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Apple Device Support Exam Preparation Guide



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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">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 3	<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 4	<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.
Topic 5	<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 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">Managing Apps: This section of the exam covers describing improved Calendar permissions and troubleshooting unresponsive apps on iPhone, iPad, or Mac.
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 Device Networking: Connect iPhone, iPad, or Mac to a secure organization Wi-Fi network.

Apple Device Support Exam Sample Questions (Q200-Q205):

NEW QUESTION # 200

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

Answer: A,B

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

NEW QUESTION # 201

What are Pencil Model 2 compatible with?

- A. iPad Pro 12.9-inch (3rd generation and later)
- B. Pad mini (6th generation)
- C. iPad Pro 11-inch (1st generation and later)
- D. iPad Air (4th generation and later)

Answer: A,B,C,D

NEW QUESTION # 202

Where can you enable the FileVault key on MacOS?

Answer Area



Answer:

Explanation:

Answer Area



Explanation:

System settings > Privacy & Security > FileVault

NEW QUESTION # 203

Use this image to answer the question.



How do you get to this screen on iPhone?

- A. Rapidly press the volume up button five times. The Emergency Call slider appears.
- 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. Press and hold the side button, then drag the Emergency Call slider to call emergency services.

Answer: C

NEW QUESTION # 204

Scenario

Melody's Mac has multiple printers configured.

Where in System Settings should you go to determine if her printers were configured manually or by an MDM solution?

- A. Printers & Scanners > Advanced
- **B. Privacy & Security > Profiles**
- C. Printers > Advanced
- D. General > Sharing > Printer Sharing

Answer: B

Explanation:

To determine if Melody's printers were configured manually or by an MDM solution, you should go to Privacy & Security > Profiles in System Settings. This is where you can see the profiles that are installed on the Mac, which may include printer settings. If there are any profiles that contain the Printing or AirPrint payload, then the printers were configured by an MDM solution. Otherwise, the printers were configured manually by the user or an administrator. References: Printing MDM payload settings for Apple devices - Apple Support, AirPrint MDM payload settings for Apple devices - Apple Support, Intro to mobile device management profiles - Apple Support

NEW QUESTION # 205

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