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QUESTION 1

A replacement MacBook Pro (Retina, Mid 2012) top case assembly comes with what collection of components?

- A. battery, keyboard, trackpad, microphone, fan ducts and clutch screw covers
- B. battery, keyboard, trackpad, speakers and fan ducts
- C. board, trackpad, microphone, fan ducts and clutch screw covers
- D. keyboard, trackpad, microphone and fan ducts

Correct Answer: A

Note: The replacement top case comes with the following parts installed: battery keyboard trackpad microphone fan ducts

References:

QUESTION 2

What precautions should be taken if a discharged CRT must remain exposed for any length of time?

- A. You should reset the Power Manager Unit on the logic board.
- B. You should perform a full set of video adjustments on the CRT
- C. You should remove the CRT from the computer or display assembly
- D. You should establish an ongoing lead between the CRT anode and ground.

Correct Answer: D

QUESTION 3

Which piece of information is best used to determine any Mac's correct AppleCare name?

- A. the EMC number
- B. the serial number
- C. the MAC address
- D. the model number

Correct Answer: B

If you can find the serial number, you can identify which model you have.



QUESTION 4

A customer states that he cannot open a Keynote file. What is the most effective question to ask him FIRST?

- A. Can you open any files?
- B. Can you open other Keynote files?
- C. Is your Mac connected to a network?
- D. What version of Keynote are you using?

Correct Answer: B

QUESTION 5

Which TWO of the following are clues that may indicate a '\\no video\\' condition? SELECT TWO

- A. You do not hear a startup chime.
- B. You may hear fan or drive noise.
- C. You cannot connect to the Internet.
- D. The power button or power indicator lights up.
- E. The cursor is frozen and the system is unresponsive.

Correct Answer: BD

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