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QUESTION 1

Which of the following Apple products have similar power supply designs to the iMac (2011 and earlier) and present a shock hazard when serviced? Select two.

- A. Mac Pro (Mid 2012)
- B. Mac mini (Late 2012)
- C. MacBook Air (Mid 2013)
- D. LED Cinema Display (27-inch)
- E. Thunderbolt Display (27-inch)
- F. MacBook Pro (15 inch, Mid 2012)

Correct Answer: BD

QUESTION 2

You must know the AppleCare name of an Intel iMac before performing which of the following actions?

- A. Starting up from OS X Recovery HD.
- B. Running Mac Resource Inspector.
- C. Replacing the logic board
- D. Resetting the NVRAM.

Correct Answer: C

Reference: <https://discussions.apple.com/thread/1516765>

QUESTION 3

Which section of Apple Service Guide contains a diagram for symptoms related to logic board connectors?

- A. Quick Checks
- B. Block Diagram
- C. Exploded View
- D. Functional Overview

Correct Answer: D



Reference: http://tim.id.au/laptops/apple/macbook/mbp15_mid2010.pdf (functional overview)

QUESTION 4

What is the maximum amount of memory that is supported in a dual-processor Mac Pro (Mid 2012)?

- A. 64 GB
- B. 32GB
- C. 16 GB
- D. 8 GB

Correct Answer: D

Reference: https://support.apple.com/kb/SP652?locale=en_US

QUESTION 5

Richard has a previously-purchased 85-85W MagSafe Power Adapter and would like to use it as a spare adapter for his MacBook Pro (Retina, 13-inch Late 2012). Which of the following is a valid statement?

- A. MagSafe Power Adapters are not supported with newer Apple portables; the customer should purchase a new spare adapter.
- B. The correct wattage for the MacBook Pro (Retina, 13-inch Late 2012) is actually 45W, so the adapter should not be used.
- C. Use the older MagSafe power adapter on the newer computer with MagSafe 2 port by using a MagSafe to MagSafe 2 converter.
- D. The customer can only use an older MagSafe power adapter with a new portable if it has an "L" style connector, not "T" style.

Correct Answer: C

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