



Progress: ██████████

Introduction to Mac Hardware	
Introduction	✓
Overview	✓
Identifying Mac Models	✓
Resources	✓
Exercise	➤
OS X	✓
Quiz	➤
Summary	✓
Course Evaluation	✓

Introduction to Mac Hardware

Introduction



Apple revolutionized personal technology with the introduction of the Macintosh in 1984. Today, Apple leads the world in innovation with iPhone, iPad, Apple Watch and the Mac.

Course Description

The Introduction to Mac Hardware course will explore the identification of Mac models and resources available to aid in identification.

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



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Introduction to Mac Hardware

Overview

Lesson Objectives

Upon completion of this course, you will be able to:

- Differentiate between Mac models, families, and form factors based on physical appearance or serial number.
- Identify the supported version of OS X for each Mac model in the ACMT 2016 list.

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



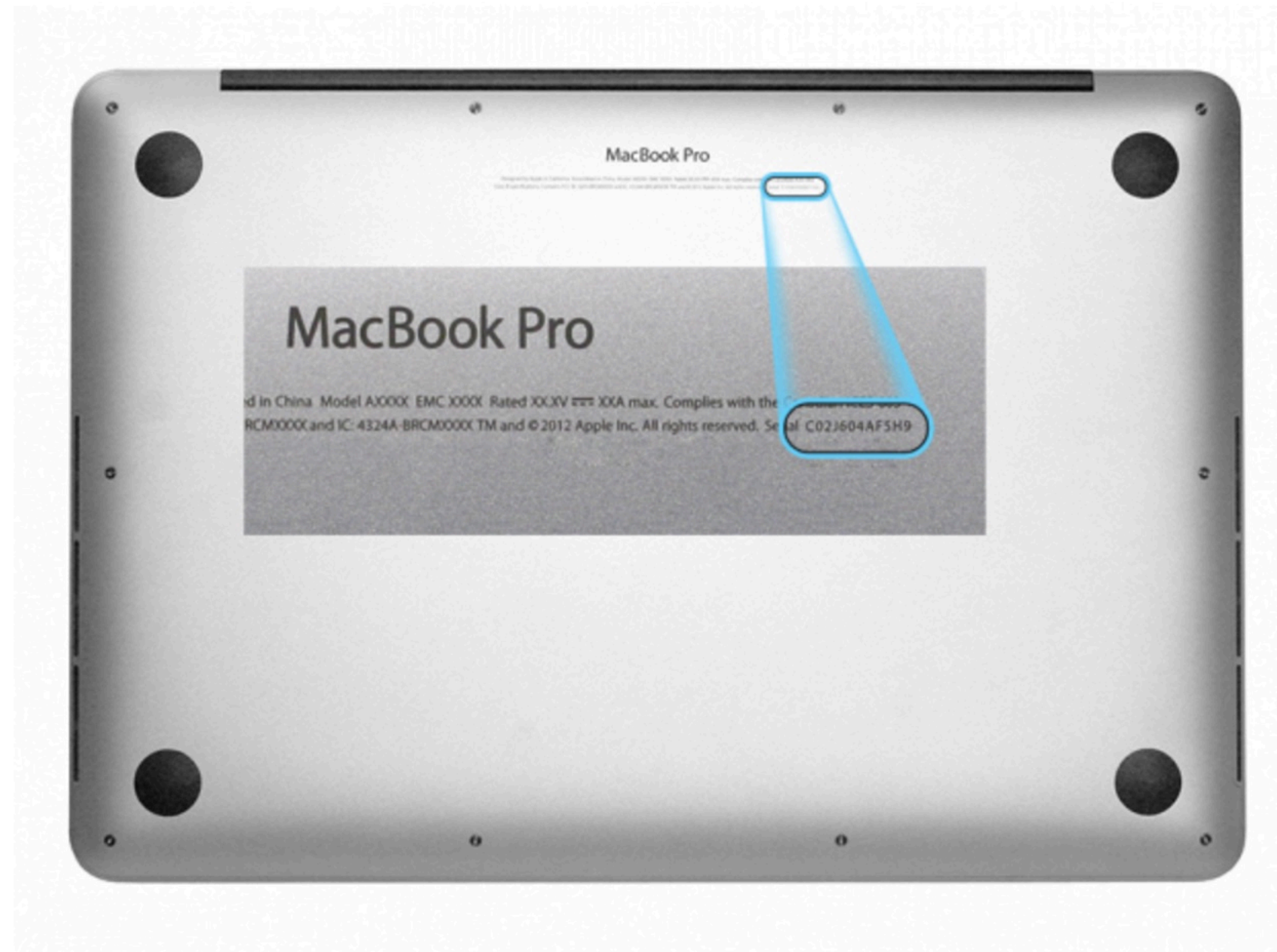
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Introduction to Mac Hardware

Identifying Mac Models

Finding a Mac's serial number will aid you in identifying it. The serial number can be found by choosing About This Mac from the Apple Menu, or by locating the serial number on the surface of some products.



Serial number location on a MacBook Pro (Retina, 13-inch, Late 2012)



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Resources

Once you have a Mac's serial number, there are many resources available to provide further information. Take time to explore each before starting the exercise on the next page (links will open in a new window).



Mac Identification Resources

Apple Support - <http://support.apple.com>

Check Your Service and Support Coverage - <http://checkcoverage.apple.com>

Technical Specifications - <http://support.apple.com/specs>

Product Manuals - <http://support.apple.com/manuals/>



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Introduction to Mac Hardware

OS X

OS X is the operating system that powers every Mac. It's what makes a Mac a Mac. OS X El Capitan builds on the groundbreaking features and beautiful design introduced in OS X Yosemite, refining the experience and improving performance in lots of little ways that make a big difference.



Machines Compatible with OS X El Capitan

For more information on OS X, including system requirements, visit <http://www.apple.com/osx>.



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Introduction to Mac Hardware

Summary

Having completed this course, you should now be able to:

- Differentiate between Mac models
- Identify the supported version of OS X for each Mac model in the ACMT 2016 list

This concludes the OS X El Capitan: Navigation course. For other courses in the ACMT 2016 curriculum, see Apple Support article, [HT205332: AppleCare Service Certifications](#), or search for ACMT 2016 in ATLAS.