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Apple Portable Service Exam

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QUESTION NO: 1

Which of the following iBook or PowerBook models requires the use of the 65 watt AC power adapter?

- A. iBook G4 (14-inch)
- B. PowerBook G4 (DVI)
- C. iBook G4
- D. PowerBook G4 (15-inch FW800)

Answer: D

QUESTION NO: 2

Which of the following items are appropriate to use for ESD prevention?

- A. Wrist strap and cord
- B. CRT discharge tool
- C. Static-shielding bags
- D. Metal work surface
- E. Static-shielding bags

Answer: A,C,E

QUESTION NO: 3

In the component isolation technique, if you do not get a startup chime and/or a flashing question mark, you check the components of the minimal system by _____.

- A. adding more known-good parts in a specified order
- B. replacing them with known-good parts in a specified order
- C. replacing them with known-good parts in any order
- D. visually inspecting them for damage

Answer: B

QUESTION NO: 4

Which of the following is the best way to eject a disc when normal methods for ejecting it, such as using the Mac OS X Finder or the keyboard, have not succeeded?

- A. Remove and disassemble the optical drive to remove the disc.

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- B. Restart the computer while holding down the trackpad button.
 - C. Boot into Open Firmware and type 'reset-nvram'.
 - D. Remove the computer's front bezel and manually pry the disc out of the drive.

Answer: B

QUESTION NO: 5

Which of the following iBook or PowerBook models requires the use of the 65 watt AC power adapter?

- A. PowerBook G4 (12-inch)
- B. iBook (14-inch)
- C. iBook G4 (Early 2004)
- D. PowerBook G4 (1 GHz/867 MHz)

Answer: D

QUESTION NO: 6

You can start up a Macintosh from either Software Restore or Software Install discs.

- A. True
- B. False

Answer: A

QUESTION NO: 7

Identify the correct procedure to reset the Power Manager on a PowerBook G4 (12-inch 1.5GHz).

- A. Shut the computer down and press Shift-Control-Option-Power on the keyboard.
- B. Press the PMU Reset button on the main logic board.
- C. Shut the computer down and press the reset button for 10 to 15 seconds.
- D. Remove the AC power adapter and battery, and let the computer sit for a minimum of 15 minutes.

Answer: A

QUESTION NO: 8

What is the purpose of Sudden Motion Sensor technology used in the newer PowerBook G4 models?

- A. It helps conserve energy by sensing when the hard disk spins up too often.
- B. It helps prevent hard drive failures if the computer is dropped.
- C. It physically locks the PowerBook down while it is activated.
- D. It Changes all Mac OS X location settings based upon your current GPS location.

Answer: B

QUESTION NO: 9

What function does Target Disk Mode perform?

- A. It allows two external FireWire hard disks to be connected and transfer data directly between them without need of a computer.
- B. It enables direct connectivity with a remote Macintosh over the Internet.
- C. It converts a PC-formatted hard disk for use when connected to a Macintosh.
- D. It allows access to a Macintosh's internal hard disk from the Finder of a connected Macintosh via FireWire.

Answer: D

QUESTION NO: 10

You have replaced the optical drive in an iBook G4 (Late 2004). In what THREE ways should you test the repair before returning the system to the customer?

- A. Leave the computer on overnight.
- B. Run Apple Service Diagnostic optical drive tests for the iBook G4 (Late 2004).
- C. Verify that the original symptom is resolved.
- D. Run all Apple Service Diagnostic tests for the iBook G4 (Late 2004).
- E. Verify that no new symptoms have occurred.
- F. Start up the computer in Target Disk Mode to test the internal hard drive.

Answer: C,D,E

QUESTION NO: 11

An iBook (G4) displays a flashing question mark at startup. Which step does Apple recommend you take FIRST?