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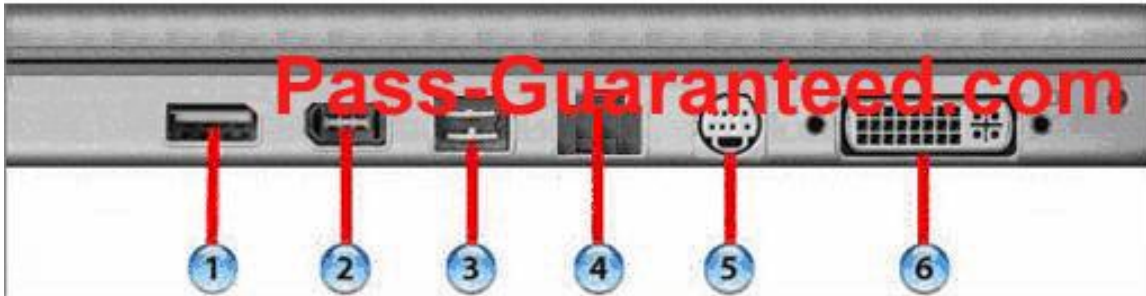
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**QUESTION: 1**

**Exhibit:**



In the exhibit, what is item number 3?

- A. USB port
- B. FireWire 400 port
- C. FireWire 800 port
- D. 10/100/1000Base-T Ethernet port

**Answer: C**

**QUESTION: 2**

A customer needs to transfer data from her PowerBook G4 (17-inch 1.67 GHz) for use on her Power Mac G5, but the PowerBook fails to start up completely due to a video issue. Which of the following would most easily accomplish the data transfer?

- A. Remove the hard drive from the PowerBook and install it into the Power Mac G5.
- B. The PowerBook will need to be repaired before any data can be recovered from it.
- C. Boot the PowerBook into Mac OS X Safe Mode and connect the PowerBook and Power Mac G5 with an Ethernet cable.
- D. Boot the PowerBook into Target Disk Mode and connect the PowerBook and Power Mac G5 with a FireWire cable.

**Answer: D**

**QUESTION: 3**

**Exhibit:**



What is the module shown in the exhibit?

- A. Zip drive
- B. Hard drive
- C. Optical drive
- D. Blower assembly
- E. Lithium Ion battery

**Answer: C**

**QUESTION: 4**

Which FOUR of the following actions help reduce the risk of damage from ESD?

- A. Ground yourself and the equipment you are working on.
- B. Always place ESD-sensitive components on metal surfaces.
- C. Handle all ESD-sensitive boards by the connectors, not the edges.

- D. Use static-shielding storage bags for ESD-sensitive components.
- E. Do not touch anyone who is working on ESD-sensitive components.
- F. Do not bring plastic, vinyl, or foamed polystyrene near ESD-sensitive components.

**Answer: A, D, E, F**

**QUESTION: 5**

An iBook G4 is running from the AC adapter, and has a battery installed which is charging. Which TWO of the following indicate that the battery is fully charged?

- A. The iBook backlight will return to full intensity.
- B. All lights on the battery will illuminate when the button on the battery is pressed.
- C. The sleep light will blink three times, indicating that the iBook is no longer charging.
- D. The lighted ring on the power adapter connector will change from amber to green.
- E. The sleep light will solidly illuminate, indicating that the iBook can be powered on or awakened from sleep.

**Answer: B, D**

**QUESTION: 6**

A customer needs to transfer data from her PowerBook G4 (17-inch 1.5 GHz) for use on her Power Mac G5, but the PowerBook G4 (17-inch 1.5 GHz) fails to start up completely due to a video issue. Which of the following would most easily accomplish the data transfer?

- A. Remove the hard drive the PowerBook G4 (17-inch 1.5 GHz) and install it into the Power Mac G5.
- B. The PowerBook G4 (17-inch 1.5 GHz) will need to be repaired before any data can be recovered from it.
- C. Boot the PowerBook G4 (17-inch 1.5 GHz) into Mac OS X Safe Mode and connect the PowerBook G4 (17-inch 1.5 GHz) and Power Mac G5 with an Ethernet cable.
- D. Boot the PowerBook G4 (17-inch 1.5 GHz) into Target Disk Mode and connect the PowerBook G4 (17-inch 1.5 GHz) and Power MacG5 with a FireWire cable.

**Answer: D**

**QUESTION: 7**

Which THREE of the following iBook or PowerBook can accept a 144-pin DDR266PC2100 SDRAM SO-DIMM?

- A. iBook G4
- B. iBook (Early 2003)
- C. PowerBook G4 (DVI)
- D. iBook G4 (Early 2004)
- E. PowerBook G4 (17-inch)
- F. PowerBook G4 (12-inch DVI)

**Answer: B, D, F**

**QUESTION: 8**

You have replaced the optical drive in a PowerBook G4 (12-inch 1 GHz). In what THREE ways should you test the repair before returning the system to the customer?

- A. Leave the computer on overnight.
- B. Verify that the original symptom is resolved.
- C. Verify that no new symptoms have occurred.
- D. Start up the computer in target Disk mode to test the internal hard drive.
- E. Run all Apple Service Diagnostic tests for the PowerBook G4 (12-inch 1 GHz)
- F. Run Apple Service Diagnostic optical drive tests for the PowerBook G4 (12-inch 1 GHz)

**Answer: B, C, E**

**QUESTION: 9**

You are troubleshooting a PowerBook G4 (15-inch FW 800) that shuts down intermittently. Rank the following possible causes from FIRST to LAST, in the order you should check for them:

- <1> Faulty DC-In Board
- <2> Faulty Logic Board
- <3> Blowers faulty or blower cables disconnected
- <4> Faulty battery or battery connector
- <5> Missing feet on bottom case

- A. 1, 3, 4, 5, 2
- B. 2, 1, 4, 3, 5
- C. 3, 1, 4, 2, 5
- D. 4, 3, 5, 1, 2

E. 5, 1, 2, 4, 3

**Answer: D**

**QUESTION:** 10

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 all 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**