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QUESTION 1

A customer setting up a small business with a wireless network wants to ensure that both the PC's running older hardware, and the Macs have secure access to the wireless network using encryption. What security feature on the AirPort Extreme (802.11n) Base Station would provide that encryption?

- A. DSSS
- B. WAN privacy
- C. Wired Equivalency Privacy (WEP)
- D. Access control by MAC address

Correct Answer: C

QUESTION 2

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

- A. Metal work surface
- B. CRT discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

Correct Answer: CDF

QUESTION 3

A MacBook Pro with a known-good main battery fails to power on, even when connected to a known- good power adapter. Which of the following should be tried FIRST?

- A. Reset the SMC
- B. Replace the logic board
- C. Replace the DC in board
- D. Run apple Service Diagnostic

Correct Answer: A

QUESTION 4

You are attempting to power a Mac mini (original) with an 85 Watt power adapter. Will this work?

- A. Yes
- B. No

Correct Answer: A

QUESTION 5

A customer brings a Power Mac G5 to your service center for repair. After finding the serial number, which THREE of the following sources will display the proper AppleCare name for that Power Mac G5? SELECT THREE

- A. GSX
- B. Console
- C. Service Source
- D. System Profiler
- E. About This Mac
- F. Apple Name Tool
- G. Apple Support Page

Correct Answer: ACG

QUESTION 6

To isolate a video problem as hardware or software on a Mac, which of the following steps should you try FIRST?

- A. Replace the built-in display.
- B. Reinstall the appropriate Mac OS.
- C. Verify the hard disk with Disk First Aid.
- D. Start up from a known-good startup disc.

Correct Answer: D

QUESTION 7

If an AirPort Extreme Base Station stopped responding, has network accessibility issues, or needs to be reverted back to default factory configuration, you should perform a _____.

- A. Soft reset

B. Hard reset

Correct Answer: B

QUESTION 8

The liquid cooling system inside a Power Mac G5 (Quad Late 2005) has failed, causing a coolant leak while the computer is on. According to Apple references, what should you do FIRST?

- A. Use a patch kit to re-seal the leak.
- B. Unplug the computer immediately.
- C. Drain and refill the liquid cooling system.
- D. Put the computer to sleep until the liquid dries.
- E. Let the computer run overnight to evaporate any spilled liquid.

Correct Answer: B

QUESTION 9

The LED on a MacBook MagSafe power adapter doesn't illuminate at all when it's plugged into the MacBook and you know the adapter is connected to a known good power source. What is most likely the cause of this symptom?

- A. The MacBook has a faulty main battery.
- B. The MagSafe adapter needs to be reset first.
- C. The MacBook requires an SMC firmware update.
- D. A MagSafe adapter connector pin is stuck down.

Correct Answer: D

QUESTION 10

You are running Apple Hardware Test on a customer's Mac. The test fails with an error code. Which one of the following resources is the Apple-recommended choice for locating the meaning of this code?

- A. Apple Hardware Test Help
- B. Service Source
- C. Service manual
- D. User's manual

Correct Answer: B

QUESTION 11

Which of the following statements describes how CCFL backlighting is similar to LED backlighting when troubleshooting backlighting issues in Apple displays?

- A. Both types of displays use an inverter board.
- B. Both types of displays are diagnosed identically.
- C. Both types of displays are powered by a low DC voltage source.
- D. Both types of displays have components that are individually replaceable.

Correct Answer: B

QUESTION 12

Which THREE of the following components should you be very careful with, when working inside an Apple portable?
SELECT THREE

- A. Plastic tab
- B. Small screw
- C. Deflection coil
- D. Ribbon cable
- E. Anode aperture
- F. Flyback transformer

Correct Answer: ABD

QUESTION 13

A customer's iBook G4 forgets the time and date when the main battery is completely drained and there is no AC adapter connected for several hours. Is this behavior normal?

- A. Yes
- B. No

Correct Answer: A

QUESTION 14

Which of the following is NOT one of the security features available with the AirPort Extreme (802.11n) Base Station?

- A. Bonjour
- B. WAN Privacy
- C. Closed Network
- D. Password protection
- E. WEP or WPA encryption
- F. Timed MAC address access controls

Correct Answer: A

QUESTION 15

Which FOUR of the following actions helps reduce the risk of damage from ESD? SELECT FOUR

- A. Ground yourself and the equipment you are working on
- B. Always place ESD-sensitive components on metal surfaces
- C. Handle all ESD-sensitive boards by the connections, not the edges
- D. Use static-shielding storage bags for ESD-sensitive components
- E. Do not touch anyone who is working on ESD-sensitive components
- F. Do not bring plastic, vinyl or foamed polystyrene near ESD-sensitive components

Correct Answer: ADEF

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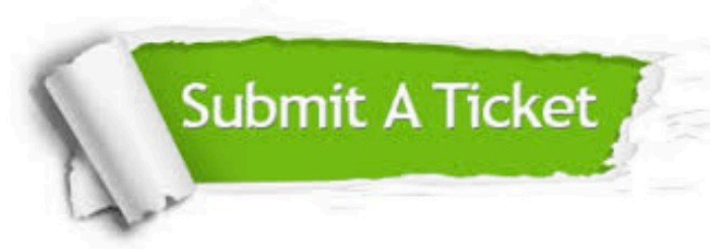
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