



9L0-007^{Q&As}

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QUESTION 1

Which of the following is NOT a good step to take when working onsite on a computer?

- A. Place parts on the floor
- B. Use a grounded ESD mat
- C. Wear a grounded ESD wrist strap
- D. Check the polarity of the grounded power outlet

Correct Answer: A

QUESTION 2

Which of the following can permanently damage an LCD display?

- A. Rubbing the display
- B. Using a screen saver
- C. Not using a screen saver
- D. Turning brightness up to high

Correct Answer: A

QUESTION 3

A MacBook Pro powers on with no image on the built-in display. You connect an external display and restart the MacBook Pro, yet you still see no image on either display. Which of the following is most likely the cause of this symptom?

- A. Dead battery
- B. Not enough RAM
- C. Faulty optical drive
- D. RAM not completely seated

Correct Answer: D

QUESTION 4

Which of the following would be the most appropriate question to ask FIRST, when gathering information from customers about a problem with their Apple product?



- A. What is the issue?
- B. What operating system are you using?
- C. Did you turn off the computer improperly?
- D. What steps have you taken to resolve the problem yourself?

Correct Answer: A

QUESTION 5

Which THREE of the following components should you be very careful with, when working inside an Apple portable?
SELECT THREE

- A. Plastic tab
- B. Small screw
- C. Deflection coil
- D. Ribbon cable
- E. Anode aperture
- F. Flyback transformer

Correct Answer: ABD

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