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QUESTION 1

What is the function of the SMC in an Intel Mac?

A. The SMC controls all aspects of power flow.

B. The SMC controls the speed of the hard drive.

C. The SMC manages the amount of virtual memory used.

D. The SMC manages all communication with attached peripherals.

Correct Answer: A

System Management Controller (SMC)

In the Intel-based Mac, much of the functionality of the SMU was replaced by the System ManagementController- the (SMC) - a chip that controls all the power functions including:

Telling the computer when to turn on, turn off, sleep, wake, idle, and so forth.

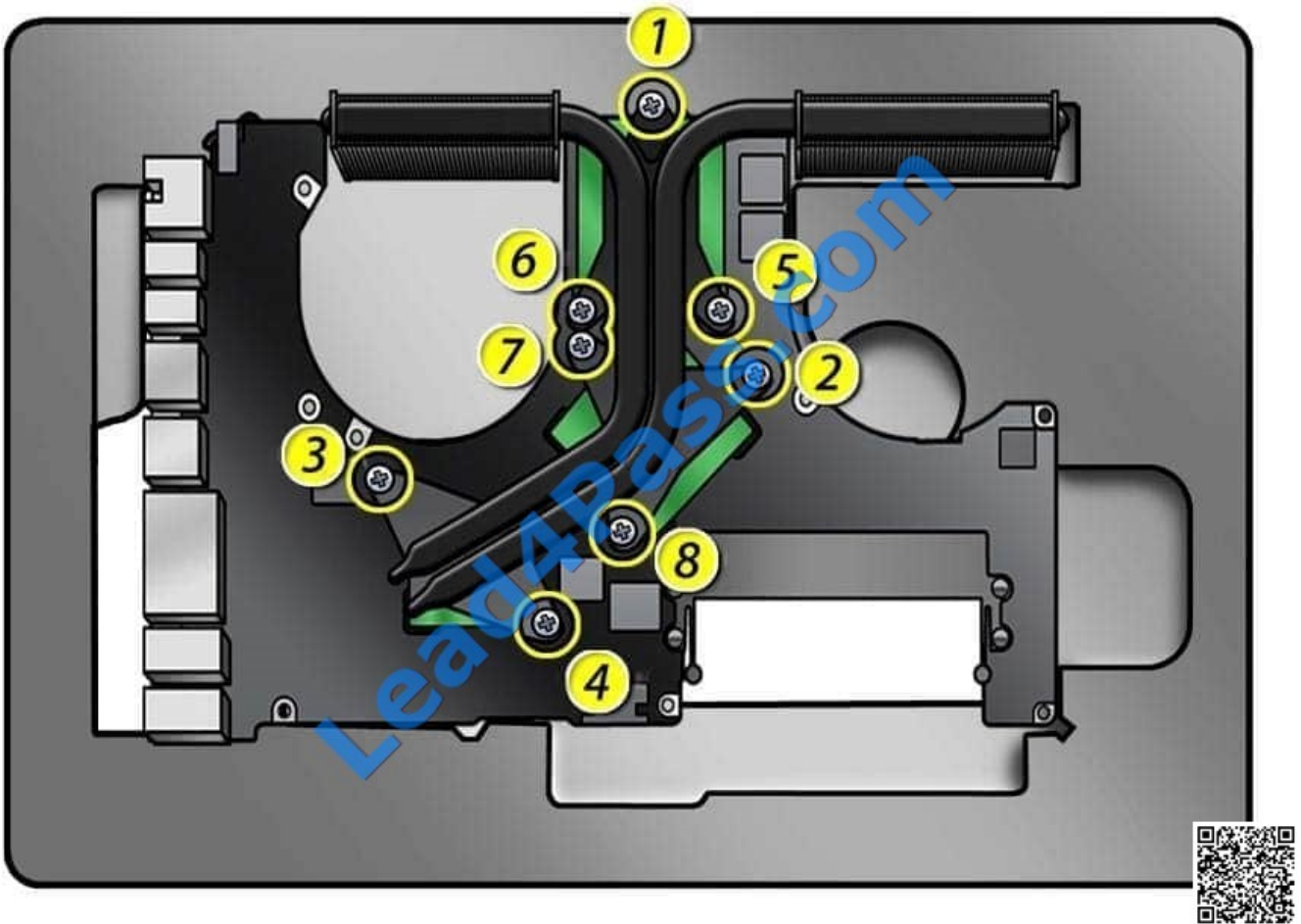Handling system resets from various commands.

Controlling the fans.

QUESTION 2

When installing a heat sink in a MacBook Pro (15-inch, Mid 2012) do you tighten each of the six heat sink screws completely before tightening the next one?

A. YES

B. NO

Correct Answer: B

Install heat sink screws in the order shown, 1/2 way first, then tighten the rest of the way.

QUESTION 3

You are replacing a logic board in a Mac Pro. You should handle the board by its _____.

A. edges

B. heat sinks

C. connectors

D. components

Correct Answer: A

QUESTION 4

A MacBook Pro (17-inch Mid-2010) powers on with no image on the built-in display. You connect an external display and restart the MacBook Pro, yet you still see no image on either display. Which of the following is most likely the cause of this symptom?

A. Dead battery

B. Not enough RAM

C. Faulty optical drive

D. RAM not completely seated

Correct Answer: D

Explanation/Reference:

MacBook Pro (15-inch, Late 2008, Mid 2009, 2.53 GHz Mid 2009, Mid 2010, Early 2011, Late 2011, 17-inch, Early 2009, Mid 2009, Mid 2010, Early 2011, Late 2011): Power But Blank/No

3. Reseat memory modules securely in their slots. Does video appear on external display?	Yes	Go to step 5.		
	No	Go to step 4.		

MacBook Pro (15-inch, Late 2008, Mid 2009, 2.53 GHz Mid 2009, Mid 2010, Early 2011, Late 2011, 17-inch, Early 2009, Mid 2009, Mid 2010, Early 2011, Late 2011): Power But Blank/No

4. Install known-good memory. If known-good memory is unavailable, perform DIMM isolation testing. Remove one DIMM, test, swap, then retest. Test both memory slots to determine if one or both sockets are bad, indicating a defective logic board. Start up computer.	Yes	Replace defective memory module (s). Verify issue resolved.	X02	MEMORY
	No	Replace the logic board. Verify issue resolved.	M03	MLB
Does video appear on both				

QUESTION 5

A customer claims that her Mac cannot connect to her AirPort Express network at home. Which of the following would be the BEST question to ask her FIRST?

A. Can any other computer successfully join her network?

B. Does your ISP support wireless access to the Internet?

C. What type of wireless card is installed in your Mac?

D. Have you upgraded to Mac OS X v10.7.3?

Correct Answer: A

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