



# 9L0-010<sup>Q&As</sup>

Macintosh Service Certification Exam

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### QUESTION 1

Which THREE troubleshooting steps should be attempted if the SD card slot does not appear in System Profiler on MacBook Pro (13-inch, Mid 2009)? SELECT THREE

- A. Reset PRAM.
- B. Reset the SMC.
- C. Force the card into the slot.
- D. Back up user data, then erase and reinstall Mac OS X.
- E. Remove and reinsert the card with a third party SD card adapter.
- F. Start up from the Mac OS X Installer DVD or external disk and check System Profiler.

Correct Answer: ABF

If the card does not appear in System Profiler, try reformatting the card using Disk Utility, or try another SDcard without using an XD or mini SD adapter. If the card reader does not appear in System Profiler on the USB bus, try resetting PRAM or SMC, or trystarting up from another volume such as the Mac OS X Installer DVD to check System Profiler from a knowngoodoperating system.

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### QUESTION 2

What is the proper way to calibrate a removable main battery in a MacBook (13-inch, Mid 2009)?

- A. Charge the battery while running the Battery Calibration Utility.
- B. The battery is calibrated out of the box; no further steps are needed.
- C. Charge the battery overnight. Make sure battery status indicates 100% before disconnecting AC adapter.
- D. Charge the battery fully. Wait 2 hours. Run the MacBook on battery until it goes to sleep. Wait 5 hours. Charge it fully again.
- E. Charge the battery halfway. Wait 2 hours. Finish charging the battery. Run the MacBook on battery until it goes to sleep. Charge it fully again.

Correct Answer: D

#### Battery Calibration

PowerBook G4 (15-inch Double-Layer SD), MacBook (all models), and MacBook Pro(all models) The battery calibration for the PowerBook G4 (15-inch Double-Layer SD) and any model of MacBook orMacBook Pro has been updated

because of a new battery released with this computer. With these computers, follow these steps to calibrate your battery:

1. Plug in the power adapter and fully charge your PowerBook's battery until the light ring or LED on the power adapter plug changes to green and the onscreen meter in the menu bar indicates that the battery is fully charged.



2. Allow the battery to rest in the fully charged state for at least two hours. You may use your computer during this time as long as the adapter is plugged in.

3. Disconnect the power adapter while the computer is still on and start running the computer off battery power.

You may use your computer during this time. When your battery gets low, the low battery warning dialog appears on the screen.

4. At this point, save your work. Continue to use your computer; when the battery gets very low, the computer will automatically go to sleep.

5. Turn off the computer or allow it to sleep for five hours or more. 6. Connect the power adapter and leave it connected until the battery is fully charged again.

Tip: When the battery reaches "empty", the computer is forced into sleep mode. The battery actually keeps back a reserve beyond "empty", to maintain the computer in sleep for a period of time. Once the battery is truly exhausted, the

computer is forced to shut down. At this point, with the safe sleep function introduced in the PowerBook G4 (15-inch Double-Layer SD) computers, the computer's memory contents have been saved to the hard drive. When power is restored,

the computer returns itself to its pre-sleep state using the safe sleep image on the hard drive.

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### QUESTION 3

What converter allows MagSafe peripherals to be compatible with MagSafe 2 ports?

- A. MagSafe
- B. MagSafe 2
- C. MagSafe Universal
- D. MagSafe-to-MagSafe 2

Correct Answer: D

The MagSafe to MagSafe 2 Converter allows you to use the MagSafe connector on your LED Cinema Display, Thunderbolt Display, or MagSafe Power Adapter to charge your MagSafe 2-equipped Mac computer.

References:

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### QUESTION 4

If the embedded battery with exposed cell packs from a MacBook Air (Late 2010) is dropped during service, it should always be replaced.

- A. True
- B. False

Correct Answer: A



**Best Practices** The battery contains several soft battery cells. Do not press on the battery cells with your fingers, and do not handle the battery pack in any way that might apply any physical pressure to these cells. Do not drop a loose battery. If the battery is dropped, replace the battery.

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#### QUESTION 5

Which of the following is ALMOST CERTAINLY a hardware-related problem?

- A. No video at startup
- B. Error beep at startup
- C. Distorted video at startup
- D. Blinking question mark at startup

Correct Answer: B

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