



Vendor: Apple

Exam Code: SUP-2025

Exam Name: Apple Device Support Exam

Version: DEMO

QUESTION 1

A user migrated to their new iPhone using a Mac backup of their old iPhone. The user reports their Health and Activity data is missing. Why is the Health and Activity data missing?

- A. The user deselected Health and Activity data when they backed up their iPhone.
- B. Health and Activity data isn't backed up when backing up to a computer.
- C. The user restored from an unencrypted backup.
- D. The user deselected Health and Activity data when they restored their backup.

Answer: C

QUESTION 2

Which feature isn't available with a Managed Apple Account?

- A. iCloud Keychain
- B. iCloud Drive
- C. News
- D. Health

Answer: D

QUESTION 3

A user reports that the keyboard on their Mac needs replacement. They say about 10 keys on the right side of the keyboard are producing incorrect characters when pressed. What is the most likely explanation?

- A. Game Mode is active.
- B. Mouse Keys is active.
- C. The keyboard needs replacement.
- D. Sticky Keys is active.

Answer: C

QUESTION 4

Where can you view the amount of memory that apps are using?

- A. Console
- B. Apple Diagnostics
- C. System Information
- D. Activity Monitor

Answer: D

QUESTION 5

Which accessibility feature enlarges text on the screen when you move the pointer over it?

- A. VoiceOver
- B. Zoom
- C. Pointer Control

D. Hover Text

Answer: D

QUESTION 6

How can you enlarge the view on your Mac using an accessibility feature?

- A. Use Increase Transparency.
- B. Use Zoom.
- C. Use Assistive Touch.
- D. Use Magnifier.

Answer: B

QUESTION 7

Safari profiles aren't syncing between a user's Mac and iPhone. What should you verify on the user's devices to resolve this issue?

- A. Profile syncing is turned on for the Apple Account.
- B. Safari extensions are turned on in the iCloud section of Apple Account settings.
- C. Safari is turned on in the iCloud section of Apple Account settings.
- D. Private Relay is turned on in the iCloud section of Apple Account settings.

Answer: C

QUESTION 8

Which of these steps should you complete if your iPad fails to back up to iCloud?

- A. Ensure that you're signed in with your Managed Apple Account.
- B. Confirm that Bluetooth is turned on.
- C. Verify that enough space is available in your iCloud storage.
- D. Verify that your iPad has a device passcode and is unlocked.

Answer: C

QUESTION 9

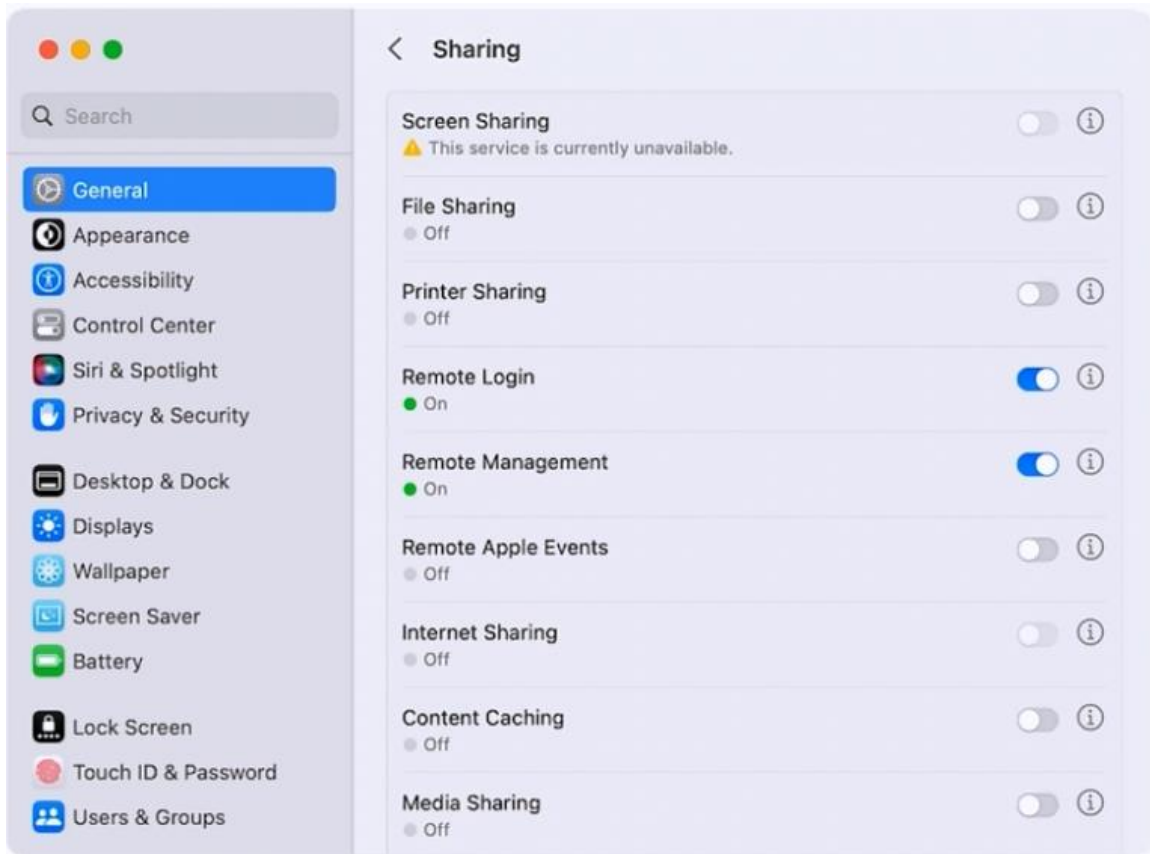
Which of these actions should you take if an alert appears after you install a system extension?

- A. Open System Information to notarize the extension.
- B. Contact the developer for extension support.
- C. Use Migration Assistant to update the extension to be compatible with the current version of macOS.
- D. Start up the Mac in safe mode, and reinstall the extension.

Answer: B

QUESTION 10

Use this image to answer the question.



Why is the screen sharing service disabled with the message "This service is currently unavailable"?

- A. TCP and UDP ports 5900 are currently blocked on this network.
- B. An internet connection is currently unavailable.
- C. Screen sharing is being controlled by the remote management service.
- D. Screen sharing is being controlled by the remote login service.

Answer: C

QUESTION 11

Where in Settings can you review configuration profiles?

- A. General > Privacy & Security
- B. Profiles > Remote Management
- C. General > VPN & Device Management
- D. Privacy & Security > Profiles

Answer: C

QUESTION 12

Drag and Drop Question

Match the Wi-Fi menu bar icons 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.

		<u>Answer Area</u>	
			Wi-Fi is turned on and ready to join a network.
			Wi-Fi is connected but the Mac has no internet connection.
			The Mac is sharing its internet connection over Wi-Fi.
			The Mac is using an internet connection that iPhone or iPad shared.
			Wi-Fi is turned off or unavailable.

Answer:

	<u>Answer Area</u>	
		Wi-Fi is turned on and ready to join a network.
		Wi-Fi is connected but the Mac has no internet connection.
		The Mac is sharing its internet connection over Wi-Fi.
		The Mac is using an internet connection that iPhone or iPad shared.
		Wi-Fi is turned off or unavailable.

QUESTION 13

Which type of information can you review in System Information?

- A. Analytics data that was sent to Apple
- B. Results after running System Diagnostics
- C. Results after running Apple Diagnostics
- D. Results from Crash Reports

Answer: C

QUESTION 14

What must you do to start Apple Diagnostics? (Image of macOS startup options)

- A. Press and hold Option-D.
- B. Press and hold Command-Option-D.
- C. Press and hold Command-D.
- D. Press and hold Shift-D.

Answer: C

QUESTION 15

Several managed apps used for work collaboration disappeared from a user-owned iPhone. Which user action would cause this?

- A. Resetting network settings
- B. Unenrolling from the organization's MDM solution
- C. Releasing the device from Apple Business Manager
- D. Signing out of their personal Apple Account

Answer: B

QUESTION 16

Which two of these conditions are required to automatically sync Safari profiles between devices? (Select two.)

- A. Devices use complex passwords.
- B. Devices are signed in with the same Apple Account.
- C. Safari is turned on in the iCloud section of Apple Account settings.
- D. Private Browsing is turned off.
- E. "Website tracking: Prevent cross-site tracking" is turned on.

Answer: BC

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