



Macintosh Service Certification Exam

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QUESTION 1

Examine the exhibit. Is this the correct tool to remove the top cover from a Mac mini?



A. Yes

B. No

Correct Answer: A

QUESTION 2

- B. report damaged service parts to Apple
- C. report normal business operational details to Apple
- D. raise a potential business conduct or ethics issue as it relates to Apple

Correct Answer: D

QUESTION 3

When practicing component isolation, which ONE of the following components would NOT be a part of a minimal system configuration for a MacBook?

- A. SDRAM
- B. Speaker
- C. Hard Drive
- D. Logic Board
- E. Power adapter



Correct Answer: C

QUESTION 4

What does Apple recommend you do before replacing or installing any internal parts in an Xserve?

A. Remove all drive modules from the Xserve.

- B. Remove the Xserve from its rack.
- C. Press the System Identifier button.
- D. Unlock all drive module bays.

Correct Answer: B

QUESTION 5

After identifying some accidental damage and pointing it out to the customer, the customer says "Apple\\'s warranty should cover this kind of problem." How should you respond?

- A. Apple will only cover the internal damage, not the cosmetic damage, so the charge will be less.
- B. You\\'re right, Apple\\'s warranty does cover this kind of accidental damage, so the repair will be free.
- C. Apple\\'s warranty does not cover this, but the AppleCare Protection Plan might, but only if you buy it now.
- D. Apple\\'s warranty specifically calls out accidental damage as an instance where system failures are not covered.

Correct Answer: D

QUESTION 6

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

QUESTION 7



Which of the following is a valid precaution you should take when replacing a processor in a Mac Pro (3.2GHz Early 2008)?

- A. Avoid touching the silver coating on the underside of the heat sink and the top of the processor.
- B. Leave the heat sinks removed for at least thirty minutes before replacing the processor.
- C. Remove both heat sinks before replacing either processor.
- D. Avoid touching the cables near the processor.

Correct Answer: A

QUESTION 8

What is the function of the SMC in an Intel Mac?

- A. The SMC controls all aspects of power flow.
- B. The SMC controls the speed of the hard drive.
- C. The SMC manages the amount of virtual memory used.
- D. The SMC manages all communication with attached peripherals.

Correct Answer: A

QUESTION 9

On a MacBook Pro, Safe Sleep ensures that _____.

A. any open IP ports from services are closed before putting the machine to sleep

B. the machine is locked with a configured password after a specified amount of time

C. data stored in main memory will not be lost should the system shut down due to power loss while the machine is asleep

D. the user is prompted to save documents in any open applications before machine is put to sleep using the Sleep command from the Apple menu

Correct Answer: C

QUESTION 10

- A. Can any other computer successfully join her network?
- B. Does your ISP support wireless access to the Internet?
- C. What type of wireless card is installed in your Mac?



D. Have you upgraded to Mac OS X v10.4.8?

Correct Answer: A

QUESTION 11

When discharging a CRT, what part do you touch with the tip of the discharge tool?

- A. Anode aperture
- B. High voltage cable
- C. Flyback transformer
- D. Yoke connector/cable

Correct Answer: A

QUESTION 12

Which safety issue applies to the iMac (Early 2008)?

- A. Liquid coolant spillage
- B. Thermal grease toxicity
- C. High voltage CRT discharge
- D. Fragile glass panel breakage

Correct Answer: D

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