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QUESTION 1

If a customer uses the wrong wattage power adapter with a MacBook Pro (15-inch, Mid 2012) and cannot power on the device, which of the following problems spaces best describes this issue?

- A. OS
- B. Software
- C. Hardware
- D. Educational Opportunity

Correct Answer: A

QUESTION 2

Identify the memory module technology used by the MacBook Air (11-inch, Mid 2013) and MacBook Air (13-inch, Mid 2013).

- A. DDR3L
- B. LPDDR3
- C. DDRPC3
- D. PLDDR3

Correct Answer: A

Reference: <http://www.everymac.com/systems/apple/macbook-air/macbook-air-faq/differences-between-macbook-air-mid-2013-mid-2012.html>

QUESTION 3

After disconnecting all other Mac Pro (Late 2013) parts, which of the following components remains?

- A. Thermal center
- B. Thermal unit
- C. Thermal core
- D. Thermal structure

Correct Answer: C

QUESTION 4



What is the minimum version of OS X required required to use the AirPort Utility to configure an AirPort Extreme 802.11ac?

- A. OSxv10.7.5
- B. OSxv10.7.2
- C. OSxv10.6.8
- D. OSxv10.8.4

Correct Answer: A

Reference: <https://www.apple.com/airport-extreme/specs/> (system requirements)

QUESTION 5

To help define if an issue is in the Environmental problem space, which question can you ask your customer?

- A. Do you have this issue on all Wi-Fi networks?
- B. Could you show me how you use your Mac?
- C. Did you add any memory to this Mac?
- D. Have you updated your software?

Correct Answer: B

QUESTION 6

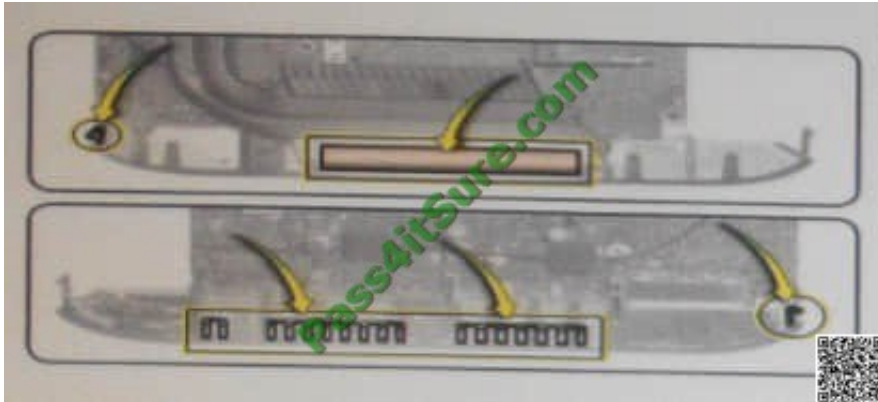
How do you reset the SMC of a MacBook Pro (Retina, 13-inch, Early 2013)?

- A. Press the internal SMC reset button near the SSD slot.
- B. Disconnect the main battery, then hold down the power button down for five seconds.
- C. Shut down the MacBook Pro and unplug for fifteen seconds. Attach the power adapter and wait five seconds, then press the power button.
- D. Plug in the MagSafe power adapter and shut down the computer. Using the system keyboard, press the Shift-Option-Control keys and the power button at the same time

Correct Answer: D

QUESTION 7

Examine the image. When repairing a Mac mini (Mid 2011), which areas of the logic board assembly should you avoid touching?



- A. The top and bottom of the assembly.
- B. The EMI fingers and gasket.
- C. The grounding pad and cable guide
- D. Thermal pad and heat sink clips.

Correct Answer: B

QUESTION 8

Which of the following tools should be run after using the Trackpad Keyboard Mapper tool to verify that a keyboard language has been programmed on a MacBook Air (Early 2014)?

- A. Apple Diagnostics
- B. Trackpad Diagnostics
- C. Apple Service Diagnostics (ASD)
- D. Mac Resource Inspector (MRI)

Correct Answer: C

QUESTION 9

If the computer is experiencing any power issue, such as not starting up, not displaying video, sleep issues, or fan noise issues, which of the following would help further isolate the issue?

- A. Reinstall OS X
- B. Reset the System Management Controller (SMC)
- C. Reset NVRAM
- D. Startup in Safe Mode

Correct Answer: B



Resetting the SMC can resolve some computer issues such as not starting up, not displaying video, sleep issues, fan noise issues, and so forth. If your computer still exhibits these types of issues after you've restarted the computer, try resetting the SMC.

QUESTION 10

To remove the bottom case of the MacBook Air (11-inch, Mid 2013), you must unscrew eight 2.48 mm screws and two additional screws. What is the size of the two additional screws?

- A. 7.00 mm
- B. 7.9 mm
- C. 9.00 mm
- D. 9.2 mm.

Correct Answer: B

QUESTION 11

What caution should a technician be aware of before attempting to remove hard drives or optical drive carrier from a MacPro (Mid 2012)?

- A. The rear latch must be lifted or the drives are locked in a place.
- B. The rear latch should be in the closed position to unlock drives.
- C. The hard drives must be unscrewed from the carrier before removal.
- D. The optical drive screws must be removed before sliding the carrier out of enclosure.

Correct Answer: D

QUESTION 12

Before leaving your bench to take a logic board to a storage place, where should you place the logic board?

- A. On top of an ESD shielding bag
- B. Inside an ESD shielding bag
- C. Inside a cardboard box
- D. On a metal table

Correct Answer: B



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