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QUESTION 1

Which of the following is NOT one of the security features available with the AirPort Extreme (Gigabit) 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 2

Which THREE of the following symptoms would most likely be resolved by performing an SMC reset as a first step? SELECT THREE

A. Computer does not turn on

B. Cursor is unresponsive in Finder

C. Network / Internet connectivity issues

D. USB and/or FireWire port(s) do not function

E. Computer does not sleep / wake from sleep

Correct Answer: ADE

QUESTION 3

A customer states that he has never been able to burn DVD\\'s with his MacBook, yet his friend has an identicallooking MacBook that can burn DVD\\'s. You have verified that the customer\\'s MacBook has a DVD / CD-RW Combo optical drive and is running the latest version of Mac OS

A. The MacBook has no other problems. What is the probable cause of this issue?

B. The MacBook requires more RAM.

C. The MacBook requires a firmware update.

D. The MacBook optical drive is malfunctioning.

E. The Combo drive is not capable of burning DVD\\'s.

Correct Answer: D

QUESTION 4

How did you prepare for this exam? (Choose all that apply.)

A. Apple Mac OS X Help Desk Essentials leader-led course

B. Apple leader-led technician training course

C. Self-study AppleCare Technician Training purchased from Apple

D. Non-Apple courses or books

E. On-the-job training / apprenticeship

F. Self-taught

G. None of the above

Correct Answer: E

QUESTION 5

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 an 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 most likely be the cause of these symptoms?

A. Display Analog Assembly

B. Power Supply Assembly

C. Logic Board

D. Hard drive

Correct Answer: A

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