



**Free Questions for *SVC-19A* by *vceexamstest***

**Shared by *Bowman* on *06-06-2022***

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# Question 1

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## Question Type: MultipleChoice

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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?

### Options:

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

### Answer:

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D

## Question 2

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**Question Type:** MultipleChoice

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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?

### Options:

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**A-** Educational opportunity

**B-** User Data

**C-** Environmental

D- Software

**Answer:**

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D

## Question 3

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**Question Type: MultipleChoice**

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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?

**Options:**

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- 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?

**Answer:**

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C

## Question 4

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**Question Type:** MultipleChoice

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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?

**Options:**

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- 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?

**Answer:**

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D

## Question 5

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**Question Type: MultipleChoice**

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

**Options:**

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**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

**Answer:**

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C

## Question 6

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**Question Type:** MultipleChoice

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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.)

**Options:**

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- 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:**

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C, D, E

## Question 7

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**Question Type:** MultipleChoice

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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?

**Options:**

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- 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?



**Answer:**

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D

## Question 8

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**Question Type:** MultipleChoice

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

**Options:**

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- 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.

**Answer:**

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A

## Question 9

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**Question Type:** MultipleChoice

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

### Options:

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- 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.

### Answer:

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A

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