

QUESTIONS & ANSWERS

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Apple

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Apple Portable Service

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QUESTION: 70

A customer complains that his PowerBook G4 (17-inch) will not allow a number of other workers in his office to share his files simultaneously. All the other computers are iMac G5 that are networked and configured properly. According to the Apple General Troubleshooting Flowchart which of the following is the best area to explore FIRST?

- A. Is the customer's PowerBook Ethernet port faulty?
- B. What version of Mac OS X is the customer's PowerBook running?
- C. Does the customer have a firewall enabled?
- D. How many simultaneous users does the customer's network have?

Answer: D

QUESTION: 71

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

- A. Downloads
- B. User's manual
- C. Discussions
- D. Service manual

Answer: B

QUESTION: 72

A customer states that she sees an error message appear when she opens her Web browser with her iBook G4 using dial-up Internet service. The message displayed in the Web browser is "The specified server could not be found." When she attempts to access the same Web page a second time the Web page is loaded without a problem. Which of the following is the BEST explanation for what is happening?

- A. The Web browser is configured to only access Web pages when reloaded.
- B. The Web browser attempted to load the page before the iBook dial-up modem had finished connecting to the Internet Service Provider.
- C. The iBook needs to warm up before it can access the Web page.

D. The iBook dial-up modem is configured for extra error correction resulting in the delay.

Answer: B

QUESTION: 73

A customer's iBook G4 (Late 2004) will not charge when the AC adapter is plugged in. You test the iBook with a known good battery and known good A.C. adapter, but the issue persists. What part is the most likely to have failed?

- A. Inverter board
- B. DC board
- C. Logic board
- D. Reed switch

Answer: B

QUESTION: 74

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

Answer: A

QUESTION: 75

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

- A. Always place ESD-sensitive components on metal surfaces.
- B. Handle all ESD-sensitive boards by the connectors, not the edges.
- C. Do not bring plastic, vinyl, or foamed polystyrene near ESD-sensitive components.
- D. Do not touch anyone who is working on ESD-sensitive components.
- E. Use static-shielding storage bags for ESD-sensitive components. F. Ground yourself and the equipment you are working on.

Answer: C, D, E, F

QUESTION: 76

Which of the following steps is NOT recommended to maximize battery life in a PowerBook G4?

- A. Reduce brightness settings
- B. Choose 'Highest Performance' in the Energy Saver System Preferences
- C. Turn AirPort card off if installed
- D. Remove any PC (PCMCIA) card from the PC card expansion slot.
- E. Disconnect any bus-powered USB peripherals

Answer: B

QUESTION: 77

You are replacing the logic board in a PowerBook G4 (12-inch 1.5 GHz). Which of the following special tools is recommended during disassembly?

- A. Spring tensioning tool
- B. Nylon probe tool
- C. Jumper adjustment tool
- D. Torque screwdriver

Answer: B

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