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QUESTION 1

Which safety issue applies to newer Apple portable models?

- A. Fragile bottom case
- B. High voltage display
- C. Heavy internal frame
- D. Soft battery enclosure
- E. Sharp logic board edges

Correct Answer: D

QUESTION 2

Which THREE of the following probing questions are most appropriate to ask the customer when troubleshooting AirPort issues? SELECT THREE

- A. Are wired computers affected as well?
- B. Are just wireless computers affected?
- C. How much RAM do you have installed?
- D. What is the computer's processor speed?
- E. What is the resolution of the computer's display?
- F. Are any hubs, routers, or other computers connected to the network?

Correct Answer: ABF

QUESTION 3

Examine the exhibit.



What AirPort Extreme port does the number 3 identify?

- A. USB
- B. LAN
- C. WAN
- D. Power
- E. FireWire

Correct Answer: C

The rear panel of the AirPort Extreme contains the ports for sharing, network connections, a security slot, and a reset button:





1.Power 2.USB 2.0 port 3.Gigabit WAN port 4.Gigabit LAN ports (3) 5.Link light (4) 6.Reset button 7.Security slot

QUESTION 4

Which of the following can cause damage to an embedded battery from a MacBook Air 13" Mid 2011

- A. Handling by the edges
- B. Squeezing the cell packs
- C. Use both hands when removing the battery
- D. Tightening the battery screws only finger tight

Correct Answer: B

QUESTION 5

A customer asks if there is a diagnostic that he can use to help troubleshoot a hardware problem with his MacBook Pro. Which of the following solutions should you suggest?

- A. Apple Service Diagnostic
- B. Apple Hardware Test
- C. Terminal
- D. Console

Correct Answer: B

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