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QUESTION 1

Which of the following utilities helps to diagnose wireless network issues and is only available when running OS X v10.8.4 or later?

- A. Network Utility
- B. Network Diagnostics
- C. Wireless Diagnostics
- D. Network Setup Assistant

Correct Answer: C

Reference: <https://support.apple.com/en-ap/HT202663>

QUESTION 2

You are inspecting a MacBook Pro as part of your troubleshooting process. You note that two of the screws on the bottom case are damaged. There is no record of the computer being repaired on a previous occasion. If the resolution to the issue requires that you replace a part, how does your discovery of the stripped screws impact that repair?

- A. You need to thoroughly question the customer on previous repairs or attempted repairs by unauthorized service providers
- B. Make sure to inspect internal components and connections carefully to make sure that components were not damaged by someone tampering with the computer
- C. Complete the set of three modification tests as specified in GSX prior to opening the computer
- D. Classify the repair as ineligible for service and explain to the customer that you will not be able to complete any repairs

Correct Answer: C

Reference: http://tim.id.au/laptops/apple/imac/imac_27_mid10.pdf

QUESTION 3

You must know the AppleCare name of an Intel iMac before performing which of the following actions?

- A. Starting up from OS X Recovery HD.
- B. Running Mac Resource Inspector.
- C. Replacing the logic board
- D. Resetting the NVRAM.

Correct Answer: C



Reference: <https://discussions.apple.com/thread/1516765>

QUESTION 4

Apple recommends a DIMM installation scheme for the Mac Pro (Late 2013) that:

- A. Increases processing power
- B. Enhances graphics processing
- C. Optimizes system cooling
- D. Enables use of special memory modules

Correct Answer: D

Explanation: Apple recommends that you use Apple-approved DIMMs. You shouldn't use DIMMs from older Mac Pro computers in your new Mac Pro. You can purchase Apple-branded memory online from the Apple Store or by visiting an Apple Retail store or Apple Authorized Reseller . Reference: <https://support.apple.com/en-us/HT6054>

QUESTION 5

Which of the following 27-inch Apple Thunderbolt Display features is NOT available on the 27- inch Apple LED Cinema Display?

- A. Gigabit Ethernet port
- B. Mag Safe cable (85W)
- C. Kensington security slot
- D. Built-in 2.1 speaker system

Correct Answer: D

Reference: http://www.everymac.com/monitors/apple/studio_cinema/specs/apple-led-cinema- display-27inch-specs.html

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