



Progress: ██████████

| Resolving Mac Educational and Environmental Issues | |
|--|---|
| Introduction | ✓ |
| Overview | ✓ |
| Educational Opportunities | ✓ |
| Educational Examples | ✓ |
| Environmental Issues | ✓ |
| Environmental Examples | ✓ |
| Best Practices | ✓ |
| Best Practices Exercise | ▶ |
| Quiz | ▶ |
| Summary | ▶ |
| Course Evaluation | ▶ |

Resolving Mac Educational and Environmental Issues

Introduction



One of the primary goals of troubleshooting is to provide a solution to an issue in the quickest and most efficient way.

To do this, a technician simplifies the "Problem Space" as much as possible. One means of doing this is to eliminate educational opportunities or environmental causes before concentrating on software or hardware checks.

Course Description

The Resolving Mac Educational and Environmental Issues course reviews Mac service issues that are customer educational opportunities or issues based on environmental factors.

This course is part of the ACMT 2016 curriculum and is used to prepare for the Mac Service Certification Exam (MAC-16A).



Progress: ██████████

| Resolving Mac Educational and Environmental Issues | |
|--|---|
| Introduction | ✔ |
| Overview | ✔ |
| Educational Opportunities | ✔ |
| Educational Examples | ✔ |
| Environmental Issues | ✔ |
| Environmental Examples | ✔ |
| Best Practices | ✔ |
| Best Practices Exercise | ⌵ |
| Quiz | ⌵ |
| Summary | ⌵ |
| Course Evaluation | ⌵ |





Resolving Mac Educational and Environmental Issues

Overview

Lesson Objectives

At the conclusion of this course, you should be able to do the following:

- Identify Mac issues that are resolvable with customer education.
- Demonstrate how to address an educational opportunity with a customer.
- Identify Mac-specific environmental issues.
- Describe how to escalate environmental issues to the proper provider.

| Audience | Prerequisites | Time Required | You will need... |
|---|--|--|--|
|  Service Technicians |  Successful completion of the Apple Service Fundamentals exam |  30 minutes |  No additional materials or equipment |



Your course is organized by chapters and pages. Chapters are sections you see on the side navigation. Pages are now found within a chapter. You can navigate pages by clicking the grey radio buttons at the bottom of a window.



Progress: ██████████

| Resolving Mac Educational and Environmental Issues | |
|--|---|
| Introduction | ✔ |
| Overview | ✔ |
| Educational Opportunities | ✔ |
| Educational Examples | ✔ |
| Environmental Issues | ✔ |
| Environmental Examples | ✔ |
| Best Practices | ✔ |
| Best Practices Exercise | ▶ |
| Quiz | ▶ |
| Summary | ▶ |
| Course Evaluation | ▶ |

Resolving Mac Educational and Environmental Issues

Educational Opportunities

Customer Perceptions

Some service issues are actually situations where a customer may misunderstand how the Mac works and what it can do.

In the Customer Experience Skills course, you were trained on how to treat customers when their perceptions and assumptions concerning Apple products are not correct.



Checking for Educational Issues

When first troubleshooting a Mac, keep in mind the following questions:

- Can the reported issue be created by hardware or software settings in a working Mac?
- If so, what do you need to check to ensure that settings are not causing the issue?
- Was the Mac out of the customer's control at any point recently?
- Was any new software added to the computer recently?
- Has there been a change in how and where the Mac is used?



Third Party Applications

If an issue appears to be isolated to a specific application, find out how it was installed on the computer. While Apple carefully screens applications on the App Store, customers can readily add third party software to their computer from other sources.

Typically the original source of the application is the best resource for support or updates.



Progress: ██████████

| Resolving Mac Educational and Environmental Issues | |
|--|---|
| Introduction | ✔ |
| Overview | ✔ |
| Educational Opportunities | ✔ |
| Educational Examples | ✔ |
| Environmental Issues | ✔ |
| Environmental Examples | ✔ |
| Best Practices | ✔ |
| Best Practices Exercise | ▶ |
| Quiz | ▶ |
| Summary | ▶ |
| Course Evaluation | ▶ |

Resolving Mac Educational and Environmental Issues

Educational Examples



Exercise

Review the following scenarios and answer the questions based on this course and your previous training.

Diana brings in her Mac portable and says that there is no video. She starts the Mac and there is a startup chime but no video image. What would you do first to check into this?

▶ [Click to reveal solution.](#)

Ted brings in his iMac and states that it will not power on. The technician plugs in the iMac and starts it up. There is a startup chime and the Desktop appears without problem.

Why is this iMac working now? We suggest you check the following Apple Support article before answering.

[HT201295: Resetting the System Management Controller \(SMC\) on your Mac](#)

▶ [Click to reveal solution.](#)

Jim has a MacBook Pro with OS X. He states that he cannot connect to the App Store. When he attempts to do so, he receives the following message:

"Cannot connect to the App Store. An internet connection is required" What might be causing this?

Consult the following Apple Support article before checking the solution.

[HT203811: OS X: "Cannot connect" or "Cannot connect to the App Store. An internet connection is required"](#)

▶ [Click to reveal solution.](#)



Progress: [Progress bar]

| Resolving Mac Educational and Environmental Issues | |
|--|---|
| Introduction | ✓ |
| Overview | ✓ |
| Educational Opportunities | ✓ |
| Educational Examples | ✓ |
| Environmental Issues | ✓ |
| Environmental Examples | ✓ |
| Best Practices | ✓ |
| Best Practices Exercise | ▶ |
| Quiz | ▶ |
| Summary | ▶ |
| Course Evaluation | ▶ |

Resolving Mac Educational and Environmental Issues

Environmental Issues

Location Is Important

In some cases, customers may describe Mac issues that cannot be replicated when the technician attempts to verify the issue.

Such issues may be caused by where the Mac is used rather than the computer itself.

Here are some conditions that can impact Mac performance:

- It can be too hot or too cold. Macs are designed to work in a specific range of temperatures.
- There may be magnetic fields present that interfere with the computer's operations.
- Network firewalls at a school or business may be set up to block certain types of downloads.
- Some firewalls will block public websites.
- A home or business network can have access settings unknown to the customer or malfunctioning equipment.



Important

Any time you cannot replicate a customer's issue, make sure you understand where and when the issue has appeared.



Progress: ██████████

| Resolving Mac Educational and Environmental Issues | |
|--|---|
| Introduction | ✔ |
| Overview | ✔ |
| Educational Opportunities | ✔ |
| Educational Examples | ✔ |
| Environmental Issues | ✔ |
| Environmental Examples | ✔ |
| Best Practices | ✔ |
| Best Practices Exercise | ▶ |
| Quiz | ▶ |
| Summary | ▶ |
| Course Evaluation | ▶ |

Resolving Mac Educational and Environmental Issues

Environmental Examples

- A dark colored car in direct sunlight can have an interior temperature of 131° F - 172° F (55° C – 78° C). A computer stored in such an environment can have performance issues.
- Placing a computer by or on top of audio speakers can create performance issues due to the strong magnetic fields speakers generate.
- Macs are designed work in up to 90% humidity. Extended exposure to higher humidity can impact performance.
- Wi-Fi interference can occur locally due to the proximity of:
 - Microwave ovens
 - Coaxial cables and connectors for satellite services
 - Power lines or power stations
 - Electrical railroad tracks.



For more information on wireless interference sources, review the Apple Support article, [HT201542: Wi-Fi and Bluetooth: Potential sources of wireless interference](#)



Progress: ██████████

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| Educational Examples | ✓ |
| Environmental Issues | ✓ |
| Environmental Examples | ✓ |
| Best Practices | ✓ |
| Best Practices Exercise | ▶ |
| Quiz | ▶ |
| Summary | ▶ |
| Course Evaluation | ▶ |

Resolving Mac Educational and Environmental Issues

Best Practices



In the course Customer Experience Skills, you were shown how to best address situations where a customer is mistaken about his or her Apple product.

- Avoid blaming the customer.
- Avoid embarrassing the customer.
- Use neutral language when describing the situation.
- Treat the situation as an opportunity to educate the customer.

In the next section you will asked to choose statements that reflect these standards.



Progress: ██████████

| Resolving Mac Educational and Environmental Issues | |
|--|---|
| Introduction | ✔ |
| Overview | ✔ |
| Educational Opportunities | ✔ |
| Educational Examples | ✔ |
| Environmental Issues | ✔ |
| Environmental Examples | ✔ |
| Best Practices | ✔ |
| Best Practices Exercise | ▶ |
| Quiz | ▶ |
| Summary | ▶ |
| Course Evaluation | ▶ |

Resolving Mac Educational and Environmental Issues

Summary

Having completed this course, you should be able to do the following:

- Identify Mac issues that are resolvable with customer education.
- Demonstrate how to address an educational opportunity with a customer.
- Identify Mac-specific environmental issues.
- Describe how to escalate environmental issues to the proper provider.

This concludes the Resolving Mac Educational and Environmental Issues course. For other courses in the ACMT 2016 curriculum, see Apple Support article, [HT205332: AppleCare Service Certifications](#), or search for ACMT 2016 in ATLAS.