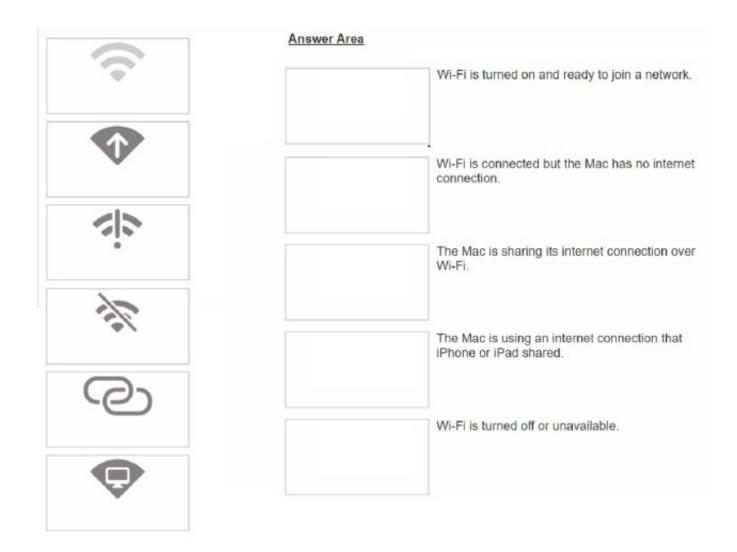D. Applications, Library, System, and Users

Correct Answer: D

Explanation: This is the correct answer because these are the four folders that normally appear at the root level of the storage volume in the Finder on a Mac. The root level is the topmost level of the filesystem hierarchy, denoted by /. The Applications folder contains all the applications installed on the Mac, the Library folder contains system and user preferences, the System folder contains the operating system files, and the Users folder contains the home folders of each user account. These folders are essential for the functioning and organization of the Mac, and they should not be modified or deleted without a good reason. References: Access the Root Directory in Mac OS X in 4 Ways Quickly, Unix filesystem -Wikipedia, Working with APFS Volume Groups | Carbon Copy Cloner - Bombich

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QUESTION 12

Match the Wi-Fi menu bar 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

	Wi-Fi is turned on and ready to join a network.
	Wi-Fi is connected but the Mac has no internet connection.
	The Mac is sharing its internet connection over Wi-Fi.
	The Mac is using an internet connection that iPhone or iPad shared.
	Wi-Fi is turned off or unavailable.

Correct Answer:

Wi-Fi is turned on and ready to join a network.

Wi-Fi is connected but the Mac has no internet connection.

The Mac is sharing its internet connection over Wi-Fi.

The Mac is using an internet connection that iPhone or iPad shared.

Wi-Fi is turned off or unavailable.