



Vendor: Apple

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Exam Name: Apple Device Support Exam

Version: DEMO

QUESTION 1

Which macOS privacy setting allows an app to detect mouse input system wide?

- A. System Settings
- B. Accessibility
- C. Bluetooth
- D. Input Monitoring

Answer: D

Explanation:

Input Monitoring is the macOS privacy setting that allows an app to monitor input from the keyboard, mouse, or trackpad system-wide. Accessibility can let apps control the Mac or interact with the UI, but detecting input across the system specifically belongs to Input Monitoring.

QUESTION 2

Which of these do you do to create a System Diagnostics report?

- A. In Activity Monitor, click the Information button, and choose System Diagnostics from the pop-up menu.
- B. In Console, click the "System diagnostic options" button, and choose System Diagnostics from the pop-up menu.
- C. In Console, go to View > run System Diagnostics.
- D. In Activity Monitor, go to View > Run System Diagnostics.

Answer: A

Explanation:

On Mac, a System Diagnostics report can be created from Activity Monitor by using the Information button and choosing System Diagnostics. Console is mainly for viewing logs, not the standard place to generate this report.

QUESTION 3

Which of these states must an iPhone be in to automatically back up to iCloud?

- A. Bluetooth turned on and unlocked
- B. Signed in to a Managed Apple Account and locked
- C. Connected to Wi-Fi and locked
- D. Updated to the latest iOS version and charging

Answer: C

Explanation:

For automatic iCloud Backup, iPhone must be locked and connected to Wi-Fi. Apple also commonly notes that the device should be connected to power.

QUESTION 4

Which two actions can be performed by a standard account on a Mac? (Choose two.)

- A. Create other user accounts.
- B. Use installed applications.
- C. Turn on FileVault encryption.
- D. Install macOS software updates.

E. Reset user passwords.

Answer: BD

Explanation:

A standard user can use apps already installed on the Mac. Apple also states that on macOS 12.3 or later, any local user can authorize incremental software updates or upgrades. Creating users, resetting passwords, and generally enabling FileVault are administrator-level actions.

QUESTION 5

Which of these issues can you evaluate with Wireless Diagnostics on Mac?

- A. Network time protocol values out of sync with network
- B. Misconfigured DNS entries
- C. Frequent application crashes.
- D. Difficulty loading web pages

Answer: D

Explanation:

Wireless Diagnostics evaluates Wi-Fi connectivity and network-related symptoms, including problems where web pages load slowly or fail to load. It is not intended for app crash analysis, NTP troubleshooting, or general DNS configuration management.

QUESTION 6

How can a system report help when you contact Apple Support?

- A. It automatically reports damaged hardware components before you call.
- B. It grants Apple Support remote access to your Mac.
- C. It encrypts all user data and uploads it to iCloud for Apple to review.
- D. You can send it to assist the support technician with system configuration details.

Answer: D

Explanation:

A system report contains detailed information about the Mac's hardware, software, network, and system configuration. Apple Support can use it to better understand the Mac's setup when troubleshooting. It doesn't automatically diagnose all hardware damage, grant remote access, or upload encrypted user data to iCloud.

QUESTION 7

Which of these actions should you take if an error occurs while restoring your device from an iCloud backup?

- A. Restart the device in DFU mode.
- B. Turn off Find My before you try to restore.
- C. Try to restore on a different Wi-Fi network.
- D. Sign out of your Apple Account on the device.

Answer: C

Explanation:

Restoring from an iCloud backup depends on a stable internet connection. Apple recommends checking Wi-Fi and trying a different Wi-Fi network if restore problems continue. DFU mode, signing out, or turning off Find My don't address an iCloud backup restore error.

QUESTION 8

How can you view which System Services use location data on a Mac?

- A. Use the Location Access tab in Apple Diagnostics.
- B. Click the Details button in Privacy & Security > Location Services.
- C. Review Location Services logs in your device management service.
- D. Filter for system location calls in the Console app.

Answer: B

Explanation:

On Mac, System Settings > Privacy & Security > Location Services includes a Details button for System Services. This lets you view and manage which system services can use location data.

QUESTION 9

Where can you save a recovery diagnostics file? (Choose the best answer.)

- A. /Users/Shared
- B. Macintosh Data
- C. External storage
- D. /var/root/Documents

Answer: C

Explanation:

Apple states that a recovery diagnostics file created in macOS Recovery should be saved to an external storage device. The internal volumes or system folders are not the intended save location.

QUESTION 10

How does the USB section of a system report help you diagnose accessory problems?

- A. It shows whether Mac recognizes connected USB hardware.
- B. It provides automatic repair options for USB drivers.
- C. It lists active and past warranty claims for the accessory.
- D. It shows only storage devices, not other USB accessories.

Answer: A

Explanation:

The USB section in a Mac system report lists USB devices detected by the Mac. This helps confirm whether the accessory is recognized at the hardware/system level, which is useful when diagnosing connection or accessory issues.

QUESTION 11

Where on iPhone can you find installed configuration profiles?

- A. Settings > About > Tracking
- B. Settings > General > VPN & Device Management
- C. Settings > Tracking
- D. Settings > Profiles > App Settings

Answer: B

Explanation:

On iPhone, installed configuration profiles are found in Settings > General > VPN & Device Management. If no profiles are installed, this section may not show profile details.

QUESTION 12

You can use Console to _____ to help diagnose performance problems.

- A. Analyze reallocation of memory to struggling apps
- B. Note cache clearing and service restarts that are triggered by the system
- C. Block background processes that overuse CPU
- D. Review log data for apps that unexpectedly quit

Answer: D

Explanation:

Apple states that Console lets you review system, app, and diagnostic logs to identify errors, patterns, or anomalies, including causes of apps unexpectedly quitting and performance issues. Console is for reviewing logs, not reallocating memory or blocking CPU-heavy processes.

QUESTION 13

What's a difference between an iPhone backup to iCloud and an iPhone backup to Mac?

- A. A backup to iCloud doesn't occur wirelessly if the iPhone is connected to power. A backup to Mac requires a direct connection to power.
- B. A backup to iCloud stores device settings and app organization. A backup to Mac includes local system files.
- C. A backup to iCloud doesn't store health and activity data. A backup to Mac includes app settings and content.
- D. A backup to iCloud excludes device data already synced to iCloud. A backup to Mac includes nearly all device data.

Answer: D

Explanation:

Apple states that iCloud Backup includes information and settings that aren't already synced to iCloud. A backup to a Mac can include nearly all device data and settings, especially when encrypted.

QUESTION 14

A user is experiencing network issues. The network administrator requested that you send them a network report. Which Mac app should you use to analyze the Wi-Fi connection to the network?

- A. Activity Monitor
- B. Directory Utility
- C. Wireless Diagnostics
- D. Network Utility

Answer: C

Explanation:

Wireless Diagnostics is the Mac app designed to analyze Wi-Fi connections and create a detailed network/Wi-Fi diagnostic report. Activity Monitor shows resource usage, Directory Utility manages

directory services, and Network Utility is not the correct tool for generating a Wi-Fi network report.

QUESTION 15

Which Activation Lock type should be used on a user-owned device that is managed through User Enrollment?

- A. User-linked Activation Lock
- B. Automatic Activation Lock
- C. Organization-linked Activation Lock
- D. Managed Activation Lock

Answer: A

Explanation:

For a user-owned device, Activation Lock remains tied to the user's personal Apple Account through Find My. Organization-linked Activation Lock is for organization-owned devices in Apple Business or Apple School Manager, not BYOD/User Enrollment scenarios.

QUESTION 16

You connect your Mac to Wi-Fi at a coffee shop. Before you can access the internet, you must accept terms and conditions through a web portal. Which of these Wi-Fi network types commonly uses web portals for access?

- A. Private
- B. Captive
- C. Public
- D. Guest

Answer: B

Explanation:

A captive Wi-Fi network requires users to complete an action—such as accepting terms, signing in, or entering payment information—through a web portal before internet access is allowed. This is common in coffee shops, hotels, airports, and other public locations.

QUESTION 17

Why would you use recovery mode with the Finder on Mac to update an iPad?

- A. To preserve user data and settings while reinstalling iPadOS
- B. To unlock the iPad without credentials
- C. To remove device supervision and reset enrollment
- D. To erase all data and install a clean version of iPadOS

Answer: A

Explanation:

In recovery mode, Finder gives the option to Update or Restore. Update reinstalls iPadOS while trying to preserve the user's data and settings. Restore erases the device and installs a clean version of iPadOS.

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