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QUESTION 1

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 2

ESD causes damage to circuits by _____.

- A. slowing the circuit down



- B. blasting a hole in the circuit
- C. cooling the circuit too quickly
- D. increasing the circuit's clock speed

Correct Answer: B

ESD Risks

The discharge of static electricity near active electronic systems can cause memory corruption or temporary failures. It can cause irreparable damage to sensitive chips and printed circuitry of electronic components.

Such damage is basically a hole blasted in the integrated circuit by the ESD. It can be a very small hole but can result in hard-to-trace computer behaviors.

QUESTION 3

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

QUESTION 4

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. Downloads
- B. Discussions
- C. User's manual
- D. Apple support articles

Correct Answer: D

**QUESTION 5**

A MacBook Pro (17-inch Mid-2010) powers on with no image on the built-in display. You connect an external display and restart the MacBook Pro, yet you still see no image on either display. Which of the following is most likely the cause of this symptom?

- A. Dead battery
- B. Not enough RAM
- C. Faulty optical drive
- D. RAM not completely seated

Correct Answer: D

Explanation/Reference:

MacBook Pro (15-inch, Late 2008, Mid 2009, 2.53 GHz Mid 2009, Mid 2010, Early 2011, Late 2011, 17-inch, Early 2009, Mid 2009, Mid 2010, Early 2011, Late 2011): Power But Blank/No

3. Reseat memory modules securely in their slots. Does video appear on external display?	Yes	Go to step 5.		
	No	Go to step 4.		

MacBook Pro (15-inch, Late 2008, Mid 2009, 2.53 GHz Mid 2009, Mid 2010, Early 2011, Late 2011, 17-inch, Early 2009, Mid 2009, Mid 2010, Early 2011, Late 2011): Power But Blank/No

4. Install known-good memory. If known-good memory is unavailable, perform DIMM isolation testing. Remove one DIMM, test, swap, then retest. Test both memory slots to determine if one or both sockets are bad, indicating a defective logic board. Start up computer.	Yes	Replace defective memory module(s). Verify issue resolved.	X02	MEMORY
	No	Replace the logic board. Verify issue resolved.	M03	MLB



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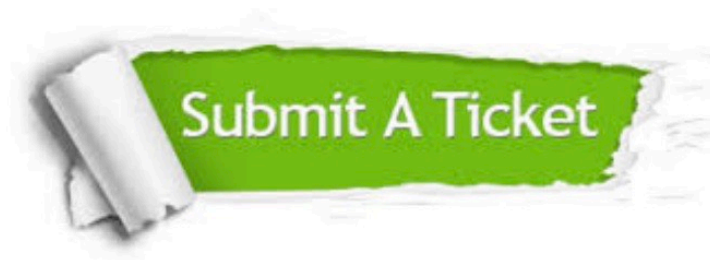
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