



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

Where is the best place for a customer to look for information about upgrading his Mac Pro's hard drive?

- A. Downloads
- B. Discussions
- C. Service manual
- D. Apple DIY website

Correct Answer: D

QUESTION 3

A customer's iBook G4 forgets the time and date when the main battery is completely drained and there is no AC adapter connected for several hours. Is this behavior normal?

- A. Yes
- B. No

Correct Answer: A

QUESTION 4

The LED on a MacBook MagSafe power adapter doesn't illuminate at all when it's plugged into the MacBook and you know the adapter is connected to a known good power source. What is most likely the cause of this symptom?

- A. The MacBook has a faulty main battery.
- B. The MagSafe adapter needs to be reset first.
- C. The MacBook requires an SMC firmware update.



D. A MagSafe adapter connector pin is stuck down.

Correct Answer: D

QUESTION 5

Why do you need to take precautions when disposing of CRT displays? SELECT TWO

- A. CRT displays contain toxic gases.
- B. CRT displays present a fire hazard.
- C. CRT displays can implode if mishandled.
- D. CRT displays present a radiation hazard.
- E. CRT displays contain hazardous materials.

Correct Answer: CE

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