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QUESTION 1

The Solid state drive in MacBook Air (11-inch, Mid 2012) is NOT backwards compatible with earlier models.

A. True

B. False

Correct Answer: B

Late 2010/Mid 2011 SSD Card

Mid 2012 SSD Card

QUESTION 2

Which of the following is ALMOST CERTAINLY a software-related problem?

A. No video on display

B. Single beep at startup

C. No Internet connectivity

D. iPhoto quits when launched

Correct Answer: D

QUESTION 3

If the embedded battery with exposed cell packs from a MacBook Air (Late 2010) is dropped during service, it should always be replaced.

A. True

B. False

Correct Answer: A

Best Practices The battery contains several soft battery cells. Do not press on the battery cells with your fingers, and do nothandle the battery pack in any way that might apply any physical pressure to these cells. Do not drop a loosebattery. If the battery is dropped, replace the battery.

QUESTION 4

Apple sells customer information to other marketers.

A. True

B. False

Correct Answer: B

QUESTION 5

Which of following is not a good step to take when working onsite on computer?

A. Place part on the floor.

B. Use a grounded ESD mat.

C. Wear a grounded ESD wrist strap.

D. Check the polarity of the grounded power outlet.

Correct Answer: A

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