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Apple Service Fundamentals Exam

Apple SVC-19A

Version Demo

Total Demo Questions: 10

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QUESTION NO: 1

When servicing devices with embedded batteries, your primary concern should be for your own safety and those around you. Which of the following considerations are workstation requirements when servicing these devices? (Choose two.)

A. Keep paper at least 1 feet (0.3m) away.

B. Keep 8 to 10 cups of water within arms reach.

C. Always wear safety glasses when performing repair work.

D. Ensure there is a water or an ABC/CO2 fire extinguisher nearby.

E. Keep combustible materials away from the work area.

ANSWER: C E

QUESTION NO: 2

What requirements are needed for iCloud to automatically back up an iOS device each day? (Choose two.)

A. The device has two-factor authentication turned on.

B. The device is powered off.

C. The device is updated to latest iOS.

D. The device is connected to a power source.

E. The device's screen is locked.

ANSWER: D E

Explanation:

Reference: https://support.apple.com/en-us/HT203977

QUESTION NO: 3

Which of the following summarizes a customer's concerns without simply repeating what the customer said?

A. evaluating

B. listening

C. reflecting

D. parroting

ANSWER: C

Explanation:

Reference: https://www.counsellingconnection.com/index.php/2009/07/21/encouragers-paraphrasing-and-summarising/

QUESTION NO: 4

You are in the process of isolating a customer issue and have ruled out an environmental or educational cause. You suspect the issue is with the device.

If the issue is with the device software, which of the following are possible causes? (Choose three.)

A. Sleep/Wake button

B. Faulty video board

C. Third-party software

D. User-installed data such as images or documents

E. The operating system

F. Damaged display

G. User installed parts

ANSWER: C D E

QUESTION NO: 5

Lew is not certain that his Apple ID is working correctly in macOS. Which of the following methods would allow Lew to verify that he is using his correct Apple ID in macOS?

A. Open System Preferences, click iCloud, and verify that the account is signed in.

B. Click the Apple menu, select Apple ID, and ensure that Lew's Apple ID is listed.

C. Open the Apple ID pane in System Preferences.

D. Go to the My Apple ID page (appleid.apple.com) and verify the account is signed in.

ANSWER: A

Explanation:

Reference: https://appletoolbox.com/how-to-sign-in-and-sign-out-of-icloud-on-macos-catalina/

QUESTION NO: 6 - (DRAG DROP)

DRAG DROP

has an Apple Watch and recently purchased an iPhone XR. He would like to use the Apple watch and the data on the old iPhone with the iPhone XR. Place the following steps in the correct order to accomplish his goal.

Use the arrow buttons to move the steps from the column on the left to the area on the right and arrange the order.

Select and Place:

Answer Area

Steps		Correct order
Setup new iPhone with restore backup option.		
Update old iPhone to latest iOS and watchOS	⟩	
Keep Apple Watch close to iPhone. Open the Apple Watch app on your new iPhone.	⟨	
Check your Health and Activity settings, then backup your old iPhone.		

ANSWER:

Answer Area

Steps		Correct order
Setup new iPhone with restore backup option.		Check your Health and Activity settings, then backup your old iPhone.
Update old iPhone to latest iOS and watchOS	⟩	Update old iPhone to latest iOS and watchOS
Keep Apple Watch close to iPhone. Open the Apple Watch app on your new iPhone.	⟨	Setup new iPhone with restore backup option.
Check your Health and Activity settings, then backup your old iPhone.		Keep Apple Watch close to iPhone. Open the Apple Watch app on your new iPhone.

Explanation:

QUESTION NO: 7

Please refer to the following information to answer the questions on the right.

Rachel is starting a repair on a three-year-old MacBook Pro.

After opening the device, she takes some time to visually inspect the top case assembly with battery.

Rachel notes that the battery cell on the MacBook Pro has expanded.

Given the age of the MacBook Pro, she believes the battery has few charge cycles left.

What are two safety precautions that Rachel should take when the battery has an expanded enclosure? (Choose two.)

A. The expanded battery should be separated from the top case and placed in the fire-proof safety cabinet for a minimum of two hours.

B. Rachel should ensure that she is wearing cut-resistant gloves.

C. Rachel should be careful not to puncture, crush, or attempt to flatten the expanded battery cell or enclosure.

D. If the cell appears to be suddenly and actively swelling in real time, Rachel should respond as if the battery is experiencing a thermal runaway event.

E. The battery presents a safety concern because of the hazardous gas trapped inside the expanded enclosure.

ANSWER: C E

QUESTION NO: 8

Which of the following features of iOS require an Apple ID to use?

A. Maps

B. Game Center

C. Siri

D. Split View

ANSWER: B

Explanation:

Reference: https://support.apple.com/en-us/HT202659

QUESTION NO: 9

You suspect that the issue Darla describes is a result of how she is using her iPhone. Which of the following is an empathetic and supportive closed question to ask?

A. Why didn't you review the iPhone User Guide before you tried to use your phone?

B. Do you realize how you are using the iPhone is causing your issue?

C. That is not the correct way of using the iPhone; do you need a demonstration?

D. Do you mind if I show you a couple of ways I learned to use the iPhone?

ANSWER: D

QUESTION NO: 10

Which of the following is an important factor when beginning to troubleshoot a customer issue?

A. Gaining agreement on the issue to be resolved.

B. Assume that the customer does not know how to use the product.

C. Providing solutions in the shortest amount of time.

D. Promoting new products.

ANSWER: A