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QUESTION 1

When practicing component isolation, which ONE of the following components would NOT be a part of a minimal system configuration for a MacBook 13-inch (Mid 2010)?

- A. RAM
- B. Logic board
- C. Optical drive
- D. Power adapter

Correct Answer: C

QUESTION 2

Which of the following is NOT a valid Bluetooth troubleshooting tip for Macs?

- A. Check for signal interference.
- B. Make sure Bluetooth is turned on.
- C. Update Bluetooth software on the Mac.
- D. Verify Bluetooth peripheral hardware batteries are charged.
- E. Make sure the Bluetooth peripheral is at least 20 meters away from the Mac.

Correct Answer: E

<http://support.apple.com/kb/HT3887>

QUESTION 3

Examine the exhibit.



What AirPort Extreme port does the number 3 identify?

- A. USB
- B. LAN
- C. WAN
- D. Power
- E. FireWire

Correct Answer: C

The rear panel of the AirPort Extreme contains the ports for sharing, network connections, a security slot, and a reset button:





1.Power 2.USB 2.0 port 3.Gigabit WAN port 4.Gigabit LAN ports (3) 5.Link light (4) 6.Reset button 7.Security slot

QUESTION 4

A computer service technician says "I don't use ESD precautions and have never had a problem." What (if anything) is wrong with this statement?

- A. Nothing is wrong with this statement.
- B. ESD damage may not appear immediately.
- C. ESD happens only to inexperienced technicians.
- D. ESD damage is really not as bad as everyone thinks.

Correct Answer: B

ESD MYTHS

Some popular misconceptions:

Don't use ESD precautions and have never had a problem. How would you know? You may be damaging parts in ways that do not show up immediately via system performance or diagnostic routines. Apple has tested for ESD damage

and consistently found that mishandling components and computers creates IC damage.

Don't have time to be tied down with wrist straps and mats. Mishandling components creates DOA parts that slow down repairs and drive customer dissatisfaction. In addition, you can set up work areas using heel straps instead of wrist straps.

This leaves your hands free.

If Apple was really serious about ESD precautions, it would not tell customers to just touch metal before replacing DIY parts.

Customers replace far fewer parts than service technicians. Since it is difficult to train customers in the best ESD techniques, Apple asks them to practice a less effective procedure that they can readily do. Only RAM and logic boards require

ESD precautions. Everything else is shielded. Not true. Most components have some circuitry. In addition, replacing a component such as a cable may require handling many other components that contain ICs. It is far wiser to take ESD

precautions whenever you have to open up a computer.

You do not have to be hardwired to ground to practice correct ESD precautions. There are some products which claim to ground you without the use of direct connections to ground. Such "wireless" solutions have not been proven. Use a grounded wrist strap or heel strap. Those work.

QUESTION 5

You are preparing to service a MacBook. To reduce the risk of damage from ESD, you clear the area of plastic, vinyl, or



foamed polystyrene, and have static-shielding storage bags available for ESD- sensitive components. While you are working you should also remember to _____ and _____. SELECT TWO

- A. ground yourself and the equipment you are working on
- B. always place ESD-sensitive components on metal surfaces
- C. discharge the display to protect the other ESD-sensitive components
- D. handle any ESD-sensitive components by the connectors, rather than by the edges
- E. ask other technicians to avoid touching you when you are working on ESD-sensitive components

Correct Answer: AE

Before working on any circuit board or assembly containing ESD-sensitive circuits, ground yourself and the equipment you are working on to an earth or building ground. Use a grounded conductive workbench mat and a grounding wrist strap, and ground the equipment to the mat. Do not touch anyone who is working on ESD-sensitive circuits or circuit boards of any kind. If you touch someone who is properly grounded, your "zap" or body charge may not cause any damage, but just to be safe, keep your own body charge away from other technicians.

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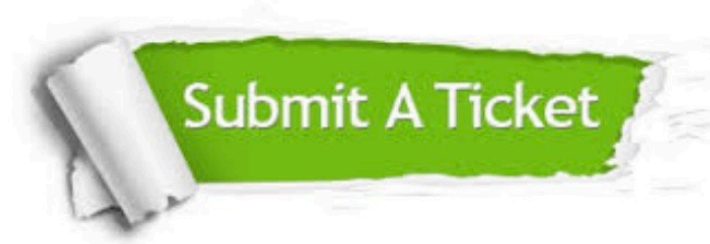
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