

APPLE-DEVICE-SUPPORT^{Q&As}

Apple Device Support Exam (SUP-2024)

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QUESTION 1

What other sharing settings may prevent Screen Sharing from being turned on?

- A. Remote Login
- B. Media Sharing
- C. Remote Management
- D. Remote Apple Events

Correct Answer: C

Explanation: Screen Sharing is a feature that allows you to view and control the screen of another Mac on your network. However, Screen Sharing cannot be turned on if Remote Management is already enabled on your Mac. Remote Management is a more advanced feature that allows you to remotely manage Mac computers in a commercial or business environment. Remote Management and Screen Sharing are compatible with Virtual Network Computing (VNC), but they cannot be used at the same time. To turn on Screen Sharing, you need to turn off Remote Management first in the Sharing settings of System Settings¹². The other sharing settings, such as Remote Login, Media Sharing, and Remote Apple Events, do not affect Screen Sharing and can be turned on or off independently. References: Turn Mac screen sharing on or off - Apple Support, Share the screen of another Mac - Apple Support

QUESTION 2

How do you reset the printing system from Printers and Scanners settings on a Mac?

- A. Control-click the printer, then choose Reset Printing System from the shortcut menu.
- B. Choose Printer Setup Utility > Reset printing system.
- C. Select all items, move them to the Trash, and refresh the screen.
- D. Select all the printers in the Printers list, then click Delete (-).

Correct Answer: A

Explanation: Resetting the printing system on a Mac can resolve problems such as print jobs stuck in the queue, connection issues, and incomplete driver setups. This process deletes all printers from your list of printers, deletes information about all completed print jobs, and deletes all printer presets. All printers and scanners must be set up again after completing the reset. To reset the printing system, you need to control-click the printer in the Printers list on the right, then choose Reset Printing System from the shortcut menu. You will be prompted to confirm that you want to reset your entire printing system. References: Reset the printing system on your Mac to solve a problem, HP printers - Reset the printing system (macOS)

QUESTION 3

Which app should you configure to get live image descriptions of your surroundings on iPhone?

- A. Camera

B. Magnifier

C. Scanner

D. Settings

E. Photos

Correct Answer: B

Explanation: Magnifier is an app that lets you use your iPhone as a magnifying glass to zoom in on objects and text. You can also use Magnifier to scan your surroundings and receive live image descriptions of the scenes and people detected in the camera view. You can customize the settings for image descriptions to receive text or speech feedback. To use Magnifier, you need to enable it in Settings > Accessibility > Magnifier¹. References: Receive image descriptions of your surroundings in Magnifier on iPhone, Apple Support.

QUESTION 4

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

A. Contact the developer

B. Force the app to quit and reopen it

C. Update iOS or iPadOS

Correct Answer: B

Explanation: The first action you should try when an app is unresponsive is to force the app to quit and reopen it. This can help resolve temporary issues that may cause the app to freeze, crash, or not respond to your inputs. To force the app to quit, swipe up from the bottom of the device. If your device has a home button, double press that instead. This will bring up a carousel of all the open windows on your device. Swipe left or right to find the app that you want to quit. Swipe up on the app's preview to close it. Then, tap the app icon on the Home screen to reopen it and see if it works as expected. References: If an app on your iPhone or iPad stops responding ... - Apple Support

QUESTION 5

How to put an iPhone in recovery mode?

A. -Quickly press and release the Volume Up button.

B. -Quickly press and release the Volume Down button.

C. -Press and hold the Side (or Power) button until the Recovery Mode screen appears. Keep holding the button even when the Apple logo appears; release it only when the Recovery Mode screen is visible.

Correct Answer: ABC

Explanation: According to the Apple Device Support Reference Materials, the steps to put an iPhone in recovery mode are:

Plug your iPhone in to your computer using your USB to Lightning cable¹. On a Mac with macOS Catalina or later, open the Finder. On a Mac with macOS Mojave or earlier, or on a PC, open iTunes¹.

Quickly press and release the Volume Up button, then quickly press and release the Volume Down button, and then press and hold the Side (or Power) button until the recovery mode screen pops up². It won't happen instantly, so hang on

for at least 15 seconds or so before you try it again².

Locate your device on your computer and choose the option to Update or Restore¹.

These steps apply to all iPhones manufactured since 2017, including iPhone 8 or later, iPhone SE (2nd and 3rd generations), and iPhone 12 or later². For older models, such as iPhone 7 or earlier, the steps may vary slightly¹.

References: 1:

If you can't update or restore your iPhone or iPod touch - Apple Support 2: How to put your iPhone or iPad into recovery mode | iMore

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