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QUESTION 1

To isolate a video problem as hardware or software on a Mac, which of the following steps should you try FIRST?

- A. Replace the built-in display.
- B. Reinstall the appropriate Mac OS.
- C. Verify the hard disk with Disk First Aid.
- D. Start up from a known-good startup disc.

Correct Answer: D

QUESTION 2

The basis for the component isolation troubleshooting technique is an understanding of _____ and _____ within computers. SELECT TWO

- A. network flow
- B. coolant flow
- C. power flow
- D. fan air flow
- E. signal flow

Correct Answer: CE

QUESTION 3

Examine the exhibit. What is the name of this special Apple tool?



- A. Mac Pro Wrench
- B. iMac Gap Measurement Tool
- C. MacBook Spring Adjustment Tool
- D. Time Capsule Antenna Alignment Wrench



Correct Answer: A

QUESTION 4

A customer setting up a small business with a wireless network wants to ensure that both the PC's running older hardware, and the Macs have secure access to the wireless network using encryption. What security feature on the AirPort Extreme (Gigabit) Base Station would provide that encryption?

- A. DSSS
- B. WAN privacy
- C. Wired Equivalency Privacy (WEP)
- D. Access control by MAC address

Correct Answer: C

QUESTION 5

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

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