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QUESTION 1

Which THREE of the following symptoms would most likely be resolved by performing an SMC reset as a first step?
SELECT THREE

- A. Computer does not turn on
- B. Cursor is unresponsive in Finder
- C. Network / Internet connectivity issues
- D. USB and/or FireWire port(s) do not function
- E. Computer does not sleep / wake from sleep

Correct Answer: ADE

System Management Controller (SMC)

The System Management Controller (SMC) controls power functions on the MacBook Air (Late 2010). This includes charging, fans, and other powered features such as items on the USB bus, including the built-in iSight and external USB

ports.

In the Intel-based Mac, much of the functionality of the SMU was replaced by the System Management Controller- the (SMC) - a chip that controls all the power functions including:

Telling the computer when to turn on, turn off, sleep, wake, idle, and so forth.

Handling system resets from various commands.

Controlling the fans.

QUESTION 2

Verifying that a computer functions properly after you repair it ensures that _____. SELECT THREE

- A. third-party software is working
- B. the original issue has been resolved
- C. the computer falls under service warranty
- D. the computer will continue to function after the repair
- E. no new problems have been introduced during the repair

Correct Answer: BDE

QUESTION 3



You are attempting to power a Mac mini (Late 2009) with an 85 Watt power adapter. Will this work?

A. Yes

B. No

Correct Answer: B

Identify the Power Adapter

The Mac mini (Early 2006) through Mac mini (Late 2009) use a 110 watt power adapter. This information can be found on the side of the power adapter as shown below:

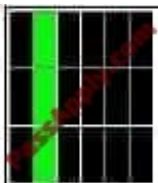


Models of the Mac mini made before 2006 use an 85 watt power adapter. Again, this information can be found on the side of the power adapter as shown below:



QUESTION 4

Examine the exhibit.



What is the correct name for this type of pixel anomaly?

A. Dark dot defect

B. Stuck sub-pixel

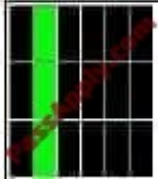
C. Bright dot defect

D. Vertical TAB fault



Correct Answer: D

In the examples below, a horizontal or vertical white or colored line would appear on the display, while the rest of the display would appear dark.



Whether the symptom is a white line, a black line, or a colored line, horizontal or vertical, the important thing to remember here is that TAB faults are resolved only by replacing the LCD display module itself, not by flexing the LCD display module, rubbing the display, or some other improvised method.

QUESTION 5

Which THREE troubleshooting steps should be attempted if the SD card slot does not appear in System Profiler on MacBook Pro (13-inch, Mid 2009)? SELECT THREE

- A. Reset PRAM.
- B. Reset the SMC.
- C. Force the card into the slot.
- D. Back up user data, then erase and reinstall Mac OS X.
- E. Remove and reinsert the card with a third party SD card adapter.
- F. Start up from the Mac OS X Installer DVD or external disk and check System Profiler.

Correct Answer: ABF

If the card does not appear in System Profiler, try reformatting the card using Disk Utility, or try another SD card without using an XD or mini SD adapter. If the card reader does not appear in System Profiler on the USB bus, try resetting PRAM or SMC, or try starting up from another volume such as the Mac OS X Installer DVD to check System Profiler from a known good operating system.

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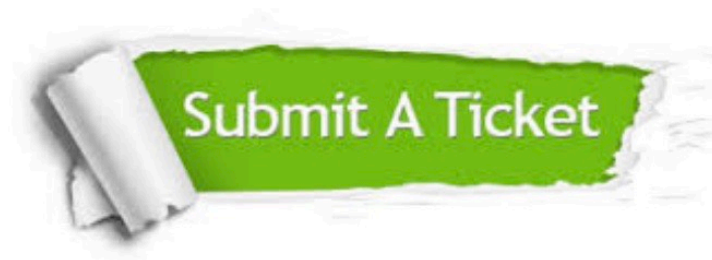
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