9L0-010 Q&As

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QUESTION 1

MacBook Air comes with a _____ MagSafe power adapter.

A. 45 Watt

B. 60 Watt

C. 65 Watt

D. 80 Watt

E. 85 Watt

Correct Answer: A

There are different types of power adapters for MacBook Pro, MacBook Air, MacBook, PowerBook G4 and iBook G4 portable Mac computers:

45 watts of power (45W) Barrel-type connector - PowerBook G4 and iBook G4 65 watts (65W) Barrel-type connector - PowerBook G4 and iBook G4 45 watts (45W) MagSafe adapter - MacBook Air 60 watts (60W) MagSafe adapter -MacBook and MacBook Pro 85 watts (85W) MagSafe adapter - MacBook Pro

QUESTION 2

Which of the following can cause damage to an embedded battery from a MacBook Air 13" Mid 2011

A. Handling by the edges

B. Squeezing the cell packs

C. Use both hands when removing the battery

D. Tightening the battery screws only finger tight

Correct Answer: B

QUESTION 3

Which THREE of the following symptoms would most likely be resolved by performing an SMC reset as a first step? SELECT THREE

A. Computer does not turn on

B. Cursor is unresponsive in Finder

C. Network / Internet connectivity issues

D. USB and/or FireWire port(s) do not function

E. Computer does not sleep / wake from sleep

Correct Answer: ADE

System Management Controller (SMC)

The System Management Controller (SMC) controls power functions on the MacBook Air (Late 2010). This includes charging, fans, and other powered features such as items on the USB bus, including the built- in iSight and external USB

ports.

In the Intel-based Mac, much of the functionality of the SMU was replaced by the System Management Controller- the (SMC) - a chip that controls all the power functions including:

Telling the computer when to turn on, turn off, sleep, wake, idle, and so forth.

Handling system resets from various commands.

Controlling the fans.

QUESTION 4

Which THREE of the following are clues that may indicate a \\'no power\\' condition? SELECT THREE

A. You do not hear a startup chime.

B. You cannot connect to the Internet.

C. You do not hear any fan or drive noise.

D. The cursor is frozen and the system is unresponsive.

E. The power button or power indicator does not light up at all.

Correct Answer: ACE

QUESTION 5

A customer states that he cannot open a Keynote file. What is the most effective question to ask him FIRST?

A. Can you open any files?

B. Can you open other Keynote files?

C. Is your Mac connected to a network?

D. What version of Keynote are you using?

Correct Answer: B

QUESTION 6

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

A. Place part 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 7

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 8

How many conductive wraps are provided with replacement AirPort/Bluetooth cards for the MacBook Pro (13-inch, Late 2011)

A. 1

B. 2

C. 3

D. 4

Correct Answer: C

Steps for Reassembly

Important: Every time you install a replacement AirPort/Bluetooth card or card holder, youmust also replace the card\\'s thermal pad and conductive wrap.

Cards and card holders are provided as kits, which include the thermal pad and 3conductive wraps (designed for 3 different models).

Use the illustration below to select the MacBook Pro (13-inch, Early and Late 2011) wrap,marked with yellow arrow.

Discard remaining 2 wraps.

QUESTION 9

A customer asks if there is a diagnostic that he can use to help troubleshoot a hardware problem with his MacBook Pro. Which of the following solutions should you suggest?

A. Apple Service Diagnostic

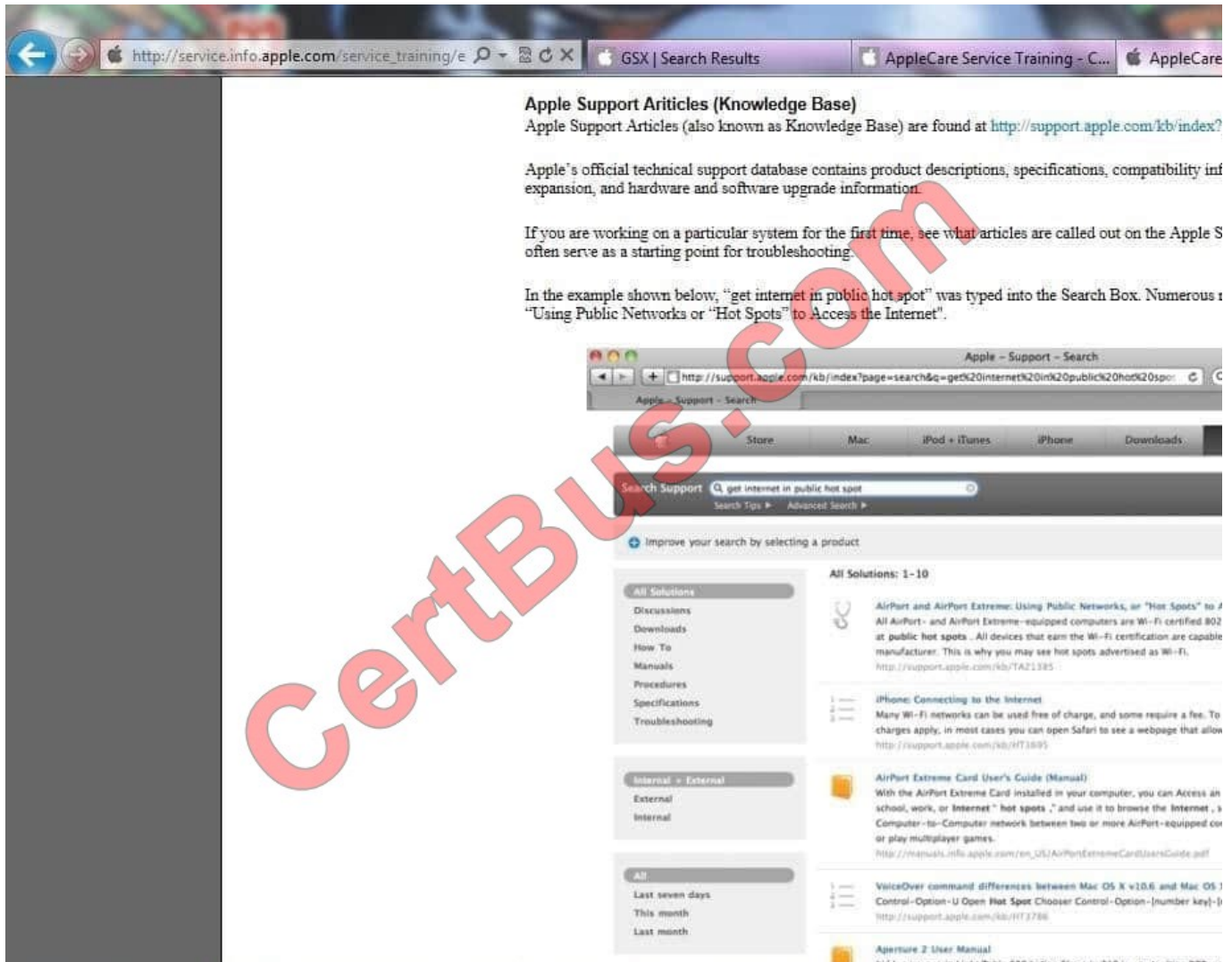B. Apple Hardware Test

C. Terminal

D. Console

Correct Answer: B

QUESTION 10

Which TWO of the following are clues that may indicate a \\'no video\\' condition? SELECT TWO

A. You do not hear a startup chime.

B. You may hear fan or drive noise.

C. You cannot connect to the Internet.

D. The power button or power indicator lights up.

E. The cursor is frozen and the system is unresponsive.

Correct Answer: BD

QUESTION 11

Which section of any Apple Technician Guide is the BEST place to look for instructions for replacing an internal component?

A. Views

B. Basics

C. Take Apart

D. Troubleshooting

Correct Answer: C

QUESTION 12

The purpose of Apple\\'s business conduct helpline is to _____.

A. ask technical support questions

B. report damaged service parts to Apple

C. report normal business operational details to Apple

D. raise a potential business conduct or ethics issue as it relates to Apple

Correct Answer: D

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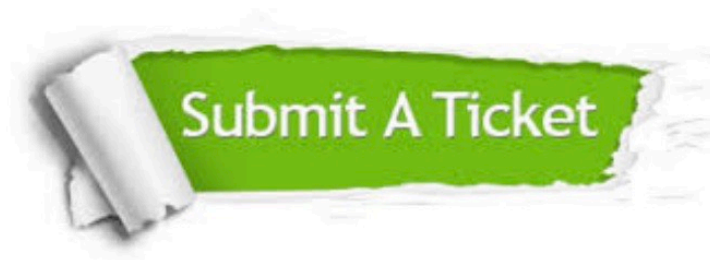
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