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**QUESTION 1**

According to Apple Technician Guides, what should be completed before performing any take-apart steps when replacing a part in any Apple product?

- A. Disconnect and reconnect all internal cables.
- B. Lay the product on its side so it will not fall over.
- C. Discharge the CRT and establish an ongoing ground.
- D. Gather all necessary tools and perform all preliminary steps.
- E. Order all available service parts for the appropriate configuration of the product.

Correct Answer: D

Before You Begin

Remove any cases or screen protectors, which may inhibit proper testing. Verify the user-reported symptom(s) and identify the correct part(s) needed for repair.

Make sure the device is powered off.

Electrostatic Discharge Precautions

Proper ESD precautions must always be used when opening an iPhone 4. Make sure you are working on a properly grounded ESD-safe mat and are wearing a properly connected ESD-safewrist strap.

For more information about ESD, refer to:

Apple Support article HT3451: Electrostatic Discharge Precautions and Myths

AppleCare Service Training: ESD Precautions

Gather Required Tools

Preliminary Steps Warning: Always shut down the computer before opening it to avoid damaging the internal components or causing injury. After you shut down the computer, the internal components can be very hot. Let the computer cool down for 30 minutes before continuing.

QUESTION 2

What is the indication that a Mac has completed a successful power-on self test (POST)?

- A. Startup Chime.
- B. A series of beeps.
- C. The Login Window starts.
- D. The Desktop, Dock, and menu bar load.



Correct Answer: A

Startup Stages and Cues for Mac OS X v10.6

The table below summarizes the Hardware (A), Startup (B), and Login (C) stages for Mac OS X v10.6 (Snow Leopard):

What Happens	What You See	Notes
A1 Computer sends power to logic board, power-on self test (POST)	Black screen	- Chime if successful - Series of beeps if not successful
A2 Open Firmware (PPC) or EFI (Intel) loads boot loader.	Blank gray screen	
B1 Boot loader (BootX (PPC) or boot.efi (Intel)) loads kernel + boot-required kexts	Gray apple - found boot.efi Circle with Slash - could not load boot.efi, or some other issue Flashing globe - looking for booter/kernel on netboot server Gray Apple with spinning earth below - found booter/kernel on netboot server Broken Folder that blinks - no bootable device has been found	
B2 Kernel looks for root device and its driver, checks disk directory, and runs launchd	Gray apple + gear	
B3 Loginwindow starts, which requires WindowServer, other launchd jobs and processes run, mostly in parallel	Blue screen	
B3.5 Previous versions of Mac OS X display a progress window	Leopard does not display a progress window.	
B4 Login Window starts	If automatic login is disabled, you see the Login window	
C1 Finder, Dock, and other background processes load	Desktop, Dock, menu bar	
C2 Login items run	Item-specific onscreen elements	Some login items do not display onscreen elements

QUESTION 3

Which of the following is NOT a valid Bluetooth troubleshooting tip for Macs?

- A. Check for signal interference.
- B. Make sure Bluetooth is turned on.
- C. Update Bluetooth software on the Mac.
- D. Verify Bluetooth peripheral hardware batteries are charged.
- E. Make sure the Bluetooth peripheral is at least 20 meters away from the Mac.

Correct Answer: E

<http://support.apple.com/kb/HT3887>

QUESTION 4



A computer service technician says "I don't use ESD precautions and have never had a problem." What (if anything) is wrong with this statement?

- A. Nothing is wrong with this statement.
- B. ESD damage may not appear immediately.
- C. ESD happens only to inexperienced technicians.
- D. ESD damage is really not as bad as everyone thinks.

Correct Answer: B

ESD MYTHS

Some popular misconceptions:

Don't use ESD precautions and have never had a problem. How would you know? You may be damaging parts in ways that do not show up immediately via system performance or diagnostic routines. Apple has tested for ESD damage

and consistently found that mishandling components and computers creates IC damage.

Don't have time to be tied down with wrist straps and mats. Mishandling components creates DOA parts that slow down repairs and drive customer dissatisfaction. In addition, you can set up work areas using heel straps instead of wrist straps.

This leaves your hands free.

If Apple was really serious about ESD precautions, it would not tell customers to just touch metal before replacing DIY parts.

Customers replace far fewer parts than service technicians. Since it is difficult to train customers in the best ESD techniques, Apple asks them to practice a less effective procedure that they can readily do. Only RAM and logic boards require

ESD precautions. Everything else is shielded. Not true. Most components have some circuitry. In addition, replacing a component such as a cable may require handling many other components that contain ICs. It is far wiser to take ESD

precautions whenever you have to open up a computer.

You do not have to be hardwired to ground to practice correct ESD precautions. There are some products which claim to ground you without the use of direct connections to ground. Such "wireless" solutions have not been proven. Use a

grounded wrist strap or heel strap. Those work.

QUESTION 5

Which THREE of the following are valid CRT safety rules? SELECT THREE

- A. Touch the computer's metal chassis.
- B. Wear a grounded ESD wrist strap.
- C. Connect the AC power cord.



D. Remove any metal jewelry

E. Wear safety goggles

F. Don't work alone.

Correct Answer: DEF

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