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Exam : SVC-19A

Title : Apple Service Fundamentals Exam

Version : DEMO

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
Answer: B
Explanation:
Reference: https://support.apple.com/en-us/HT202635

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
Answer: D
Explanation:
Reference: https://www.ifixit.com/Guide/Mac+mini+Late+2014+Logic+Board+Replacement/33077

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.

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.

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.
Answer: C
Explanation:
Reference: http://www.peachpit.com/articles/article.aspx?p=759704

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.

Answer: C

Explanation:

Reference:

https://electronics.stackexchange.com/questions/2945/should-i-be-worried-about-electro-staticdischarge