

# APPLE-DEVICE-SUPPORT<sup>Q&As</sup>

Apple Device Support Exam (SUP-2024)

**Pass Apple APPLE-DEVICE-SUPPORT Exam with  
100% Guarantee**

Free Download Real Questions & Answers **PDF** and **VCE** file from:

<https://www.leads4pass.com/apple-device-support.html>

100% Passing Guarantee  
100% Money Back Assurance

Following Questions and Answers are all new published by Apple  
Official Exam Center

-  **Instant Download** After Purchase
-  **100% Money Back** Guarantee
-  **365 Days** Free Update
-  **800,000+** Satisfied Customers



## QUESTION 1

Select two responses.

Which two ways can you use to reset a FileVault password on a Mac?

- A. Authenticator app
- B. Using a trusted device
- C. Recovery key
- D. SMS verification code
- E. iCloud account and password

Correct Answer: CE

Explanation: FileVault is a feature that encrypts the data on your Mac's startup disk, making it more secure. To unlock your Mac, you need to enter your account password or a recovery key. A recovery key is a 28-character code that is generated when you turn on FileVault. You can choose to store it in iCloud or write it down and keep it in a safe place. An iCloud account and password can also be used to reset your FileVault password, if you enabled this option when you turned on FileVault. The other options, authenticator app, using a trusted device, and SMS verification code, are not valid ways to reset a FileVault password on a Mac. References: 1 Use FileVault to encrypt the startup disk on your Mac Apple Support 2 Reset a macOS User Password - Kandji 3 How to unlock your Mac with its Recovery Key and FileVault active - Macworld

---

## QUESTION 2

Select Three.

When do you need your Passcode to Enable Face ID?

- A. You updated your phone.
- B. After five attempts to recognize a face unsuccessfully.
- C. You haven't unlocked the phone using a passcode for more than 48 hours.
- D. Your phone has been in sleep mode for the last 8 hours.
- E. You haven't unlocked your phone in more than 2 days.

Correct Answer: ABE

Explanation: According to the Apple Device Support Reference Materials, you need your passcode to enable Face ID when:

You have just turned on or restarted your device by force restart or automatically after an OTA software update<sup>1</sup>.

Your device has failed to match a face for 5 times<sup>1</sup>. You haven't unlocked your device for more than 48 hours<sup>1</sup>. The other two options, C and D, are not correct because they are based on incorrect or incomplete information. The correct

condition for option C is that 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<sup>1</sup>. The correct condition for option D is that your device has received a

remote lock command<sup>1</sup>. References: 1: Use Face ID on your iPhone or iPad Pro - Apple Support, Section "Require a passcode".

---

### QUESTION 3

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 Materials<sup>1</sup>, 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 4

Scenario

Nisha's iPad doesn't charge. She's using the original Apple power adapter and cable that came with her iPad.

Select three responses.

Which three troubleshooting steps should you try to resolve this issue?

- A. Force restart her iPad.
- B. Make sure that the device isn't too hot or too cold.
- C. Try charging with a different power adapter and cable.
- D. Back up the device, then erase all content and settings.
- E. Enable Optimized Battery Charging in the iPad settings.

Correct Answer: ABC

Explanation: According to the Apple Device Support Reference Materials, the three troubleshooting steps that you should try to resolve the issue of iPad not charging are: Force restart the iPad. This can help clear any software glitches that may prevent the iPad from recognizing the power source or charging properly<sup>12</sup>. The steps to force restart the iPad depend on whether it has a Home button or not<sup>1</sup>. Make sure that the device isn't too hot or too cold. Extreme temperatures can affect the battery performance and charging ability of the iPad<sup>13</sup>. The iPad should be kept within the acceptable operating temperatures of 0° to 35°C (32° to 95°F)<sup>3</sup>. Try charging with a different power adapter and cable. The power adapter and cable may be damaged or incompatible with the iPad, causing the charging issue<sup>14</sup>. It is recommended to use the original Apple power adapter and cable that came with the iPad, or other Apple-certified accessories<sup>4</sup>. The other two options, D and E, are not relevant or helpful for resolving the charging issue. Backing up the device and erasing all content and settings may be useful for other issues, such as storage or performance problems, but not for charging problems<sup>5</sup>. Enabling Optimized Battery Charging is a feature that helps extend the battery lifespan by reducing the time that the iPad spends fully charged. It does not affect the charging speed or ability of the iPad. References: 1: Fix issues with charging - Apple Support 2: iPad won't charge, Try these tips to fix it - Geeky Gadgets 3: iPad not charging: 6 solutions - 9to5Mac 4: How to fix an iPad that won't charge: 8 troubleshooting tips - Macworld 5: Erase all content and settings from iPad - Apple Support : About Optimized Battery Charging on your iPhone, iPad, and iPod touch - Apple Support

## QUESTION 5

You are trying to connect a podcast mic to your mac. You go into Sounds, but the mic isn't appearing as an option. Where else can you check to see if the mic is properly connected to your mac?

- A. System Information > Hardware
- B. System Information > Devices
- C. System Settings > Printers and Devices
- D. System Settings > Hardware

Correct Answer: A

Explanation: System Information > Hardware is the place where you can check to see if your podcast mic is properly connected to your Mac. System Information is an app that shows detailed information about your Mac hardware, software, and network. You can access System Information from the Utilities folder in the Applications folder, or by choosing About This Mac from the Apple menu and clicking System Report. Under the Hardware section, you can find information about your audio devices, such as the manufacturer, model, and connection type. If your podcast mic is connected to your Mac, it should appear under the Audio section. If it does not appear, you may need to troubleshoot the connection or try a different port or cable<sup>12</sup>. References: = Apple - Support - Manuals, macOS User Guide, System Information; How do I connect a microphone to my MacBook? | ZDNET.

[APPLE-DEVICE-SUPPORT  
PDF Dumps](#)

[APPLE-DEVICE-SUPPORT  
Study Guide](#)

[APPLE-DEVICE-SUPPORT  
Exam Questions](#)