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Apple

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QUESTION: 1

A Macintosh can start up from Mac OS X, but not from Mac OS 9. If you select the Mac OS 9 System Folder in the Startup Disk preference pane of Mac OS X, a flashing question mark appears on the screen when you restart the computer. What is one possible cause of this condition?

- A. The disk was reformatted using Disk Utility for Mac OS X, using the HFS Plus (extended) format instead of HFS format.
- B. The disk was reformatted using Disk Utility for Mac OS X, and the option to install the Mac OS 9 drivers was not selected.
- C. The disk was reformatted using Disk Utility for Mac OS X, using the HFS format instead of HFS Plus (extended) format.
- D. This Macintosh does not support booting into Mac OS 9.

Answer: B

QUESTION: 2

A PowerBook G4 (15-inch FW 800) has the following symptom: The cursor does not move when the trackpad is used. You have verified that all peripherals have been disconnected and have booted from the Software Install and Restore DVD to verify that it is not a software problem. What is the recommended order in which to attempt the next troubleshooting steps?

- <1> Replace logic board
- <2> Check trackpad flex cable connection to logic board.
- <3> Reset Power Manager.
- <4> Replace top case.

- A. 1, 4, 3, 2
- B. 2, 3, 1, 4
- C. 3, 2, 4, 1
- D. 4, 3, 1, 2

Answer: C

QUESTION: 3

A customer states that he cannot access the Internet after connecting his new PowerBook G4 (12-inch 1 GHz) to his cable modem via Ethernet. Which of the following is most likely the cause of this problem?

- A. AppleTalk is not enabled on the computer's Ethernet port.

- B. The computer is not running the latest version of Mac OS X.
- C. A faulty cable was used to connect the computer and the cable modem.
- D. The cable modem's Ethernet port is not compatible with the computer's Ethernet port.

Answer: C

QUESTION: 4

An iBook operating on battery power is in sleep mode and cannot be awakened. Which of the following is most likely the cause of this problem?

- A. The iBook is malfunctioning.
- B. The iBook has a crashed PMU.
- C. The iBook's battery is too low to operate the iBook.
- D. The iBook's security features have been activated.

Answer: C

QUESTION: 5

According to Apple service manuals, what steps should you take before performing any take-apart steps when replacing a part in any Apple product?

- A. Lay the product on its side so it will not fall over.
- B. Update the product's firmware to the latest version.
- C. Discharge the CRT and establish an ongoing ground.
- D. Gather all necessary tools and perform all preliminary steps.
- E. Order all available service parts for the appropriate configuration of the product.

Answer: D

QUESTION: 6

You require additional information about a specific problem with a customer's iBook G4. Which of the following would be the choice Apple recommends for you to research the problem and possibly locate a solution or workaround for the problem?

- A. Downloads
- B. Discussions
- C. User's Manual

D. Knowledge Base

Answer: D

QUESTION: 7

A customer asks about RAM speed requirements to upgrade his iBook G4 (Early 2004). What Apple resource should you refer this customer to?

- A. Downloads
- B. User's Manual
- C. Specifications
- D. Service Manual

Answer: C

QUESTION: 8

Where is the BEST place to look for information about any special hardware repair tools required for disassembly of an Apple product?

- A. Discussions
- B. Service News
- C. User's Manual
- D. Service Manual

Answer: D

QUESTION: 9

Which section of the PowerBook G4 (12-inch 1.33 GHz) Service Manual is the BEST place to look for instructions for replacing a DC-In board?

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

Answer: C



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