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QUESTION 1

Where can a technician find the serial number of an SSD that has been replaced on a MacBook Pro (Retina, 13-inch, Early 2013)?

- A. Lift the mylar cover on the SSD.
- B. Peel back the thermal pad on the SSD
- C. On the top case.
- D. On the back of the SSD cable

Correct Answer: A

QUESTION 2

Elizabeth is having an issue with a Thunderbolt hard drive connected through her Apple display. Which two troubleshooting steps should be tried first to resolve the issue? Select two.

- A. Run Software Update on the Mac with the Apple Display connected to check for firmware updates for the display.
- B. The customer should contact the Thunderbolt hard drive manufacturer and ask for a replacement.
- C. Check with the hard drive manufacturer for a device firmware update.
- D. Startup the Mac into OS X Recovery, erase the volume then reinstall OS X.
- E. Open the Apple Display and reseal all cables and connections.
- F. Open the Mac and reseal all cables and connections.

Correct Answer: AD

QUESTION 3

Which of the following tools should be run after using the Trackpad Keyboard Mapper tool to verify that a keyboard language has been programmed on a MacBook Air (Early 2014)?

- A. Apple Diagnostics
- B. Trackpad Diagnostics
- C. Apple Service Diagnostics (ASD)
- D. Mac Resource Inspector (MRI)

Correct Answer: C

QUESTION 4

If the glass panel on an iMac or Thunderbolt Display is broken and still attached to the rear housing, with what will you secure the broken display?

- A. Glue
- B. Very High Bond (VHB) adhesive
- C. Packing tape
- D. Thermal compound
- E. Painters tape

Correct Answer: C

Reference: <http://mdex-nn.ru/uploads/imac12.pdf> (page 11)

QUESTION 5

Which of the following tools is used to hold the display steady when performing a repair on an iMac (Late 2012, Early 2013, Late 2013, Mid 2014)?

- A. Service wedge
- B. LCD Mount
- C. LCD Clamp
- D. Service stand

Correct Answer: A

QUESTION 6

Which of the following desktop Macs supports going into Safe Sleep after four hours of inactivity if the computer is using OS X v10.8.2 or newer?

- A. iMac (Late 2011)
- B. Mac Pro (Mid 2012)
- C. Mac mini (Mid 2011)

D. Mac mini (Late 2012)

Correct Answer: D

Reference: <https://support.apple.com/en-us/HT201635>

QUESTION 7

Which of the following is a valid ESD safety precaution?

- A. Always handle logic board by grasping the heat sinks.
- B. Do not wear polyester clothing while working on ESD sensitive components
- C. You should place ESD-sensitive circuits on top of metal work surfaces.
- D. Keep ion generators away from circuit board or assembly containing ESD-sensitive circuits.

Correct Answer: B

Reference: <http://www.peachpit.com/articles/article.aspx?p=760956> (see ESD safety guidelines)

QUESTION 8

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

- A. Have you tried connecting to a different Wi-Fi network?
- B. Does your ISP support wireless access to the Internet?
- C. Do you have a Thunderbolt to Ethernet adapter?
- D. Have you updated your RAM?

Correct Answer: A

Reference: <https://support.apple.com/en-us/HT201621>

QUESTION 9

After completing the repair, which of the following should always be used to verify that the issue is resolved so that repeat repairs and unnecessary part usage will be reduced?

- A. Mac Hardware test (MHT)
- B. Mac Service Toolkit (MaST)
- C. Apple Resource Inspector (ARI)
- D. Apple Service Toolkit (AST)

Correct Answer: D

Explanation: Apple Service Toolkit (AST) Prior to initiating a repair, run Apple Service Toolkit (AST). AST will perform a quick check of the computer's general components. After completing a repair, always use AST to verify that the issue is resolved. Doing so will reduce repeat repairs and unnecessary part usage. Reference: <http://mdex-nn.ru/uploads/newmbp15.pdf>

QUESTION 10

What is the minimum version of OS X required required to use the AirPort Utility to configure an AirPort Extreme 802.11ac?

- A. OSXv10.7.5
- B. OSXv10.7.2
- C. OSXv10.6.8
- D. OSXv10.8.4

Correct Answer: A

Reference: <https://www.apple.com/airport-extreme/specs/> (system requirements)

QUESTION 11

When one or more keycaps need to be replaced on a MacBook Pro (Retina, 15-inch Late 2013), a keycap kit can be used rather than replacing the top case assembly. Which of the following statements is true?

- A. Use the Keycap Kit for Apple Portables to replace missing keycaps.
- B. The keycap kit is cross compatible with the MacBook Pro (Retina, Mid 2012) and MacBook Pro (Retina, 15-inch, Early 2013 and Late 2013).
- C. Use any portable keycap kit.
- D. If more than three keycaps are need to be replaced, replace the entire top case assembly for that specific model MacBook Pro.

Correct Answer: B

QUESTION 12

When configuring an ESD-compliant work area and using an ESD wrist strap, ensure that the metal section or hooks on the strap interior are touching your skin. What else should you verify to ensure that the ESD-compliant work area is properly configured?

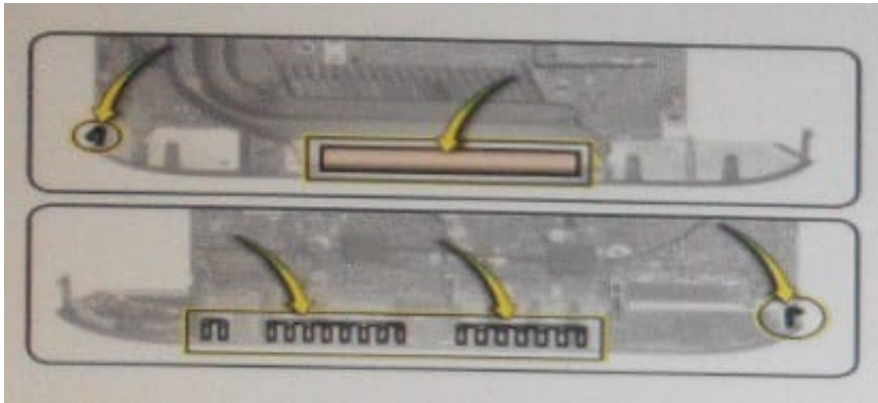
- A. The wrist strap cable does not touch an embedded battery.

- B. The wrist strap is in close proximity to the antistatic resistor.
- C. the strap cable is connected to the ESD mat or grounded connector.
- D. You have fully discharged any static electricity by touching the metal frame of the device you are servicing.

Correct Answer: B

QUESTION 13

Examine the image. When repairing a Mac mini (Mid 2011), which areas of the logic board assembly should you avoid touching?



- A. The top and bottom of the assembly.
- B. The EMI fingers and gasket.
- C. The grounding pad and cable guide
- D. Thermal pad and heat sink clips.

Correct Answer: B

QUESTION 14

Which of the following could indicate accidental damage when inspecting the inside of a Mac mini (Late 2012) before a repair?

- A. Light dust in the fans
- B. Third-party RAM installed
- C. Lint gathered near the rear vents
- D. Oxidation or discoloration of the logic board

Correct Answer: D

QUESTION 15

Remaining residue from Very High Bond (VHB) adhesive should only be removed with which of the following:

- A. VHB solvent
- B. Nail polish remover
- C. Isopropyl alcohol wipes
- D. VHB neutralizer
- E. Liquid acid neutralizer

Correct Answer: BC

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