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QUESTION 1

Which of the following is NOT one of the steps of the Apple-recommended troubleshooting process?

- A. Verify repair
- B. Verify problem
- C. Clean plastics
- D. Try quick fixes
- E. Run diagnostics

Correct Answer: C

QUESTION 2

When removing or replacing the heat sink or processor on the Mac Pro (8x), what is the maximum acceptable amount of time for the heat sink to be separated from the processor?

- A. Five (5) minutes
- B. Fifteen (15) minutes
- C. Thirty (30) minutes
- D. Sixty (60) minutes

Correct Answer: B

QUESTION 3

A MacBook sometimes becomes unresponsive and the cursor freezes on the display when running an application. You have verified the symptom, and have already attempted to force the application to quit, but the computer remains unresponsive. What should you try next?

- A. Disconnect all power sources for several minutes to reset the SMC.
- B. Hold the eject button down for several seconds to reset the application.
- C. Hold the trackpad button down for several seconds to regain cursor control.
- D. Press the power button for several seconds to try shutting the computer down.

Correct Answer: D

QUESTION 4



Which of the following is ALMOST CERTAINLY a software-related problem?

- A. No video on display
- B. Single beep at startup
- C. No Internet connectivity
- D. iPhoto quits when launched

Correct Answer: D

QUESTION 5

According to Apple service manuals, what steps should you take before performing any take-apart steps when replacing a part in any Apple product?

- A. Disconnect and reconnect all internal cables.
- B. Lay the product on its side so it will not fall over.
- C. Discharge the CRT and establish an ongoing ground.
- D. Gather all necessary tools and perform all preliminary steps.
- E. Order all available service parts for the appropriate configuration of the product.

Correct Answer: D

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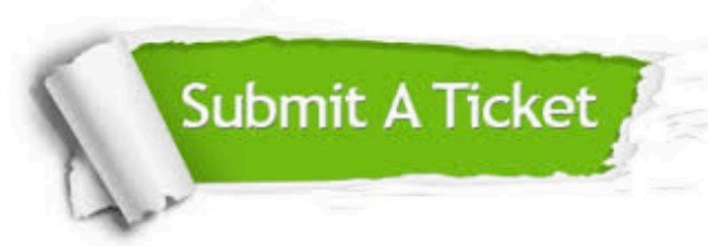
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