

Apple

Exam MAC-16A

ACMT 2016 Mac Service Certification Exam

Verson: Demo

[Total Questions: 10]

Question No : 1

An iMac starts, but becomes unresponsive after the login screen. How can you easily disable login items to see if they are causing the issue?

- A. Hold the Shift key at start up to Safe Boot.
- B. Start the iMac to OS X Recovery and reinstall OS X.
- C. Hold Command-S to enter single-usermode, then mo
- D. Start the iMac to OS X Recovery, open Terminal, and use it to delete all login items.

Answer: A

Question No : 2

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?

- 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 No : 3

William is managing systems running OS X at his company. He is distributing a PNG file that is to be used on these company systems as the desktop picture whenever a user logs in. The picture needs to be available to all user accounts set up on each system. In which of the following folders would the PNG file need to be stored on each system?

- A. /Library/Desktop Pictures
- B. /System/Library/Desktop Pictures
- C. /System/Desktop Pictures
- D. /Library/Desktop Pictures

Answer: D

Question No : 4

Gary purchased a new USB 2.0 input device for his iMac (Late 2013). He installed the software that shipped with the device, but it does not seem to work. He has tried all of the USB ports on the back of the iMac, but the issue persists. Which of the following troubleshooting tools or techniques would help Gary isolate the issue?

- A. Apple Hardware Test
- B. Activity Monitor
- C. Apple Diagnostics
- D. System Information

Answer: C

Question No : 5

Sheryl is configuring a drive on the office server to be used by Time Machine. Each of the Mac computers in the office will be set up to use that network drive. Which of the following network protocols must the server use to make that drive available to Time Machine on each Mac computer?

- A. File Transfer Protocol (FTP)
- B. Apple Filing Protocol (AFP)
- C. User Datagram Protocol (UDP)
- D. Reverse Address Resolution Protocol (RARP)

Answer: B

Question No : 6

A MacBook Pro with OS X installed is unresponsive after login. Your customer would like to search online Apple Support articles about this issue. How can she quickly accomplish this task?

- A. Startup from OS X Recovery and choose the Get Help Online option.
- B. Startup from an OS X Install DVD and choose the Get Help Online option.
- C. In order to use Safari, the customer will have to restore the hard disk from a Time backup.
- D. She must first install OS X on an external disk, then use Safari to search Apple Support

articles.

Answer: C

Question No : 7

John is attempting to use Handoff with his recently updated iPhone and Mac. It is not pairing successfully. He just added home networking equipment to improve signal range. What troubleshooting step should John try first?

- A. Verify that iPhone Cellular Calls are turned on in System Preferences > Network.
- B. Reset Network Settings on iPhone.
- C. Verify that both devices are connected to the same Wi-Fi network.
- D. Verify that both devices are connected to a Wi-Fi network using WPA2 security.

Answer: B

Question No : 8

John states that the external hard drive he uses to store music is not visible in the Finder. Your drive is properly plugged in and listed in System Information. How should you continue troubleshooting the issue?

- A. Troubleshoot the issue using Activity Monitor.
- B. Troubleshoot the issue using Disk Utility.
- C. Troubleshoot the issue using Apple Diagnostics.
- D. Troubleshoot the issue using Console.

Answer: B

Question No : 9

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

- 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 No : 10

How many people can share content in Family Sharing?

- A.** Ten
- B.** Seven
- C.** Six
- D.** Five

Answer: C

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