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**QUESTION 1**

Which of the following is NOT a good step to take when working on-site on a computer\?

- A. Place parts on the floor.
- B. Use a grounded ESD mat
- C. Wear a grounded ESD wrist strap.
- D. Check the polarity of the grounded power outlet.

Correct Answer: A

QUESTION 2

You are replacing the AirPort/Bluetooth card inside a MacBook Pro (17-inch, Late 2011). Which of the following must also be replaced?

- A. Thermal pad and conductive wrap
- B. Thermal paste and heat sink
- C. Card holder and screws
- D. Black Mylar covering

Correct Answer: C

QUESTION 3

A customer states that a MacBook Pro (Retina, 13-inch, Early 2013) 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 and it is not recognized by iPhoto and Image Capture. What question should you ask next to isolate the issue to hardware?

- A. Are you running the latest version of iPhoto?
- B. What kind of files or images are on the SD card?
- 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: C



QUESTION 4

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? SELECT TWO.

- A. Logic board
- B. Hard drive
- C. Memory
- D. Speakers
- E. Power supply
- F. LCD

Correct Answer: EF

QUESTION 5

After replacing a Mac Pro (Late 2013) graphics board or CPU riser card, which of the following utilities should be run?

- A. Cooling System Diagnostic (CSD)
- B. Cooling Diagnostic (CD)
- C. Mac System Diagnostic (MSD)
- D. System Diagnostic for Mac Pro (SDMP)

Correct Answer: A

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