

APPLE-DEVICE-SUPPORT^{Q&As}

Apple Device Support Exam (SUP-2024)

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QUESTION 1

Use this image to answer the question.



What should you do if you forgot your passcode and your iPhone is disabled?

- A. Put your iPhone in recovery mode, then connect it to your Mac or PC to restore it.
- B. Force shutdown your iPhone and wait 10 seconds, then turn it back on.
- C. Wait until the Forgot Passcode? message appears, then follow the instructions.
- D. Connect your iPhone to your Mac, then use Apple Configurator to revive the device.

Correct Answer: A

Explanation: If you forgot your passcode and your iPhone is disabled, you need to erase your iPhone and set it up again. The only way to do this is to put your iPhone in recovery mode and connect it to a computer with iTunes or Finder. This

will erase all your data and settings, including the passcode, and install the latest version of iOS or iPadOS on your iPhone. You can then restore your data and settings from a backup, if you have one, or set up your iPhone as a new

device.

To put your iPhone in recovery mode, you need to follow these steps:

Make sure that your iPhone is not connected to your computer, then turn it off completely.

Press and hold the correct button for your iPhone model while connecting it to your computer. For iPhone 8 and later, use the side button. For iPhone 7 and 7 Plus, use the volume down button. For iPhone 6s and earlier, use the home button.

Keep holding the button until you see the recovery mode screen on your iPhone, then release the button. The recovery mode screen shows a cable and a computer icon.

On your computer, open iTunes or Finder and locate your iPhone. You should see a message that says there is a problem with your iPhone that requires it to be updated or restored.

Choose Restore to erase your iPhone and install the latest software. This may take some time, so do not disconnect your iPhone until the process is complete. After your iPhone is restored, you can set it up again using the onscreen

instructions. You can choose to restore from a backup or set up as a new device. References: = If you forgot your iPhone passcode; Apple Device Support Exam Prep Guide, page 8.

QUESTION 2

You are using Apple Configurator for Mac to restore an iPad backup and notice that the restore process is taking longer than you expect. Which menu option should you choose to see current activity in Apple Configurator?

- A. View > Activity
- B. View > Show Status Bar
- C. Actions > Open Activity
- D. Window > Activity

Correct Answer: D

Explanation: To view Apple Configurator activity, such as when Apple Configurator connects to the internet to obtain specific information, you should choose Window > Activity from the menu bar. This will open a separate window that shows the current and recent activities, such as restoring a backup, preparing a device, or downloading software updates. You can resize the window to the size you want and close it when you are done. The other menu options are not related to viewing activity in Apple Configurator. View > Activity is not a valid menu option in Apple Configurator. View > Show Status Bar toggles the visibility of the status bar at the bottom of the Apple Configurator window, which shows the number of connected devices and the available disk space. It does not show the activity of Apple Configurator. Actions > Open Activity is not a valid menu option in Apple Configurator. References: Apple Device Support Exam Prep Guide, page 9 View log messages and activity in Apple Configurator Apple Configurator User Guide for Mac

QUESTION 3

Match the macOS library resources listed on the left to the descriptions on the right by dragging responses to the correct target areas. Responses may be used once, more than once, or not at all.

Select and Place:

Application Support		Answer Area		Contains resources for sandboxed apps
Frameworks				Processes that need to start up only when a user is logged in
Keychains				Includes ancillary data that an app needs, such as help files or templates
LaunchAgents	•			Repositories of shared code that different parts of the operating system or apps use
Containers	•			Securely stores sensitive information, including passwords, certificates, keys, Safari AutoFill information, and notes
Services	•			

Correct Answer:

		Answer Area		
		Application Support		Contains resources for sandboxed apps
		LaunchAgents		Processes that need to start up only when a user is logged in
	•	Containers		Includes ancillary data that an app needs, such as help files or templates
	•	Frameworks		Repositories of shared code that different parts of the operating system or apps use
	•	Keychains		Securely stores sensitive information, including passwords, certificates, keys, Safari AutoFill information, and notes
Services				

QUESTION 4

How should you force your Mac to reinitialize a peripheral device's connection and reload any peripheral-specific drivers?

- A. Connect the peripheral to a USB hub.
- B. Unplug and reconnect the peripheral.
- C. Unplug other devices on the same bus.
- D. Connect the peripheral to another Mac.

Correct Answer: B

Explanation: According to the Apple Device Support Reference Materials, one of the basic troubleshooting steps for peripheral devices is to unplug and reconnect the device¹. This can force the Mac to reinitialize the connection and reload any device-specific drivers. Other options, such as connecting the peripheral to a USB hub, unplugging other devices on the same bus, or connecting the peripheral to another Mac, may not necessarily reinitialize the connection or reload the drivers, and may introduce other issues or complications. References: 1: Apple Device Support Reference Materials, Section 2.3.1, "Basic Troubleshooting Steps".

QUESTION 5

What's required to use Migration Assistant with two installed?

- A. Wi-Fi must be on and the Mac computers
- B. Must be placed near each other
- C. Mac computers with the same version of macOS

Correct Answer: A

Explanation: Migration Assistant is a tool that allows you to transfer your data, apps, and settings from one Mac to another. To use Migration Assistant with two Macs, you need to have Wi-Fi turned on and the Macs must be near each other. You also need to update the software on both Macs, if possible, and turn off any antivirus, firewall, or VPN software that might interfere with the transfer. You can then launch Migration Assistant on both Macs and follow the onscreen instructions to select the source and destination Macs, choose the content to transfer, and start the migration process. References: Transfer to a new Mac with Migration Assistant - Apple Support, How to Use Migration Assistant to Move Files from One Mac to Another

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