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**Exam** : **Apple Device Support**

**Title** : Apple Device Support Exam  
(SUP-2024)

**Version** : DEMO

1.ACME, Inc.'s administrators are planning to switch to an eSIM exclusive environment. Users are upgrading their iPhone with models that support ONLY eSIM. Which feature MUST ACME'S carrier support so that users can seamlessly continue to use their lines with eSIM-only iPhone models?

- A. eSIM Plan Transfer
- B. eSIM Quick Transfer
- C. eSIM Convert
- D. eSIM Carrier Transfer

**Answer: B**

2.Which tool should you use first to troubleshoot Mail connectivity issues in macOS?

- A. Message Viewer
- B. Network Diagnostics
- C. Wireless Diagnostics
- D. Connection Doctor

**Answer: D**

3.Where should you go in macOS to limit AirPlay Receiver ONLY to devices signed in to your Apple ID?

- A. Go to System Settings > General > AirDrop & Handoff, then select Current User for the "Allow AirPlay for" option.
- B. Open the AirPlay app from the Utilities folder, then select Current User for the "Allow AirPlay for" option.
- C. Go to System Settings > Privacy & Security, then select Apple ID for the "Allow AirPlay for" option.
- D. Go to System Settings, then select Apple ID for the "Allow AirPlay for" option in the Sharing settings.

**Answer: A**

4.How should you schedule an email to send in Mail on iPhone?

- A. Tap Settings > Mail > Schedule and configure the send date and time.
- B. Touch and hold the mail body and configure the send date and time.
- C. Touch and hold the send button and set the send date and time.
- D. Tap the calendar icon in the mail menu bar and configure the send date and time.

**Answer: C**

5.How many incorrect password attempts does a Managed Apple ID allow before you're locked out of the account?

- A. Seven
- B. Five
- C. Three
- D. Ten

**Answer: B**