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QUESTION 1

Which of the following is a valid electrical safety precaution when working on a computer or display with exposed, potentially energized parts?

- A. Use only metal screw drivers or fingers as needed to connect or disconnect cables.
- B. Always wear an ESD wrist or heel strap when working on plugged in systems.
- C. Be very careful handling the logic board or power supply while the computer is plugged in.
- D. Remove rings, watches, necklaces, metal-rimmed eyewear and other metallic articles before working on the computer.

Correct Answer: D

Explanation:

Rings, watches, necklaces or any metallic wearables should be removed because metal will disturb the inner circuitry and the static charge will transfer to the sensitive parts of the computer. Reference: <http://mdex-nn.ru/uploads/imac12.pdf> (page 3, electrical safety precautions)

QUESTION 2

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? SELECT TWO.

- A. Logic board
- B. Hard drive
- C. Memory
- D. Speakers
- E. Power supply
- F. LCD

Correct Answer: EF

QUESTION 3

What is the likely cause of an iMac (21.5-inch, Late 2013) producing a single error tone at startup that repeats every five seconds.

- A. The unit does not have RAM or RAM is not installed properly.

- B. The logic board has failed and must be replaced.
- C. The RAM does not pass data integrity tests.
- D. The hard drive has failed S.M.A.R.T. status.

Correct Answer: A

Reference: <https://support.apple.com/en-ca/HT202768>

QUESTION 4

Francine states that she does not see anything on her iMac display when she turns it on. Which of the following should you use first to isolate as either a backlight issue or a video signal issue?

- A. A flashlight
- B. A replacement LCD panel
- C. A replacement logic board
- D. A replacement backlight power board

Correct Answer: B

QUESTION 5

After replacing a Mac Pro (Late 2013) graphics board or CPU riser card, which of the following utilities should be run?

- A. Cooling System Diagnostic (CSD)
- B. Cooling Diagnostic (CD)
- C. Mac System Diagnostic (MSD)
- D. System Diagnostic for Mac Pro (SDMP)

Correct Answer: A

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