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ACMT-016

APL-ACMT-016 Apple Certified Mac Technician (ACMT) Certification

Durata: 5 gg

Descrizione

Apple Certified Mac Technician (ACMT) 2016 is a 6-day course that enables students to become certified to troubleshoot and repair Mac computers. Interactive discussions and hands-on exercises guide students through OS X setup, maintenance, features, and associated services. Students also learn how to troubleshoot OS X and Mac hardware and perform repairs on Mac computers. Students' knowledge and skills are tested and reinforced by working through real-world scenarios and hands-on labs. Training for ACMT 2016 is available to technicians who work at or wish to work at Apple-authorized service facilities.

Objectives:
Upon completion of the Apple Certified Mac Technician (ACMT) 2016 course, students will be able to:

• Use Disk Utility to prepare a volume for OS X and describe the OS X installation process using both the Mac App Store and OS X Recovery
• Identify the proper methods to migrate data from one Mac to another using the data migration tools in OS X

• Identify the power states of a Mac running OS X, and describe how to troubleshoot power states on Mac models that don't have a sleep indicator light
• Explain how to maximize the battery life of an Apple product in a way that a customer can understand
• Identify the different types of accounts in OS X and describe the capabilities of those accounts, including keychain and password options
• Identify and describe various security settings for OS X, including Gatekeeper, FileVault 2, Firewall, Firmware (EFI) password, location service settings, and more
• Describe how to use Time Machine in OS X to create, restore, and manage a secure backup for a customer
• Identify the components of the default OS X environment, including the user home folder and various Library folders
• Describe how to configure and use OS X features, such as Spotlight and Mission Control
• Describe various trackpad gestures
• Use System Preferences in OS X and Apple accessories to configure a wired or Wi-Fi connection to an existing network and securely share data over that network
• Use tools in OS X to configure online services, such as an Apple ID account, iCloud, Mail, and Continuity
• Troubleshoot, evaluate, and isolate a given issue with a Mac to learn how to resolve it
• Given an isolated issue, categorize it as hardware (including accidental damage), software, or environmental, or as an educational opportunity
• Identify the online resources necessary to ensure that a given Mac model is serviced properly and safely
• Describe the purpose of specified diagnostic tools
• Use Apple documentation, approved tools, and appropriate service strategies to safely repair various Mac computers

Prerequisiti

•Successful completion of APL-SVC-016 Apple Service Fundamentals

Contenuti

Topics:

•OS X Setup and Maintenance
•OS X File System
•OS X Permissions
•OS X User Accounts
•OS X Security
•Time Machine
•Connectivity
•Mac Troubleshooting
•OS X Troubleshooting Tools
•Troubleshooting Startup Issues
•Service Guides
•Service Diagnostics
•Power Management
•Repairing all Macs
•Servicing Macs