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QUESTION 1

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 2

Francine states that she does not see anything on her iMac display when she turns it on. Which of the following should you use first to isolate as either a backlight issue or a video signal issue?

A. A flashlight

B. A replacement LCD panel

C. A replacement logic board

D. A replacement backlight power board

Correct Answer: B

QUESTION 3

What step is required before upgrading the RAM in a Mac Pro (Mid 2012)?

A. Remove the PCI-e fan.

B. Remove the processor tray.

C. Remove the hard drive carriers.

D. Remove the Optical Drive and Carrier.

Correct Answer: B

Reference: https://support.apple.com/en-us/HT4433 (step 3: Install the memory)

QUESTION 4

If the glass panel on an iMac or Thunderbolt Display is broken and still attached to the rear housing, with what will you secure the broken display?

A. Glue

B. Very High Bond (VHB) adhesive

C. Packing tape

D. Thermal compound

E. Painters tape

Correct Answer: C

Reference: http://mdex-nn.ru/uploads/imac12.pdf (page 11)

QUESTION 5

Examine the image.

Why is it necessary to position the logic board of a MacBook Pro (13-inch, Mid 2012) as depicted?

A. To prevent damage to the microphone cable.

B. To prevent damage to the left speaker.

C. To prevent damage to the memory slots.

D. To prevent damage to the topcase with keyboard connector.

Correct Answer: C

QUESTION 6

How many simultaneous connections are supported on AirPort Extreme and Time Capsule?

A. 254

B. 100

C. 50

D. 10

Correct Answer: A

Reference: https://discussions.apple.com/thread/3064394

QUESTION 7

To power on the system, which of the following can be used on the MacBook Pro (Retina, Mid 2012) and MacBook Pro (Retina, 15-inch, Early 2013 and Late 2013) logic boards?

A. Two switches that can be flipped

B. Two ports that be activated

C. Two pads that can be shorted

D. Two buttons that can be pressed

Correct Answer: D

QUESTION 8

Which THREE of the following items are appropriate to use for ESD prevention?

A. Metal work surface

B. Power supply discharge tool

C. Grounded work mat

D. Wrist strap and cord

E. Wireless wrist strap

F. Static-shielding bags

Correct Answer: CDF

Reference: http://www.esdjournal.com/techpapr/ryne/esdbags.htm

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QUESTION 9

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 10

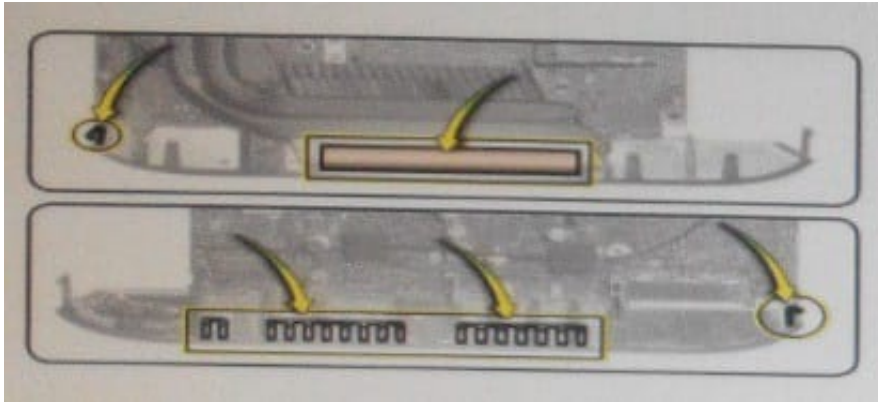What color indicates that the Liquid Contact Indicators inside a MacBook Pro (13-inch, Mid 2012, have been triggered?

A. Red

B. Blue

C. White

D. Yellow

Correct Answer: A

Explanation: The indicators trigger only with direct contact to a liquid. The indicators will not be triggered by temperature and humidity that is within the product\\'s environmental requirements described by Apple. A triggered indicator will turn red or pink...indicating that the module(s) to which the indicator is attached has been exposed to liquid.

QUESTION 11

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 12

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 13

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

Explanation:

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 14

Where is the keyboard mapping data for MacBook Air (Mid 2013) models stored?

A. Keyboard

B. Flash storage

C. Trackpad assembly

D. Boot ROM

Correct Answer: D

QUESTION 15

When one or more keycaps need to be replaced on a MacBook Pro (Retina, 15-inch Late 2013), a keycap kit can be used rather than replacing the top case assembly. Which of the following statements is true?

A. Use the Keycap Kit for Apple Portables to replace missing keycaps.

B. The keycap kit is cross compatible with the MacBook Pro (Retina, Mid 2012) and MacBook Pro (Retina, 15-inch, Early 2013 and Late 2013).

C. Use any portable keycap kit.

D. If more than three keycaps are need to be replaced, replace the entire top case assembly for that specific model MacBook Pro.

Correct Answer: B

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