ACiT 2016

Course Description

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Apple Certified iOS Technician (ACiT) 2016 is a 3-day course that enables students to become certified to troubleshoot and repair iPhone, iPad, Apple Watch, and Apple TV at an Apple Authorized service facility. Interactive discussions and hands-on exercises guide students through the setup, navigation, features, and associated services of iOS devices. Students also learn how to maintain, troubleshoot, and repair iOS devices . Students' knowledge and skills are tested and reinforced by working through real-world scenarios and hands-on labs.

Training for ACiT 2016 is available to technicians who work at or wish to work at Apple-authorized service facilities.

Objective

- Identify and explore the controls on various iOS devices and practice navigating on them.
- Identify the iOS devices that have Apple-specific components, such as NFC, the Secure Element, the motion coprocessor, and the Taptic Engine.
- Describe various iOS features, including mailboxes and VIPs, audio source on iPhone, alerts and notifications, passcode options, and privacy settings.
- Define and explore iOS services, such as Apple ID and its function within the Apple ecosystem, Find My iPhone, and iCloud and its associated services.
- Describe the steps in the device setup and activation process, including any issues that may arise.
- Describe the benefits of and requirements for iTunes and iCloud backups.
- List common resolutions for battery-related issues.
- Discuss how to use engaging questions to better troubleshoot a customer issue, including appropriate open and closed questions and overall logical question progression.
- Describe how to use the tools and resources that are available to evaluate the device and issue.
- Discuss specific questions that help to identify the problem category of a customer's issue (educational, environmental, software, or hardware opportunities).
- Use Apple documentation, approved tools, and appropriate service strategies to safely repair iPhone 5c, 5s, 6, 6 Plus, 6s, 6s Plus.

Agenda

iOS Services: Students explore Apple ID and iCloud and learn about functionality and support options for these Apple services.

iOS Devices: Students learn about the hardware features of mobile devices and then explore the ecosystem of iOS devices.

iOS Features: Students explore ways a user can customize and use iOS on a device through three categories: Personalize, Communicate, and Assist.

iOS Care: This is a three-part lesson. First, students explore the activation process, including requirements to start activation, what to expect during the process, and common configurable features. Next, they learn the fundamentals of iOS backup methods and what is or isn't possible. Finally, they identify the basic concepts of cellular technology and explain how iPhone uses this technology.

iOS Diagnostics and Troubleshooting: Students identify proper troubleshooting steps and common myths. Students also describe and use iOS Diagnostics during troubleshooting to help position solutions and gain customer agreement. Lastly, students identify power-saving techniques for optimizing iPhone battery life .

Visual Mechanical Inspection Guides: Using Apple's Visual/Mechanical Inspection Guide, students identify conditions that affect whether Apple covers service for an iOS device. They perform various tests that are used during the inspection process to identify unauthorized modifications.

Servicing iPhone: Students observe the proper ways to repair various iPhone models and then duplicate those steps themselves.