

# DUMPS ARENA

## Apple Service Fundamentals Exam

Apple SVC-19A

Version Demo

Total Demo Questions: 10

Total Premium Questions: 70

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**QUESTION NO: 1**

After iCloud Backup has been turned on, iCloud can automatically back up the iOS device each day over Wi-Fi.

Which of the following criteria must be met before these daily backups can be made automatically?

- A. iTunes is open on the host computer.
- B. The iOS device is plugged into the host computer via USB.
- C. The iOS device is in Airplane Mode.
- D. The iOS device is connected to a power source.

**ANSWER: D****Explanation:**

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

**QUESTION NO: 2**

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.

After gaining agreement with the customer about repair time and cost, Rachel begins the replacement of the top case assembly with battery. If during the repair the battery cells begin to actively swell, how should Rachel respond?

- A. Pour sand over the battery immediately.
- B. Leave the room for fifteen minutes.
- C. Carefully continue the repair while monitoring the battery.
- D. Find a fire extinguisher and keep it nearby.

**ANSWER: A****QUESTION NO: 3**

Which of the following precautions are fundamental steps to prevent ESD damage during a repair? (Choose two.)

- A. Clean ESD mats regularly.

- B. Apply a display protective cover on top of physically damaged displays.
- C. Avoid synthetic materials into the work area.
- D. Use a battery cover whenever the case is removed from the device.
- E. Discard used screws.

**ANSWER: A C**

#### **QUESTION NO: 4**

April states she would like to use the cellular network from her iPhone to access the Internet for free on her Mac. What true statement can you give April?

- A. "Personal Hotspot can come with additional charges. You should contact your carrier."
- B. "You must enable Personal Hotspot on your iPhone before the feature can work for free."
- C. "Personal Hotspot only works on CDMA networks."
- D. "Personal Hotspot is a great way to access the Internet for free!"

**ANSWER: A**

#### **QUESTION NO: 5**

Which of the following statements empathize with the customer or helps resolve a conflict? (Choose three.)

- A. "Calm down. You are being ridiculous."
- B. "These devices are expensive, I cannot change that."
- C. "Please control yourself. That is not how it works."
- D. "I'm sorry to hear that."
- E. "I can understand why you are upset."
- F. "It is not possible to repair it by Monday."
- G. "You are right. I would be frustrated as well."

**ANSWER: D E G**

#### **QUESTION NO: 6**

Which of the following statements are true when safely handling of batteries and portable computer case assemblies with built-in battery? (Choose three.)

- A. Lift batteries or case assemblies using the battery cable.
- B. If a battery is dropped, it can be reused after visual inspection.
- C. Technicians should put on nitrile or lint free gloves when dealing with hot batteries.
- D. If something unusual is noticed (such as an odor, swelling, discoloration, deformity or overheating), connect the device to a power outlet and run Diagnostics.
- E. Never attempt to separate or remove the battery from a case assembly that has a built-in battery.
- F. Do not expose lithium batteries to high temperatures.
- G. When performing a visual inspection, view the battery from about one foot away.

**ANSWER: B C G**

#### **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**

When evaluating an issue, which of the following is an empathetic and supportive closed question about updating software on an iOS device?

- A. You do know you should always update your software, correct?
- B. How to update your software is in the iPhone User's guide, why didn't you read it before using this phone?
- C. I notice that your iPhone software is not up to date; would you like me to walk you through updating the software?
- D. Updating your software is extremely easy, why haven't you done so?

**ANSWER: C**

**QUESTION NO: 9 - (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**

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.

**Correct order**

Check your Health and Activity settings, then backup your old iPhone.

Update old iPhone to latest iOS and watchOS

Setup new iPhone with restore backup option.

Keep Apple Watch close to iPhone. Open the Apple Watch app on your new iPhone.

**Explanation:****QUESTION NO: 10**

Elizabeth would rather not answer phone calls using her iMac. Where in macOS can Elizabeth turn off iPhone Cellular Calls?

- A. Turn off iPhone Cellular Calls in iCloud preferences.
- B. Turn off iPhone Cellular Calls in System Preferences.
- C. Turn off iPhone Cellular Calls in FaceTime preferences.
- D. Turn off iPhone Cellular Calls in Messages preferences.

**ANSWER: C****Explanation:**

Reference: <https://discussions.apple.com/thread/6836476>