Q&A

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Apple

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Apple Hardware Recertification
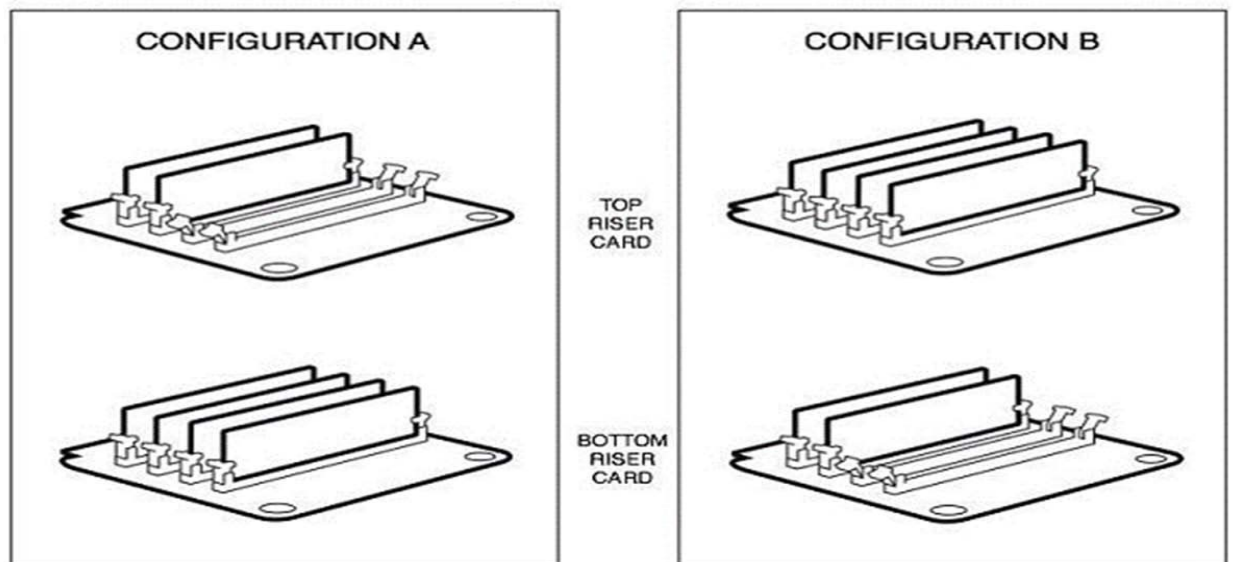
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QUESTION: 113

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

A. Yes
B. No

Answer: A

QUESTION: 114

Examine the exhibit.

Which of these is a valid memory configuration for a Mac Pro (Early 2008)?

A. Configuration A: Two DIMMs on top riser card, four DIMMs on bottom riser card.
B. Configuration B: Four DIMMs on top riser card, two DIMMs on bottom riser card.

Answer: B

QUESTION: 115

In order to read ANY of the diagnostic LEDs in a Mac Pro (Early 2008), you must press the DIAG_LED button on the logic board.

A. True
B. False

Answer: B

QUESTION: 116
How did you prepare for this exam? (Choose all that apply.)

A. Apple Mac OS X Help Desk Essentials leader-led course
B. Apple leader-led technician training course
C. Self-study AppleCare Technician Training purchased from Apple
D. Non-Apple courses or books
E. On-the-job training / apprenticeship
F. Self-taught
G. None of the above

Answer: E

QUESTION: 117
If you took an Apple leader-led course to prepare for this exam, when did you take it?
(Choose the closest answer.)

A. Last week
B. Two or three weeks ago
C. One month ago
D. Two months ago
E. Three months ago
F. More than three months ago
G. Did not take an Apple leader-led course

Answer: E

QUESTION: 118
What additional Apple certifications do you have or plan to seek? (Choose all that apply.)

A. Apple Certified Technical Coordinator
B. Apple Certified System Administrator
C. One or more of the Apple Digital Media Pro certifications
D. None

Answer: B

QUESTION: 119
Where is the BEST place to look for information regarding special take-apart tools for an Apple product?

A. Discussions
B. Service News
C. User's manual
D. Service manual

Answer: D

QUESTION: 120
You are running Apple Hardware Test on a customer's Mac. The test fails with an error code. Which one of the following resources is the Apple-recommended choice for locating the meaning of this code?

A. Apple Hardware Test Help
B. Service Source
C. Service manual
D. User's manual
Answer: B

QUESTION: 121
A useful tool to have when servicing an Apple portable computer is _____ tape.

A. plastic
B. kapton
C. packing
D. electrical

Answer: B

QUESTION: 122
A customer states that he cannot open an AppleWorks file. What is the most productive Question to ask him FIRST?

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

Answer: C

QUESTION: 123
What is the first step to take if you have a Mac that constantly ejects any CD / DVD that is inserted?

A. Replace the logic board.
B. Replace the optical drive.
C. Replace the optical drive cable.
D. Disconnect all peripheral devices, especially the mouse.

Answer: D

QUESTION: 124
When removing or replacing the heat sink or processor on the Mac Pro (8x), what is the maximum acceptable amount of time for the heat sink to be separated from the processor?

A. Five (5) minutes
B. Fifteen (15) minutes
C. Thirty (30) minutes
D. Sixty (60) minutes

Answer: B

SAMPLE QUESTIONS

These questions are for demo purpose only. **Full version** *is up to date and contains actual questions and answers.*

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