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Question 1

Question Type: MultipleChoice

Bill says no matter what he tries he cannot open a specific document in Pages. Which of the following would help you effectively isolate the issue?

Options:

- A- Attempt to open a different Pages document.
- B- QuitPages and try to open the document with Text Edit.
- C- Quit Pages and adjust the framework which may be mismatched.
- D- Restart from a different volume and try to reproduce the issue.

Answer:

A

Question 2

Question Type: MultipleChoice

Wireless Diagnostics incorporates Monitor Mode. Which of the following customer scenarios would Monitor Mode help with the most?

Options:

- A-** A customer is having trouble sending and receiving Mail on a company wireless network.
- B-** A customer will intermittently have a Wi-Fi connection drop. The customer cannot narrow down any specific time that it happens.
- C-** A customer cannot connect to any password-protected wireless networks.
- D-** A customer is experiencing slow speeds on a specific public Wi-Fi connection.

Answer:

B

Question 3

Question Type: MultipleChoice

Samuel is attempting to restore his MacBook Air (Mid 2013) from his Time Machine backup using the OS X Recovery system. Although he has restored individual files from the Time Machine backup in the past, he is not given the option to Restore from Time Machine while in Recovery. Which of the following questions might help you isolate the issue for Samuel?

Options:

- A- 'How many times did Time Machine complete an incremental backup of the files?'
- B- 'Have you seen the little spinning clock in the menu move?'
- C- 'In your Time Machine setup, did you exclude any system files?'
- D- 'When was the lasttime you used Time Machine to back up your files?'

Answer:

B

Question 4

Question Type: MultipleChoice

At which stage in the startup process does the Mac know which startup disk to choose?

Options:

- A- Firmware

- B- Software
- C- Hardware
- D- Boot Loader

Answer:

D

Question 5

Question Type: MultipleChoice

What information is stored in iCloud Keychain? SELECT THREE.

Options:

- A- Touch ID and passcode used to unlock your iOS device.
- B- Safari website user names and passwords.
- C- Most Wi-Fi network names and passwords.
- D- Apple ID purchase history and account balance.

- E-** Credit card numbers and expiration dates.
- F-** Find my iPhone locations for all enabled devices.
- G-** Siri request history.

Answer:

B, C, E

Question 6

Question Type: MultipleChoice

Marilyn wants to know which apps on her Mac store documents in iCloud. Where can you direct Marilyn to view apps that store documents and data in iCloud?

Options:

- A-** Select iCloud Drive from the Finder sidebar and click the Applications folder.
- B-** Log into iCloud.com and click Settings to view supports applications.
- C-** Select iCloud Drive from the Applications folder.

D- Click iCloud in System Preferences and then click on iCloud Drive Options.

Answer:

D

Question 7

Question Type: MultipleChoice

Brandon is returning to iPhone after trying a competitor's smart phone. He cannot remember the Apple ID he previously used for Apple services. How do you help?

Options:

- A-** Create a new Apple ID at appleid.apple.com.
- B-** Send an email to iforgot.apple.com.
- C-** Click Find your Apple ID on appleid.apple.com.
- D-** Answer the security questions on.

Answer:

B

Question 8

Question Type: MultipleChoice

Joseph enabled FileVault 2. He then forgot the administrator password. How can you help Joseph?

Options:

- A-** Ask Joseph to startup from OS X Recovery and choose.
- B-** Have Joseph startup from OS X Recovery and open the Firmware Password utility.
- C-** Explain to Joseph that he can unlock the disk using the recovery key created when FileVault 2 was enabled.
- D-** Help Joseph erase the hard disk and reinstall OS X and forgotten.

Answer:

B

Question 9

Question Type: MultipleChoice

Lucy, the Family Organizer, has turned off Family Sharing. Which group purchases do previous group members still have access to?

Options:

- A- All group member purchases can still be accessed.
- B- Only free purchases can be accessed.
- C- No content downloaded while part of a family group can be accessed.
- D- All content can be accessed because previous group members are instantly charged for all purchase.
- E- Purchases that each member paid for themselves with gift or store credit, and purchases they initiated can be accessed.

Answer:

C

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