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QUESTION 1

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 2

Which of the following Mac Pro (Late 2013) parts has a slot for flash storage?

- A. Interposer
- B. Daughterboard
- C. Graphics Board A
- D. Graphics Board B

Correct Answer: C

Reference: <https://support.apple.com/en-ap/HT202881>

QUESTION 3

If a customer uses the wrong wattage power adapter with a MacBook Pro (15-inch, Mid 2012) and cannot power on the device, which of the following problems spaces best describes this issue?

- A. OS
- B. Software
- C. Hardware
- D. Educational Opportunity

Correct Answer: A

QUESTION 4

What should be done to protect the Thunderbolt and USB 3 port during handling or shipment of the Mac Book Pro (Retina, 13-inch, Late 2012, Early 2013 and Late 2013 logic board?)

- A. Install screws on logic board.
- B. Immediately place logic board into ESD bag to protect ports.
- C. Install port covers over the ports
- D. Use Kapton tape cover the ports and the C-shaped EMI ground tabs

Correct Answer: D

QUESTION 5

Before leaving your bench to take a logic board to a storage place, where should you place the logic board?

- A. On top of an ESD shielding bag
- B. Inside an ESD shielding bag
- C. Inside a cardboard box
- D. On a metal table

Correct Answer: B

QUESTION 6

A customer brings his MacBook Pro (15-inch, Mid 2012) in for servicing. It is not functioning correctly and you suspect the machine has been damaged by the customer. As you inspect for accidental damage, you should open the lid and confirm that the hinges are working smoothly and inspect the LCD for cracks in the glass. Which of the following should you also do? Select two.

- A. Disassemble the SuperDrive to check for debris or dust inside.
- B. Look for cracks, dents, or scratches on the exterior of the system.
- C. Connect the system to external speakers to check for sound output.
- D. Erase all of the customer's data and reinstall OS X to test the hard drive.
- E. Check for any unusual odors coming from the system, which might indicate spill damage.

Correct Answer: BD

Reference: <https://quizlet.com/8887243/identifying-accidental-damage-flash-cards/>

QUESTION 7

What color indicates that the Liquid Contact Indicators inside a MacBook Pro (13-inch, Mid 2012, have been triggered?

- A. Red
- B. Blue
- C. White
- D. Yellow

Correct Answer: A

Explanation: The indicators trigger only with direct contact to a liquid. The indicators will not be triggered by temperature and humidity that is within the product's environmental requirements described by Apple. A triggered indicator will turn red or pink...indicating that the module(s) to which the indicator is attached has been exposed to liquid.

QUESTION 8

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 9

Which of the following is a best practice when handling the embedded battery from MacBook Air models?

- A. Use the battery cable or connector to lift the battery.
- B. Hold the battery carefully by its edges only with two hands.
- C. Grasp the middle of the battery cells when removing it from the computer.
- D. Re-cover any punctures or tears in the soft Mylar covering with Kapton tape

Correct Answer: A

QUESTION 10

You require additional information about a specific problem with a customer's Mac. Which one of the following resources is the Apple-recommended choice for researching the problem?

- A. Apple Downloads
- B. Apple Support articles
- C. Third-party search engines
- D. Apple Support Communities

Correct Answer: B

QUESTION 11

The Mac Pro (Late 2013) enclosure is made of the following polished material that must be handled with care to avoid scratching:

- A. plastic
- B. acrylic
- C. titanium
- D. aluminum

Correct Answer: D

QUESTION 12

Which of the following is NOT a good step to take when working on-site on a computer?

- A. Place parts 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

QUESTION 13

How many soft cells does the battery in the Mac Book Pro (Retina Mid2012) or MacBook Pro (Retina, 15inch, Early 2013 and Late 2013) have?

- A. 5
- B. 6
- C. 7
- D. 8

Correct Answer: B

Reference: <https://www.ifixit.com/Teardown/MacBook+Pro+15-Inch+Retina+Display+Mid+2012+Teardown/9462>

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

What component should be investigated if a MacBook Air (13-inch, Mid 2012) sends video to an external display but not to the internal?

- A. Display Module
- B. Logic board
- C. I/O flex cable
- D. I/O board

Correct Answer: A

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