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Apple

SVC-19A

Apple Service Fundamentals Exam



Question: 58

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

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

Question: 59

Which of the following is an ESD precaution that must be taken when working with Apple devices?

- A. Use polyester foam mats to ground the workbench.
- B. Do not place internal components on metal surfaces.
- C. Pick up circuit boards using their connectors.
- D. When handling internal components, wear synthetic materials.

Answer: B

Reference: <http://www.peachpit.com/articles/article.aspx?p=760956>

Question: 60

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: 61

Which of the following are required to setup iTunes backup with an iPhone 8? (Choose two.)

- A. Encrypted volume on Mac or PC
- B. Lightning to USB Cable
- C. iCloud account
- D. Computer compatible with iTunes
- E. iTunes Store account

Answer: CE

Reference: <https://support.apple.com/guide/itunes/back-up-your-ios-or-ipados-device-its3280/windows>

Question: 62

Which equipment is used to check if an AC power outlet is properly grounded?

- A. A conductive workbench mat
- B. A ground polarity tester
- C. A grounding cord with alligator clips
- D. A nylon probe tool (black stick)

Answer: C

Question: 63

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

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

Question: 64

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

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

Question: 65

Which of the following is a valid ESD safety precaution?

- A. You should place ESD-sensitive circuits on top of metal work surfaces.
- B. Keep ion generators away from circuit board or assembly containing ESD-sensitive circuits.
- C. Do not wear polyester clothing while working on ESD sensitive components.
- D. Always handle logic board by grasping the heat sinks.

Answer: C

Reference: <http://www.peachpit.com/articles/article.aspx?p=759704>

Question: 66

A computer service technician says, "I don't use ESD precautions and have never had a problem." Which of the following is the correct response to this statement?

- A. ESD damage may not appear immediately.
- B. ESD happens only to inexperienced technicians.
- C. ESD only occurs in very rare circumstances.
- D. ESD damage is really not as bad as everyone thinks.

Answer: C

Reference: <https://electronics.stackexchange.com/questions/2945/should-i-be-worried-about-electro-static-discharge>

Question: 67

Which of the following statements are correct when considering the effects of ESD damage on a given product? (Choose two.)

- A. ESD damage might immediately affect the equipment.
- B. ESD damage presents itself within an hour of discharge.
- C. ESD damage invariably prevents equipment from powering on.
- D. Not all internal assemblies with circuit boards are ESD sensitive.
- E. ESD damage might only show itself as an intermittent failure at a later time.

Answer: AD

Reference: <https://electronics.stackexchange.com/questions/2945/should-i-be-worried-about-electro-static-discharge>

Question: 68

Examine the image.



Which feature in macOS is opened by clicking on this dock icon?

- A. System Preferences
- B. Launchpad
- C. Finder
- D. Spotlight

Answer: B

Reference: <https://support.apple.com/en-us/HT202635>

Question: 69

Technician Tommy is replacing a logic board on a Mac mini. Which of the following should he hold when handling the logic board?

- A. Any components
- B. The heat sinks
- C. The connectors
- D. The edges of the logic board

Answer: D

Reference: <https://www.ifixit.com/Guide/Mac+mini+Late+2014+Logic+Board+Replacement/33077>

Question: 70

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.



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