

# DUMPS ARENA

## Apple Service Fundamentals

Apple SVC-16A

Version Demo

Total Demo Questions: 10

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**QUESTION NO: 1**

Which of the following tools is a quick system-level diagnostic test used to verify module presence and sensor readings?

- A. Apple Service Diagnostic (ASD)
- B. Notebook Adapter Diagnostic (NAD)
- C. Mac Resource Inspector (MRI)
- D. Cooling System Diagnostic (CSD)

**ANSWER: A****QUESTION NO: 2**

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

- A. Metal work surface
- B. Power supply discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

**ANSWER: C D F****QUESTION NO: 3**

What is the likely cause of an iMac (21.5-inch, Late 2013) producing a single error tone at startup that repeats every five seconds?

- A. The unit does not have RAM or RAM is not installed properly.
- B. The logic board has failed and must be replaced.
- C. The RAM does not pass data integrity tests.
- D. The hard drive has failed S.M.A.R.T. status.

**ANSWER: A**

**QUESTION NO: 4**

According to the Apple Troubleshooting theory, at which stage should you run a diagnostic?

- A. After determining the issue is not hardware
- B. After determining the issue is Education Opportunity
- C. After determining the issue is caused by the Environment
- D. After determining the issue is with the device's Software or Hardware

**ANSWER: D**

**QUESTION NO: 5**

Remaining residue from Very High Bond (VHB) adhesive should only be removed with which of the following:

- A. VHB solvent
- B. Nail polish remover
- C. Isopropyl alcohol wipes
- D. VHB neutralizer
- E. Liquid acid neutralizer

**ANSWER: B C**

**QUESTION NO: 6**

When replacing a MacBook Air (13-inch, Mid 2011) microphone, what other component must be replaced with the speaker included in the Mid 2011 microphone kit?

- A. Left speaker
- B. Right speaker
- C. Thermal rubber gasket
- D. Both left and right speaker

**ANSWER: C****QUESTION NO: 7**

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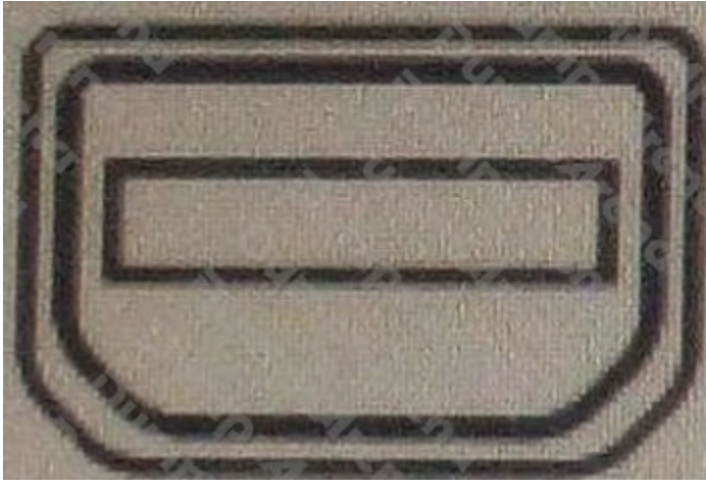
**ANSWER: A****QUESTION NO: 8**

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? (Select two.)

- A. Logic board
- B. Hard drive
- C. Memory
- D. Speakers
- E. Power supply
- F. LCD

**ANSWER: E F****QUESTION NO: 9**

Examine the image. You have a cable with a connector of this shape. What type of cable might this be? (Select two.)



- A. Thunderbolt
- B. Mini DisplayPort
- C. USB 2.0
- D. FireWire800
- E. Mini DVI

**ANSWER: A B**

**QUESTION NO: 10**

Which of the following parts must be removed prior to replacing the left speaker of the MacBook Air (11-inch, Mid 2013)? (Select three.)

- A. Right speaker
- B. Bottom case
- C. Battery
- D. Logic board
- E. I/O Flex cable
- F. Display clamshell
- G. Input device (IPD) flex cable

**ANSWER: B C G**