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QUESTION 1

Which part or parts of a CRT display should NOT be touched until after the display is disconnected from its power source and the CRT is properly discharged? SELECT ALL THAT APPLY

- A. Yoke assembly
- B. Anode aperture
- C. High voltage cable
- D. Front of CRT display
- E. Flyback transformer
- F. Outer plastic housing

Correct Answer: ABCE

QUESTION 2

When discharging a CRT, what part do you touch with the tip of the discharge tool?

- A. Anode aperture
- B. High voltage cable
- C. Flyback transformer
- D. Yoke connector/cable

Correct Answer: A

QUESTION 3

A MacBook Pro 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



QUESTION 4

- B. report damaged service parts to Apple
- C. report normal business operational details to Apple
- D. raise a potential business conduct or ethics issue as it relates to Apple

Correct Answer: D

QUESTION 5

A customer iBook G4 forgets the time and date when the main battery is completely drained and there is no AC adapter connected for several hours. Is this behavior normal?

- A. Yes
- B. No

Correct Answer: A

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