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QUESTION 1

You are about to replace a MacBook Air logic board. Which of the following is the most important step you should take immediately after removing the bottom case?

- A. Remove the thermal module.
- B. Disconnect the main battery.
- C. Remove the hard drive.
- D. Remove the processor.

Correct Answer: B

QUESTION 2

You are troubleshooting an eMac that has no image on its built in display. You have already checked user controls and reset PRAM, but the issue persists. When you connect external display to the eMac's VGA output port and restart the eMac, you see a proper image on the external display. Which of the following service modules would mostly likely be the cause of symptoms?

- A. Display Analog Assembly
- B. Power Supply Assembly
- C. Logic Board
- D. Hard Drive

Correct Answer: A

QUESTION 3

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 4

Which THREE of the following are symptoms of a 'no power' condition? SELECT THREE

- A. You don't hear a startup chime
- B. You can't connect to the internet
- C. You don't hear any fan or drive noise
- D. The cursor is frozen and the system is unresponsive
- E. The power button or power indicator doesn't light up at all

Correct Answer: ACE

QUESTION 5

Which of the following is NOT a valid power saving technique in recent Macintosh computers?

- A. Activate automatic display sleep.
- B. Activate automatic hard disk sleep.
- C. Use wireless networks instead of wired networks.
- D. Set up locations optimized for different environments.
- E. Quit all the communications applications that may use the modem.

Correct Answer: C

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