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Mac Service Certification Exam





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QUESTION 1

What caution should a technician be aware of before attempting to remove hard drives or optical drive carrier from a MacPro (Mid 2012)?

- A. The rear latch must be lifted or the drives are locked in a place.
- B. The rear latch should be in the closed position to unlock drives.
- C. The hard drives must be unscrewed from the carrier before removal.
- D. The optical drive screws must be removed before sliding the carrier out of enclosure.

Correct Answer: D

QUESTION 2

Where is the keyboard mapping data for MacBook Air (Mid 2013) models stored?

- A. Keyboard
- B. Flash storage
- C. Trackpad assembly
- D. Boot ROM

Correct Answer: D

QUESTION 3

You are troubleshooting an iMac (Late 2013) that does not power on. You notice that all diagnostic LEDs remain off when a known-good power cord is connected to the iMac and to a known-good power outlet. What is most likely the cause of these symptoms?

- A. Faulty power supply
- B. Faulty display panel
- C. Faulty hard drive
- D. Faulty video card

Correct Answer: A

QUESTION 4

Which of the following parts must be removed prior to replacing the left speaker of the MacBook Air (11inch, Mid 2013)?
SELECT THREE.

- A. Right speaker
- B. Bottom case
- C. Battery
- D. Logic board
- E. I/O Flex cable
- F. Display clamshell
- G. Input device (IPD) flex cable

Correct Answer: BCG

Reference: <https://www.ifixit.com/Guide/MacBook+Air+13-+Inch+Mid+2013+Left+Speaker+Replacement/15233>

QUESTION 5

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

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