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Apple Apple-Device-Support Exam Syllabus Topics:

Topic	Details
Topic 1	Managing Device Networking: Connect iPhone, iPad, or Mac to a secure organization Wi-Fi network.
Topic 2	Identifying Mac User Accounts: This section of the exam covers identifying and locating default folders for a local account on a Mac.

Topic 3	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 4	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 5	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 6	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 7	Managing Apps: This section of the exam covers describing improved Calendar permissions and troubleshooting unresponsive apps on iPhone, iPad, or Mac.
Topic 8	Managing Storage: This section of the exam covers managing data storage on Mac systems and optimizing storage on iPhones or iPads.
Topic 9	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	Describing Accessibility Features on Apple Devices: This section of the exam covers describing VoiceOver, Zoom, and Switch Control accessibility features.

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Apple Device Support Exam Sample Questions (Q20-Q25):

NEW QUESTION # 20

Match the Apple Configurator actions 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.

Answer Area

Revive	Erase All Content and Settings		Unresponsive devices may be recovered and user data may be retained
Restore	Update		Allows you to update apps, the version of the operating system, or both
Prepare	Restart		Reinstalls the latest version of the operating system and all content on the device is erased
Blueprints			Maintains the version of the operating system and all content on the device is erased
			Adds a device to Apple School Manager or Apple Business Manager, or supervises the device

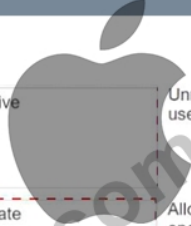


Answer:

Explanation:

Answer Area

Revive	Erase All Content and Settings	Revive	Unresponsive devices may be recovered and user data may be retained
Restore	Update	Update	Allows you to update apps, the version of the operating system, or both
Prepare	Restart	Restore	Reinstalls the latest version of the operating system and all content on the device is erased
Blueprints		Erase All Content and Settings	Maintains the version of the operating system and all content on the device is erased
		Restart	Adds a device to Apple School Manager or Apple Business Manager, or supervises the device



Explanation

A screenshot of a computer Description automatically generated

Revive	Unresponsive devices may be recovered and user data may be retained
Update	Allows you to update apps, the version of the operating system, or both
Restore	Reinstalls the latest version of the operating system and all content on the device is erased
Erase All Content and Settings	Maintains the version of the operating system and all content on the device is erased

A close up of a text Description automatically generated

Restart	Adds a device to Apple School Manager or Apple Business Manager, or supervises the device
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NEW QUESTION # 21

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

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

Answer: B

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".

NEW QUESTION # 22

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 Control-X keys
- **B. Press the Esc key**

- C. Type Exit and Press the Return key
- D. Press the Q key

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

NEW QUESTION # 23

Where can you enable the FileVault key on MacOS?

Answer Area



Answer:

Explanation:

Answer Area



Explanation

System settings > Privacy & Security > FileVault

NEW QUESTION # 24

A user can't open an app on their iPhone. Which two methods help them open the app? (Select two.)

- A. Tap and hold the app, then choose Relaunch from the shortcut menu.
- **B. Force the app to close and reopen.**
- C. Edit Location Access settings for the app.
- **D. Delete the app, then redownload it.**
- E. Correct errors in Settings > Apps > [app name].

Answer: B,D

Explanation:

- * A: Force close (swipe up from App Switcher) and reopen refreshes the app.
- * D: Delete and reinstall (from App Store) fixes corruption.
- * Option B: No "Settings > Apps" path exists on iOS.

* Option E: Location settings don't fix opening issues. References: Apple Support - "If an app stops responding" (support.apple.com/HT201398).

NEW QUESTION # 25

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