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Macintosh Service Certification Exam

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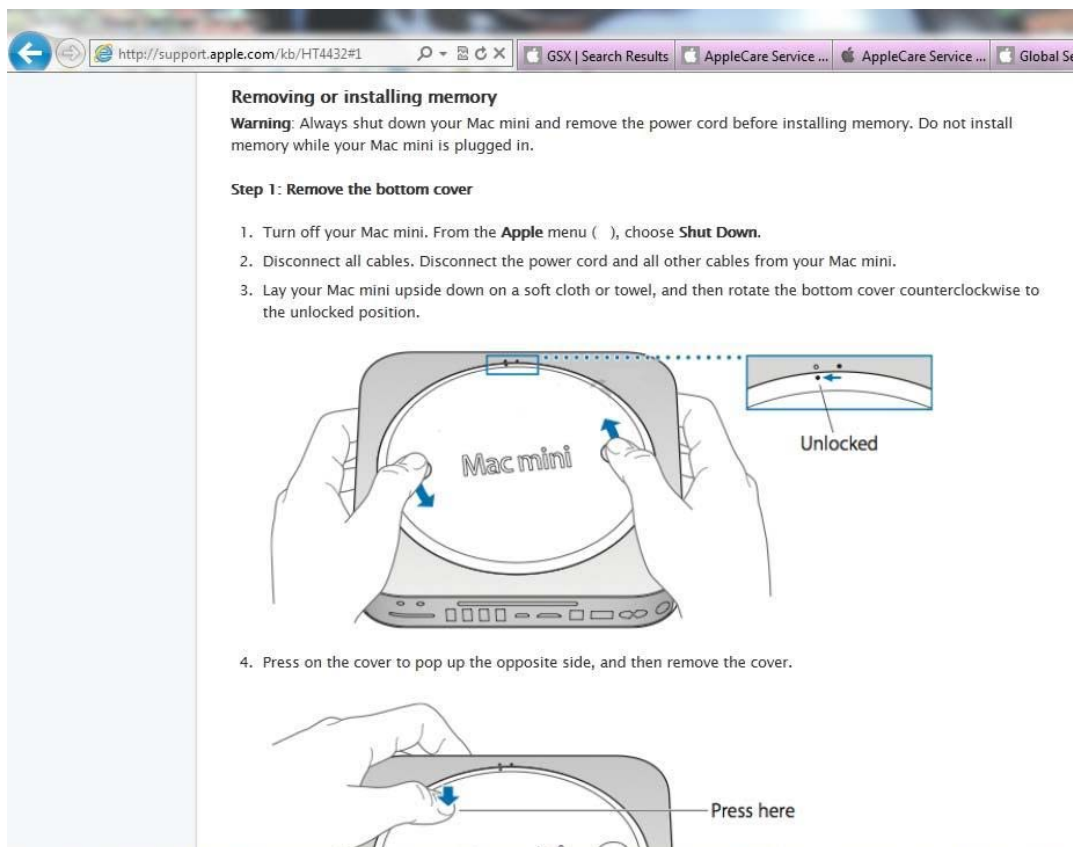
QUESTION NO: 1

You are preparing to replace faulty RAM inside a Mac mini (Mid 2010). What should be used to open the bottom cover?

- A. Putty knife
- B. Philips #00 screwdriver
- C. Mac mini (Mid 2010) Logic Board Removal Tool
- D. Your hands, no tools are required for this procedure

Answer: D


Explanation:

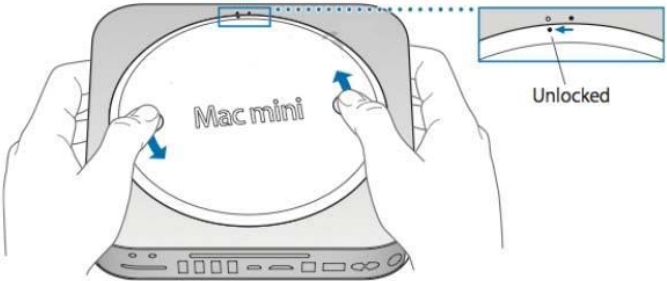


Removing or installing memory


Warning: Always shut down your Mac mini and remove the power cord before installing memory. Do not install memory while your Mac mini is plugged in.

Step 1: Remove the bottom cover

1. Turn off your Mac mini. From the **Apple** menu (), choose **Shut Down**.
2. Disconnect all cables. Disconnect the power cord and all other cables from your Mac mini.
3. Lay your Mac mini upside down on a soft cloth or towel, and then rotate the bottom cover counterclockwise to the unlocked position.



4. Press on the cover to pop up the opposite side, and then remove the cover.



QUESTION NO: 2

Which of the following measurements is an example of an appropriate use of a multimeter when troubleshooting a Mac?

- A. Measure logic board battery voltage.
- B. Measure high voltage going to a CRT.
- C. Measure AC current going to an optical drive.

D. Measure digital signals on the main processor.

Answer: A

Explanation:

When Do You Use a Multimeter?

Verifying Backup Battery VoltageVolts DC

You can measure a computer's backup or main battery DC voltage to determine if the battery is dead and requires replacement. An example of this procedure is outlined above. Other examples of this procedure can be found in many Apple service manuals.

Verifying Power Supply Output VoltageVolts DC

You can also measure the DC voltage outputs from a computer's power supply to determine if the power supply is faulty and requires replacement. Examples of this procedure can be found in the Power Mac G5 (Late2005) Power Supply Verification procedure.

Verifying AC Input VoltageVolts AC

You can measure AC input voltage into a computer's power supply to determine if the computer's power supply or AC line filter / AC power input is faulty. Examples of this procedure can be found in the iMac (Flat Panel) service manual, in the 'No Power' troubleshooting symptom charts. Another example can be found in the eMac ATI Graphics/USB 2.0/2005 no power troubleshooting section. The image below was taken from the eMac ATI Graphics/USB 2.0/2005 service manual.

QUESTION NO: 3

You require additional information about a specific problem with a customer's Mac. Which one of the following resources is the Apple-recommended choice for researching the problem?

- A. Downloads
- B. Discussions
- C. User's manual
- D. Apple support articles

Answer: D

Explanation:

Apple Support Articles (Knowledge Base)
 Apple Support Articles (also known as Knowledge Base) are found at <http://support.apple.com/kb/index?>

Apple's official technical support database contains product descriptions, specifications, compatibility information, expansion, and hardware and software upgrade information.

If you are working on a particular system for the first time, see what articles are called out on the Apple Support page. These often serve as a starting point for troubleshooting.

In the example shown below, "get internet in public hot spot" was typed into the Search Box. Numerous articles are returned, including "Using Public Networks or "Hot Spots" to Access the Internet".

The screenshot shows a search results page on the Apple Support website. The search query is "get internet in public hot spot". The results are categorized by product type: All Solutions (1-10), Internal > External, and All. The top result is "AirPort and AirPort Extreme: Using Public Networks, or "Hot Spots" to Access the Internet". Other results include "iPhone: Connecting to the Internet", "AirPort Extreme Card User's Guide (Manual)", "VoiceOver command differences between Mac OS X v10.6 and Mac OS 10.5", and "Aperture 2 User Manual".

QUESTION NO: 4

Which section of any Apple Technician Guide is the BEST place to look for instructions for replacing an internal component?

- A. Views
- B. Basics
- C. Take Apart
- D. Troubleshooting

Answer: C

Explanation:

QUESTION NO: 5

According to Apple Technician Guides, what should be completed before performing any take-apart steps when replacing a part in any Apple product?