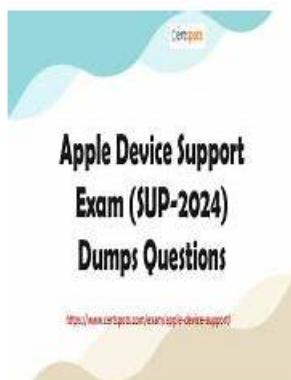


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Apple Apple-Device-Support Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Managing eSIMs and Cellular Data: This section of the exam covers setting up eSIM on iPhone and managing a transfer from a SIM to eSIM on iPhone.
Topic 2	<ul style="list-style-type: none">Identifying Mac User Accounts: This section of the exam covers identifying and locating default folders for a local account on a Mac.
Topic 3	<ul style="list-style-type: none">iCloud and Continuity: This section of the exam covers describing iCloud and Continuity. It also covers defining the MDM manages Continuity settings and how to troubleshoot Continuity by using Wireless Diagnostics. It covers creating an iCloud backup for a managed iPhone or iPad.
Topic 4	<ul style="list-style-type: none">Troubleshooting Apple Devices: This section of the exam describes the console, disk utility, and describing activity monitor.
Topic 5	<ul style="list-style-type: none">Protecting Data: This section of the exam covers bypassing the code on a managed device that has Activation Lock turned on. It also covers storing and accessing credentials such as passkeys and managed devices.
Topic 6	<ul style="list-style-type: none">Mobile Device Management: This section of the exam covers describing the difference between a personal Apple ID and a Managed Apple ID.
Topic 7	<ul style="list-style-type: none">Installation and Setup: This section of the exam covers moving to a new iPhone, iPad, or Mac; it covers identifying whether a Setup Assistant screen on an iPhone, iPad, or Mac is skipped due to MDM. Moreover, it covers the installation and updating the iOS, iPadOS, or macOS systems.
Topic 8	<ul style="list-style-type: none">Describing Accessibility Features on Apple Devices: This section of the exam covers describing VoiceOver, Zoom, and Switch Control accessibility features.
Topic 9	<ul style="list-style-type: none">Managing Apple Device Security: This section covers recognizing the differences between kernel and system extensions, recognizing how Apple protects macOS from malware, and explaining Gatekeeper technology and runtime protection in macOS.
Topic 10	<ul style="list-style-type: none">Managing Storage: This section of the exam covers managing data storage on Mac systems and optimizing storage on iPhones or iPads.

Apple Device Support Exam Sample Questions (Q157-Q162):

NEW QUESTION # 157

What's the first action you should try when an app is unresponsive?

- A. Force the app to quit and reopen it
- B. Contact the developer
- C. Update iOS or iPadOS

Answer: A

NEW QUESTION # 158

A user migrated to their new iPhone using a Mac backup of their old iPhone. The user reports their Health and Activity data is missing. Why is the Health and Activity data missing?

- A. The user restored from an unencrypted backup.

- B. The user deselected Health and Activity data when they backed up their iPhone.
- C. The user deselected Health and Activity data when they restored their backup.
- D. Health and Activity data isn't backed up when backing up to a computer.

Answer: A

Explanation:

Health and Activity data on an iPhone is sensitive and tied to the Health app, which includes information like steps, workouts, and medical records. When backing up an iPhone to a Mac, this data is included only if the backup is encrypted. An encrypted backup, created using a password in Finder (macOS Catalina and later) or iTunes (older macOS versions), securely stores Health and Activity data alongside other sensitive information like saved passwords. If the user restored from an unencrypted backup, Health and Activity data would not be included, as unencrypted backups exclude this data by design for privacy reasons.

- * Option A is incorrect because the backup process doesn't allow selective exclusion of Health and Activity data during creation; it's an all-or-nothing inclusion with encryption.
- * Option B is incorrect because Health and Activity data is backed up to a computer if the backup is encrypted.
- * Option D is incorrect because the restore process doesn't offer an option to deselect specific data types like Health and Activity; the backup either includes it (if encrypted) or doesn't (if unencrypted). This behavior is consistent across iOS versions, including iOS 18 in 2025. For official confirmation, refer to Apple's support article "What does iCloud back up?" (support.apple.com/HT207428) and "Back up iPhone using your Mac" (support.apple.com/HT201352), which note that Health data requires encryption.

NEW QUESTION # 159

Which macOS and iPadOS feature lets you use your iPad to extend or mirror the display on your Mac?

- A. Universal Control
- B. **Sidecar**
- C. Stage Manager
- D. Screen Sharing

Answer: B

Explanation:

Sidecar is a feature that lets you use your iPad as a display that extends or mirrors your Mac desktop. You can use Sidecar to work with different apps on the different screens, use the same app on both screens, or mirror the screens so that they show the same content. You can also use your Apple Pencil to draw, edit, or mark up documents on your iPad while seeing the updates live on your Mac. Sidecar requires macOS 10.15 or later and iPadOS 13 or later on supported models. You can use Sidecar wirelessly or with a USB cable. To use Sidecar, you need to select your iPad from the Display menu in Control Center or the menu bar on your Mac, or from the AirPlay menu on macOS Catalina. You can also use the sidebar and the Touch Bar on your iPad to access common Mac controls and app-specific commands. The other options are not the correct answer, as they have different functions or are not available on macOS and iPadOS.

* Universal Control is a feature that lets you use a single keyboard, mouse, or trackpad to control your Mac and iPad, with the iPad showing its own Home Screen and apps rather than the desktop and apps of your Mac. You can also drag and drop content between your devices. Universal Control requires macOS Monterey or later and iPadOS 15 or later on supported models.

* Screen Sharing is a feature that lets you remotely view or control another Mac or share your Mac screen with others over the internet. You can use Screen Sharing to help someone with a problem, collaborate on a project, or access your files and apps. Screen Sharing requires macOS 10.14 or later on both Macs, and an Apple ID or a local network connection.

* Stage Manager is not a feature on macOS or iPadOS. It is a feature on watchOS 8 or later that lets you control the camera and microphone on your iPhone from your Apple Watch. You can use Stage Manager to take photos, record videos, zoom in and out, adjust the exposure, mute the sound, and switch between the front and back cameras on your iPhone. References:

- * Apple Device Support Exam Prep Guide, page 6
- * Use an iPad as a second display for a Mac
- * Use iPad as a second display for your Mac
- * Sidecar: Turn an iPad Into a Secondary Mac Display
- * Use Universal Control on your Mac and iPad
- * Share the screen of another Mac
- * [Use Stage Manager on your Apple Watch]

NEW QUESTION # 160

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 6s
- B. iPhone SE (3rd generation)
- C. iPhone X
- D. iPhone8
- E. iPhone SE (2nd generation)
- F. iPhone7

Answer: A,F

NEW QUESTION # 161

What should you do if an app on your iPhone stops responding?

- A. Delete the app, then redownload from the App Store.
- B. Force the app to close and reopen the app.
- C. Restart the device.
- D. Reset all settings.

Answer: B

Explanation:

If an app on your iPhone stops responding, closes unexpectedly, or won't open, one of the possible solutions is to force the app to close and reopen the app. This can help clear any temporary issues that may cause the app to malfunction. To force the app to close, you need to swipe up from the bottom of the screen until all running app cards appear, then swipe up on the app card to quit the app. To reopen the app, you need to tap the app icon on the Home Screen or in the App Library. The other options are not recommended as the first steps to troubleshoot an unresponsive app, as they may have unwanted consequences or not address the root cause of the problem.

* Deleting the app and redownloading it from the App Store may result in losing data that was stored in the app, and it may not fix the problem if the app is incompatible with your device or software version.

* Resetting all settings will erase all your customized settings, such as network, privacy, accessibility, and general preferences, and restore them to the default values. This may not fix the problem if the app is corrupted or has a bug.

* Restarting the device may help resolve some minor glitches, but it may not fix the problem if the app is conflicting with another app or service, or if the app needs an update. References:

* Apple Device Support Exam Prep Guide, page 9

* If an app on your iPhone or iPad stops responding, closes unexpectedly, or won't open

NEW QUESTION # 162

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