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SVC-19A

Apple Service Fundamentals Exam



Exam A

QUESTION 1

Examine the image.



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

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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



QUESTION 2

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 3

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

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



Correct 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



Section: (none)
Explanation

Explanation/Reference:

QUESTION 4

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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 5 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 6 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.

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 7 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)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8 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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 9 Which of the following features of iOS require an Apple ID to use?

- A. Maps
- B. Game Center
- C. Siri
- D. Split View

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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



QUESTION 10

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!"

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11 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

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://support.apple.com/guide/itunes/back-up-your-ios-or-ipados-device-itns3280/windows>

QUESTION 12 In which of the following circumstances should a technician ensure that he or she is grounded to minimize ESD?

- A. The technician is conducting a current test on a device.
- B. The technician is working on a device that is plugged in to AC power.
- C. The technician is cleaning the display on a device after reassembly.
- D. The technician is replacing a circuit board inside a device.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13 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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 14 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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 15 What are the features of using iCloud as a backup method for an iOS device?

- A. Always encrypts backups.
- B. Backups can be encrypted or un-encrypted.
- C. Offers up to 200 TB of storage.



D. The customer can make backups over cellular networks.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.pcworld.com/article/2154792/backups-via-icloud-or-itunes-the-crucial-differences-that-affect-your-data.html>

QUESTION 16 What should be used to properly clean and restore an ESD mat?

- A. Any solvent based cleaner
- B. Distilled or bottled water
- C. Lint-free cloth
- D. A cleaner that is specifically designed for ESD mats

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.ultrastatinc.com/electramat.html>

QUESTION 17

John is attempting to use Handoff with his recently updated iPhone and Mac. He does not see the Handoff icon for the app he is using appear in macOS.

What troubleshooting step should John try first?

- A. Verify that both devices are connected to a Wi-Fi network using WPA2 security.
- B. Verify that iPhone Cellular Calls are turned on in System Preferences > Network.
- C. Verify that both devices have Wi-Fi turned on.
- D. Reset Network Settings on iPhone.



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://support.apple.com/guide/mac-help/hand-off-between-devices-mchl732d3c0a/mac>

QUESTION 18 Which of the following statements is true of electrostatic discharge (ESD) damage?

- A. Conventional testing detects all damage caused by ESD.
- B. ESD should ideally occur near active electronic systems.
- C. Accidental ESD will result in fewer additional repairs on the same device.
- D. ESD impacts microscopic pathways on the integrated circuits.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.rs-online.com/designspark/what-is-esd-and-what-damages-can-it-cause>

QUESTION 19

Which of the following iPhones support using Memoji?

- A. iPhone X
- B. iPhone 7
- C. iPhone 8
- D. iPhone 6s

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.quora.com/Does-Memoji-work-on-all-devices-updated-to-iOS-12>

QUESTION 20 Which of the following is an ESD precaution according to Apple standards?

- A. Safety apron made of synthetic fibers should be worn.
- B. The relative humidity in a work area should be lower than 50 percent.
- C. An ionized air generator can be used instead of grounding a work area.
- D. A person working on an ESD-sensitive circuit should not be touched.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21 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.



Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 22 Which of the following types of data are backed up to iCloud? (Choose two.)

- A. Touch ID Settings
- B. Device Settings
- C. Messages
- D. Apple Pay information and settings
- E. iCloud Music Library

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

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.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

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

**QUESTION 25**

Joanna is not convinced that taking ESD precautions makes any difference in repair quality. She states, "If Apple was really serious about ESD precautions, they would not instruct customers to simply touch metal before replacing customerinstallable parts."

Which of the following is the correct response to this statement?

- A. Customers can complete these part replacements more quickly, reducing the chance of ESD damage.
- B. Customers are more likely to understand ESD precautions than technicians are.
- C. Customers replace far fewer parts than service technicians.
- D. Customers are more careful because it is their own device.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference:
https://books.google.com.pk/books?id=2KIKOEwqk-QC&pg=PA93&lpg=PA93&dq=Customers+replace+far+fewer+parts+than+service+technicians&source=bl&ots=Xwepq6PHU3&sig=ACfU3U3JosmD4bmO9ltKvOviy565rh32Sw&hl=en&sa=X&ved=2ahUKEwjhrtzq17_nAhWNxYUKHV7RCeEQ6AEwDHoECAwQAQ#v=onepage&q=Customers%20replace%20far%20fewer%20parts%20than%20service%20technicians&f=false

QUESTION 26

Tony would like to create a new Apple ID to use with iTunes. It is his preference not to give his credit card information.

Which of the following is the correct statement about his situation?

- A. Tony will have to purchase an iTunes gift card before he can setup his Apple ID.

- B. Tony will have to use a bank account and routing number to setup his Apple ID.
- C. Tony can create an Apple ID in iTunes without a credit card or other payment method.
- D. Tony will not be able to use an Apple ID with iTunes unless he is willing to give credit card information.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://support.apple.com/en-us/HT204034>

QUESTION 27 How do you access Control Center from the home screen on an iPhone 8?

- A. Swipe from left to right.
- B. Swipe up from the bottom of the screen.
- C. Swipe from right to left.
- D. Swipe down from the top of the screen.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.imore.com/control-center>

QUESTION 28 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?



Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29 Which of the following summarizes a customer's concerns without simply repeating what the customer said?

- A. evaluating
- B. listening
- C. reflecting
- D. parroting

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

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

QUESTION 30

Which of the following expresses empathy rather than sympathy?

- A. I feel so sorry for you. I bet you feel disappointed.
- B. Poor you! You must feel awful.
- C. Oh, what a pity! This must make you feel disappointed.
- D. I am sorry this happened to you. I can see why you may be disappointed

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

DRAG DROP

Drag the statement to its corresponding customer experience skill.

To make a correction, drag the statement you want to use on top of the statement you want to replace.



Select and Place:

Answer Area

Statement

Skill

"I am sorry to hear that."

Reflecting a customer's concerns

"I will call you with a specific time for you to pick up your device."

Endorsing the customer

"I would like to make sure I understand correctly."

Empathizing with the customer

"You are right. You have made several purchases."

Setting expectations

Correct Answer:

Answer Area

Statement

Skill

"I am sorry to hear that."	"I would like to make sure I understand correctly."	Reflecting a customer's concerns
"I will call you with a specific time for you to pick up your device."	"You are right. You have made several purchases."	Endorsing the customer
"I would like to make sure I understand correctly."	"I am sorry to hear that."	Empathizing with the customer
"You are right. You have made several purchases."	"I will call you with a specific time for you to pick up your device."	Setting expectations

Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
DRAG DROP

Drag the customer statement to its ideal response.
To make a correction, drag the statement you want to use on top of the statement you want to replace.

Select and Place:

Answer Area

Statement

"I am looking for a new printer."

"I require a very fast computer."

"My iPad will not power on."

"I have never used a Mac."

Response

"What were you doing with your iPad when you last used it?"

"What type of experience have you had with computers?"

"What types of things are you going to be printing?"

"What types of things do you do on the computer?"



Correct Answer:

Answer Area

Statement

"I am looking for a new printer."

"I require a very fast computer."

"My iPad will not power on."

"I have never used a Mac."

"My iPad will not power on."

"I have never used a Mac."

"I am looking for a new printer."

"I require a very fast computer."

Response

"What were you doing with your iPad when you last used it?"

"What type of experience have you had with computers?"

"What types of things are you going to be printing?"

"What types of things do you do on the computer?"



Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

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?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35 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."

Correct Answer: DEG

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36 When would a technician need to use a positive 'no' with a customer?
(Choose three.)

- A. The device is out of warranty.
- B. The technician does not feel like helping the customer.
- C. The customer wants to purchase a new device.
- D. The customer is misinformed about service options.
- E. The device is an obsolete device that we no longer service.
- F. The device is eligible for repair.
- G. Apple introduces new product.

Correct Answer: ADE

Section: (none)

Explanation

Explanation/Reference:



QUESTION 37 How would you define a "positive no" to a co-worker?

- A. Lead with a positive then switch to a negative, such as, "Definitely not."
- B. It's leading with "no" and not engaging in any further conversation with the customer.
- C. It is a way to correct a customer by informing them of what you can do.
- D. You say no with a positive voice inflection.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38 Select the statement that appropriately sets customer expectations when fixing an issue.

- A. "Repairing this component is easy. We never fail to do it in less than four hours."
- B. "I promise to have the product ready by midday tomorrow."
- C. "We currently do not have that part in stock. I can call you as soon as the part arrives."
- D. "Our courier always delivers on time."

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

Helena dropped her iPhone 8 and shattered the display. Her technician, Carlos, aligned with her disappointment and assured her that he could get it fixed that day. She began crying and asked to speak to a manager. What should Carlos have done to keep the situation from escalating? (Choose two.)

- A. Carlos should have built rapport with his customer by getting to know her as a person. He may have found out that something frustrating happened before coming in to the store, and she is already upset.
- B. Nothing. The customer is just an unreasonable person. Carlos has no control over the policy, and she has to accept that.
- C. Carlos should have acknowledged how important it is to have a working iPhone, especially because it is more than just a phone to most people.
- D. Carlos should have brought in a manager as soon as he saw that it was accidental damage. These situations never go well, and they usually end in a manager giving the repair to the customer for free.
- E. Carlos should have let the customer know that he is not authorized to override the cost of the replacement.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

Confrontational phrasing is always a mistake but some phrases are poorer than others. Which of the following confrontational phrases is most likely to cause a conflicted conversation?

- A. Your iPhone only has one speaker on the bottom.
- B. It turns out your iPhone only has one speaker on the bottom.
- C. There is just one speaker on the iPhone.
- D. You are wrong. Your iPhone only has one speaker on the bottom.



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which of the following conflict resolution techniques are part of the 5-step approach? (Choose two.)

- A. If necessary, describe how the specific behavior affects the conversation.
- B. Be sure to point out specific examples of where the customer is wrong about the issue.
- C. Try to find a way to say, "You are right" to endorse the customer.
- D. Repeat whatever the customer says.
- E. Speak loudly and clearly to make sure the customer knows you are in charge.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42 Which of the following gestures should be avoided when welcoming a customer? (Choose two.)

- A. Folding arms
- B. Fidgeting

- C. Making eye contact
- D. Opening hands
- E. Standing straight

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43 You should use open questions to do which of the following?

- A. Obtain the customer's warranty status.
- B. Check for understanding.
- C. Gather more information about an issue.
- D. Greet the customer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

DRAG DROP

Drag the customer statement to its corresponding response.

To make a correction, drag the statement you want to use on top of the statement you want to replace.



Select and Place:

Answer Area

Customer Statement

"I need it fixed by tonight."

"I cannot find the painting that I saved on the Mac."

"It will not detect my iPod!"

"A new screen will be too expensive."

Response

"The document is most likely on your Mac. I will do my best to help you find it."

"This happens sometimes, lets work on this together."

"I understand your concern. Let me check to confirm the cost."

"I will do my best to have it ready by evening, although it might take another day. I will call you when the repair is complete."



Correct Answer:

Answer Area

Customer Statement

"I need it fixed by tonight."

"I cannot find the painting that I saved on the Mac."

"It will not detect my iPod!"

"A new screen will be too expensive."

"I cannot find the painting that I saved on the Mac."

"It will not detect my iPod!"

"A new screen will be too expensive."

"I need it fixed by tonight."

Response

"The document is most likely on your Mac. I will do my best to help you find it."

"This happens sometimes, lets work on this together."

"I understand your concern. Let me check to confirm the cost."

"I will do my best to have it ready by evening, although it might take another day. I will call you when the repair is complete."

Section: (none)
Explanation

Explanation/Reference:

QUESTION 45 Please refer to the following information to answer the questions on the right.

Hannah recently picked up her iMac after a repair. The sound from the speakers was distorted and unclear and a technician determined that a repair would resolve the issue.

Once Hannah returned home with the iMac, the sound issue occurred again.

Hannah has returned. She is angry and she is cursing at the technician.

From the following, which are part of the 5-step conflict resolution model? (Choose two.)

- A. "You are right, Hannah. I can see the repair history says you picked up the computer this morning."
- B. "I understand your frustrations, Hannah. I would feel the same way if my computer was having the same issue after a repair. I am here to help."
- C. "I feel sorry for you. You had to drive all the way back here."

- D. "Are you sure your children didn't do something to it?"
- E. "Is this really the same issue? Might it be a different issue?"

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46 Please refer to the following information to answer the questions on the right.

Hannah recently picked up her iMac after a repair. The sound from the speakers was distorted and unclear and a technician determined that a repair would resolve the issue.

Once Hannah returned home with the iMac, the sound issue occurred again.

Hannah has returned. She is angry and she is cursing at the technician.

From the following, which are part of the 5-step conflict resolution model? (Choose two.)

- A. "I can prove to you exactly how you are wrong about this issue."
- B. "Is this really the same issue? Might it be a different issue?"
- C. "Calm down!"
- D. "If I can ask some questions about the last repair and what has occurred since then, I can figure out what the appropriate next step is. I might be able to suggest a solution. Does that sound okay, Hannah?"
- E. "Though your frustration is understandable, we are in a family-friendly environment so I am going to have to ask you to be mindful of the language you are using."
- F. "Are you sure your children didn't do something to it?"

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:



QUESTION 47 Please refer to the following information to answer the questions on the right.

Hannah recently picked up her iMac after a repair. The sound from the speakers was distorted and unclear and a technician determined that a repair would resolve the issue.

Once Hannah returned home with the iMac, the sound issue occurred again.

Hannah has returned. She is angry and she is cursing at the technician.

Which of the five conflict resolution steps is missing in the following response to Hannah?

{Calmly} "Your shouting is very distracting and I want to focus on helping you. If you explain your issue more quietly I will do my best to find a resolution."

- A. Try to find a way to say "You're right."
- B. Try to find a way to show sympathy and correct the customer.
- C. Describe how the customer is incorrect about the specific issue.
- D. Propose an approach that refocuses the discussion.
- E. Stay calm.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48 Please refer to the following information to answer the questions on the right.

Lucille has issues with her Apple device and takes it to an Apple Service Provider where Baron, a technician, assists her. Without much knowledge about the technical aspects of her device, Lucille vaguely describes the issues to Baron.

Which two of the following behaviors will not help Baron understand Lucille's issue? (Choose two.)

- A. Remain silent until Lucille is done.
- B. Try to prove that Lucille is wrong about the issue.
- C. Reflect what Lucille says.
- D. Immediately suggest a solution to Lucille.
- E. Use appropriate body language to acknowledge Lucille's issue.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49 Please refer to the following information to answer the questions on the right.

Lucille has issues with her Apple device and takes it to an Apple Service Provider where Baron, a technician, assists her. Without much knowledge about the technical aspects of her device, Lucille vaguely describes the issues to Baron.

Which of the following skills would help Baron verify that he understood the issue that Lucille described?

- A. Evaluating
- B. Imitating
- C. Listening
- D. Reflecting



Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50 Please refer to the following information to answer the questions on the right.

Lucille has issues with her Apple device and takes it to an Apple Service Provider where Baron, a technician, assists her. Without much knowledge about the technical aspects of her device, Lucille vaguely describes the issues to Baron.

Which action should Baron avoid while listening to Lucille?

- A. Recording notes
- B. Focusing on the customer
- C. Interrupting
- D. Smiling

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

If the battery inside an iPhone is dented, punctured, swollen, or otherwise damaged, which of the following is the proper next step to take?

- A. Reassemble the iPhone and replace whole unit.
- B. Reassemble the iPhone and return it to the customer.
- C. Turn on the device and run it until the battery is below 50 percent charge, then replace the battery carefully.
- D. Remove the battery carefully, then replace it.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.ifixit.com/News/11211/what-to-do-with-a-swollen-iphone-battery>

QUESTION 52 Select the best response to the following customer statement:

“My iPhone sparked when I tried to sync it.”

- A. Sounds like you have a damaged sync cable. If the cable is damaged sparking can happen.
- B. I want to make sure we get a complete history of this issue. May I ask some specific troubleshooting questions?
- C. Are you sure you know how to sync an iPhone to a computer properly?
- D. All electronics can make sparks, you must be experiencing static electricity.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



QUESTION 53

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.

Correct Answer: BCG

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54 Which of the following customer statements would alert you to a safety issue? (Choose two.)

- A. My iPhone flashed and sparked when I tried to charge it.
- B. The corner of my iPad is badly bent.
- C. My iPhone has fluctuating sound levels. Sometimes it is deafening.
- D. The screen is too bright. It hurts my eyes.
- E. My new Apple Watch makes me itchy and my wrist is red and irritated.

F. The home button on my iPhone seems to have sunk.

Correct Answer: AF

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55 Which of the following statements is true about an actively swelling embedded battery?

- A. Actively swelling batteries are not considered a safety concern.
- B. Actively swelling batteries are likely caused by large amounts of liquid inside the batteries.
- C. Actively swelling batteries are unlikely to lead to thermal runaway.
- D. Actively swelling batteries are more likely to rupture and release gasses.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://www.ifixit.com/News/11211/what-to-do-with-a-swollen-iphone-battery>

QUESTION 56 Laura is performing a visual inspection of an embedded battery. What kinds of cosmetic issues should she look for? (Choose two.)

- A. UPC Code
- B. Apple product serial number
- C. IATA complice label
- D. Scratches
- E. QR Code
- F. Apple logo
- G. Dents or dot imprints



Correct Answer: DG

Section: (none)

Explanation

Explanation/Reference:

Reference: <https://docplayer.net/50514766-Embedded-battery-safety.html>

QUESTION 57 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.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Diego is servicing an embedded battery and it begins to swell. Which of the following is the proper response by Diego?

- A. Immediately pour sand on the battery to cover it completely.
- B. Evacuate the room for fifteen minutes.
- C. Remove the swelling battery and move it to a fire-proof safety cabinet.
- D. Wait to see if the battery stops swelling or continues to thermal event.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

If Michel accidentally drops a replacement top case assembly with battery for a MacBook Pro (Retina, 15-inch, Mid 2015), what steps should he take before continuing with the repair?

- A. Visually inspect the top case assembly with battery for damage and let it sit on the workbench for 2 hours to observe if any events occur. If none occurs, continue the repair with that service part.
- B. Visually inspect the top case assembly with battery that fell to the floor and replace it with a new service part if the damage exceeds the damage thresholds.
- C. Dispose of the top case assembly with battery that fell to the floor and use an undamaged service part instead.
- D. Continue using the top case assembly with battery that fell to the floor if there are no signs of damage.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:



QUESTION 60 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.

During an embedded battery inspection which of the following issues should Rachel look for? (Choose two.)

- A. Updated battery firmware
- B. Dot imprints
- C. Battery is the correct color
- D. Scratches
- E. Battery-compliance shipping label

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

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.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62 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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

In the systematic troubleshooting approach, which of the following statements is true about isolating an issue?

- A. Asking the customer to reproduce an issue can help determine if the issue is with the device.
- B. If an issue cannot be reproduced, it is likely a hardware issue.
- C. Replacing an internal component will determine if the issue is related to environment.
- D. Basing a conclusion on past experience with similar issues is a proven troubleshooting method.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Leigh states that her MacBook Pro (Retina, 15-inch, Mid 2015) does not recognize the SD card she brought with her. You have her reproduce the issue and discover that she is properly inserting the card. However, it is not recognized by Photos or Image Capture. What question should you ask next to isolate the issue to hardware?

- A. What kind of files or images are on the SD card?
- B. Are you running the latest version of Photos?
- C. Have you tried resetting your SMC and NVRAM?
- D. Have you had this issue with all SD cards or just this one?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

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

Correct Answer: CDE

Section: (none)

Explanation

Explanation/Reference:

**QUESTION 66**

From the following, select the best description of cosmetic condition that would be included in good case notes.

- A. Case is dented like it was dropped
- B. Badly dinged in addition to crack
- C. Significant dent in lower right corner suggests impact
- D. Big ding; probably dropped or thrown

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

Wendell explains that his iPhone X is dropping calls. Which of the following is an open question that would best help you further evaluate the issue with Wendell? A.

How is the rest of your experience with the iPhone, aside from the dropped calls?

- B. Do you find that you are driving in a car when these dropped calls occur?

- C. Are you in an elevator or a parking garage when the iPhone drops the calls?
- D. Could you please tell me about the situations when your iPhone drops calls?

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68 Please refer to the following information to answer the questions on the right.

Debra has brought her iPad Pro to you for troubleshooting. She has been experiencing very slow charging of the battery and says the only way she can get a full charge is to leave the iPad alone for more than 12 hours.

She brought in an Apple Power adapter and Lightning to USB cable. When you examine the power adapter, you notice that it is an iPhone power adapter not an iPad power adapter. You also noticed she was using an iPhone 6s while waiting to see you. Debra thinks her iPad is defective because her iPhone has no issue charging with this power adapter and cable.

Based on the information Debra gave you and what you have observed, what is a logical question to ask next?

- A. Did you try to plug in the power adapter to a different wall socket in your home?
- B. Do you have the same issue when charging with the power adapter that came with your iPad Pro?
- C. Have you tried charging with a different USB to Lightning cable?
- D. Are you aware of any other ways you can charge an iPad Pro, like using a computer?

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:



QUESTION 69 Please refer to the following information to answer the questions on the right.

Debra has brought her iPad Pro to you for troubleshooting. She has been experiencing very slow charging of the battery and says the only way she can get a full charge is to leave the iPad alone for more than 12 hours.

She brought in an Apple Power adapter and Lightning to USB cable. When you examine the power adapter, you notice that it is an iPhone power adapter not an iPad power adapter. You also noticed she was using an iPhone 6s while waiting to see you. Debra thinks her iPad is defective because her iPhone has no issue charging with this power adapter and cable.

Based on the information Debra provided, in which problem space does this issue fit?

- A. Educational opportunity
- B. User Data
- C. Environmental
- D. Software

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70 Please refer to the following information to answer the questions on the right.

Debra has brought her iPad Pro to you for troubleshooting. She has been experiencing very slow charging of the battery and says the only way she can get a full charge is to leave the iPad alone for more than 12 hours.

She brought in an Apple Power adapter and Lightning to USB cable. When you examine the power adapter, you notice that it is an iPhone power adapter not an iPad power adapter. You also noticed she was using an iPhone 6s while waiting to see you. Debra thinks her iPad is defective because her iPhone has no issue charging with this power adapter and cable.

Based on the information Debra provided, which of the following resources can you share with her that explains the cause of the issue?

- A. GSX Troubleshooting articles
- B. Apple VMI Guide
- C. Apple Support articles
- D. Apple Service Guide

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference: