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QUESTION 1

If a customer uses the wrong wattage power adapter with a MacBook Pro (15-inch, Mid 2012) and cannot power on the device, which of the following problems spaces best describes this issue?

- A. OS
- B. Software
- C. Hardware
- D. Educational Opportunity

Correct Answer: A

QUESTION 2

A customer states that a MacBook Pro (Retina, 13-inch, Early 2013) does not recognize the SD card she brought with her. You have her reproduce the issue, and discover that she is properly inserting the card and it is not recognized by iPhoto and Image Capture. What question should you ask next to isolate the issue to hardware?

- A. Are you running the latest version of iPhoto?
- B. What kind of files or images are on the SD card?
- C. Have you tried resetting your SMC and NVRAM?
- D. Have you had this issue with all SD cards or just this one?

Correct Answer: C

QUESTION 3

What step is required before upgrading the RAM in a Mac Pro (Mid 2012)?

- A. Remove the PCI-e fan.
- B. Remove the processor tray.
- C. Remove the hard drive carriers.
- D. Remove the Optical Drive and Carrier.

Correct Answer: B



Reference: <https://support.apple.com/en-us/HT4433> (step 3: Install the memory)

QUESTION 4

A physical assessment of the Mac should be performed in which of the following troubleshooting stages?

- A. Isolate
- B. Resolve
- C. Evaluate
- D. Template-Match

Correct Answer: A

QUESTION 5

The Mac Pro (Late 2013) enclosure is made of the following polished material that must be handled with care to avoid scratching:

- A. plastic
- B. acrylic
- C. titanium
- D. aluminum

Correct Answer: D

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