



Apple-Device-Support Practice Questions

Shared by Nicholson on 12-10-2026

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Question 1

Question Type: MultipleChoice

Which four storage formats can the Files app read and write to on iPhone and iPad devices?

Options:

- A- MS-DOS (FAT)
- B- Mac OS Extended (HFS+)
- C- NTFS
- D- APFS
- E- ExFAT
- F- ZFS

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Answer:

A, B, D, E

Question 2

Question Type: MultipleChoice

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

Options:

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

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Answer:

D

Question 3

Question Type: MultipleChoice

Which wireless feature allows you to use your iPhone to provide wireless internet access to your Mac without a password?

Options:

- A- Preferred Networks
- B- Auto Locations
- C- Instant Hotspot
- D- Carrier Services

Answer:

C

Question 4

Question Type: MultipleChoice

Where do you go to tell if an iPad has an MGM solution installed?

Options:

- A- Privacy & Security > Device Management
- B- General > Profiles & Device Management
- C- Privacy & Security > Analytics & Improvements
- D- General > VPN & Device Management

Answer:

B

Question 5

Question Type: MultipleChoice

Which Wireless Diagnostics window should you use to see a live view of current Wi-Fi signal strength, quality, and rate?

Options:

- A- Logs
- B- Diagnostics
- C- Performance
- D- Monitor

Answer:

C

Question 6

Question Type: MultipleChoice

You're ready to transfer a sysdiagnose from your iPad to your Mac.

Where in System Settings can you locate the log file on iPad?

Options:

- A- Logging > Debug Logging
- B- General > Analytics & Improvements > Analytics Data
- C- Privacy & Security > Analytics & Improvements > Analytics Data
- D- Analytics > Analytics Data

Answer:

C

Question 7

Question Type: MultipleChoice

A user is experiencing network issues on their Mac. The network administrator requests that you send them a network report. Which Mac app should you use to give the network administrator a network report?

Options:

- A- Console

- B- Network Utility
- C- Wireless Diagnostics
- D- Wi-Fi Utility

Answer:

C

Question 8

Question Type: MultipleChoice

Why doesn't the latest iOS release appear in Settings > General > Software Update on an iPhone?

Options:

- A- MDM is managing software updates and upgrades.
- B- Lockdown Mode is turned on.
- C- There isn't enough local storage for the upgrade.
- D- The Wi-Fi network was configured by MDM.

Answer:

A

Question 9

Question Type: MultipleChoice

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

Options:

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

Answer:

C

Question 10

Question Type: MultipleChoice

A user began an AirDrop transfer. The user left before the transfer completed. What change can you make in Settings so future transfers can complete?

Options:

- A- Go to General > AirDrop, then turn on Use Cellular (or Mobile) Data.
- B- Go to General > AirPlay & Continuity, then turn on Handoff.
- C- Go to General > AirDrop, then turn on Bringing Devices Together.
- D- Go to VPN > Disconnect, then restart the transfer.

Answer:

A

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