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Apple Device Support Exam (SUP-2024)

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Apple Apple-Device-Support Exam Syllabus Topics:

Topic	Details
Topic 1	Managing Apps: This section of the exam covers describing improved Calendar permissions and troubleshooting unresponsive apps on iPhone, iPad, or Mac.
Topic 2	Managing Storage: This section of the exam covers managing data storage on Mac systems and optimizing storage on iPhones or iPads.
Topic 3	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 4	Identifying Mac User Accounts: This section of the exam covers identifying and locating default folders for a local account on a Mac.
Topic 5	Describing Accessibility Features on Apple Devices: This section of the exam covers describing VoiceOver, Zoom, and Switch Control accessibility features.
Topic 6	Managing Device Networking: Connect iPhone, iPad, or Mac to a secure organization Wi-Fi network.

Apple Device Support Exam Sample Questions (Q156-Q161):

NEW QUESTION # 156

Which two locations are app preference files typically stored on a Mac?

- A. /Library/Preferences
- B. -/Library/Logs
- C. -/Library/Preferences
- D. /Users/Preferences
- E. /Library/Application Support/Preferences

Answer: A,C

NEW QUESTION # 157

Scenario

Andre created a Keynote presentation on his iPad that he wants to access on the desktop of his MacBook Air.

Select the setting in the sidebar that Andre should turn on to access iCloud Drive on his Mac.

Answer Area



Answer:

Explanation:

Answer Area



NEW QUESTION # 158

Which IP address might indicate a DHCP issue?

- A. 10.0.1.17
- B. 172.27.13.47
- C. 192.168.17.12
- D. 169.254.47.72

Answer: D

Explanation:

An IP address that starts with 169.254 is called a link-local address. It is assigned by the operating system when the DHCP client cannot contact a DHCP server to obtain a valid IP address. This may indicate a problem with the DHCP server, the network connection, or the DHCP client configuration. A link-local address is not routable and cannot communicate with devices outside the local network segment. References: = Troubleshoot problems on the DHCP server, Windows 10 not getting IP address from DHCP, Fix duplicate IP address conflicts on a DHCP network, DHCP client may fail to obtain a DHCP-assigned IP address, Setting IP Address Using DHCP Server

NEW QUESTION # 159

You're ready to transfer a sysdiagnose from your iPad to your Mac.

Where in System Settings can you locate the log file on iPad?

- A. Analytics > Analytics Data
- B. Privacy & Security > Analytics & Improvements > Analytics Data

- C. Logging > Debug Logging
- D. General > Analytics & Improvements > Analytics Data

Answer: B

NEW QUESTION # 160

Use this image to answer the question.



How do you get to this screen on iPhone?

- A. Press and hold the side button, then drag the Emergency Call slider to call emergency services.
- B. Press the side button then one of the volume buttons. The Emergency Call slider appears.
- **C. Press and hold the side button and one of the volume buttons until the Emergency SOS slider appears.**
- D. Rapidly press the volume up button five times. The Emergency Call slider appears.

Answer: C

Explanation:

The image shows the Emergency SOS screen on an iPhone, which allows you to quickly call emergency services and access your Medical ID. To get to this screen, you need to press and hold the side button and one of the volume buttons until the Emergency SOS slider appears. This works on iPhone 8 and later models. If you continue holding the buttons, a countdown will begin and an alert will sound. At the end of the countdown, your iPhone will automatically call emergency services. Alternatively, you can swipe right on the Emergency SOS slider to call emergency services immediately. You can also tap the Medical ID button to view or share your medical information, or the cancel button to exit the screen. References: 1 Use Emergency SOS on your iPhone - Apple Support 2 How to trigger Emergency SOS on your iPhone (and shut it off) - iMore

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