9L0-010^{Q&As}

Macintosh Service Certification Exam

Pass home 9L0-010 Exam with 100% Guarantee

Free Download Real Questions & Answers **PDF** and **VCE** file from:

https://www.geekcert.com/9L0-010.html

100% Passing Guarantee
100% Money Back Assurance

Following Questions and Answers are all new published by home Official Exam Center

⚙ **Instant Download** After Purchase

⚙ **100% Money Back** Guarantee

⚙ **365 Days** Free Update

⚙ **800,000+** Satisfied Customers

QUESTION 1

If you are unable to find the password for an AirPort Extreme or Express Base Station, you should perform a _____.

A. Soft reset

B. Hard reset

Correct Answer: A

You forgot your base station password and need to reconfigure one or more AirPort options (including resettingthe base station password). You can do this with soft reset.

QUESTION 2

A replacement MacBook Pro (Retina, Mid 2012) top case assembly comes with what collection of components?

A. battery, keyboard, trackpad, microphone, fan ducts and clutch screw covers

B. battery, keyboard, trackpad, speakers and fan ducts

C. board, trackpad, microphone, fan ducts and clutch screw covers

D. keyboard, trackpad, microphone and fan ducts

Correct Answer: A

Note: The replacement top case comes with the following parts installed: battery keyboard trackpad microphone fan ducts

References:

QUESTION 3

A customer brings a Mac Pro to your service center for repair. After finding the serial number, which TWO of the following sources will display the proper AppleCare name for that Mac Pro? SELECT TWO

A. MRI

B. GSX

C. Console

D. Terminal

E. System Profiler

F. Apple Name Tool

G. Apple Hardware Test

Correct Answer: BE

Finding a Name

Let\'s say that you have a computer that looks like this:

This computer could be a Power Mac G5 or a Mac Pro.

Apple released five different versions of the Power Mac G5 starting in 2003 and finishing in 2005, in addition tothe Mac Pro models.

Which model is it?

The All-Important Serial Number

If you can find the serial number, you can identify which model you have. Let\'s assume that you locate theserial number on the back of the computer.

NOTE: If the computer was bootable, you could get the serial number via System Profiler:

The serial number is as follows:

G88081B9XYK

Online Resources - GSX

If you are working at an Apple-Authorized service facility, you have access to Global Service Exchange (GSX).

(We briefly reviewed this resource in the References course.) On the GSX home page, you have the option of entering a serial number and selecting Coverage Check.

Once you have made that selection, you will see a screen similar to this one:

GSX Home Service Source Knowledge Base Service News Training Sign Out

Coverage Check

Mac Pro (Early 2008)
Mac Pro (Early 2008) 2.8

Serial #:	GR8081B9XYK
Coverage Status:	AppleCare Protection Plan*
Contract Coverage:	04/19/08 - 04/18/11
Onsite Coverage:	04/19/08 - 04/18/11
Estimated Purchase Date:	04/19/08
Purchased In:	United States

DETAILS:

SLA Group: ONSITE ORANGE (2ND BUS DAY)
• This unit is eligible for Onsite Service.
• Parts and Labor are covered.

* Final Repair coverage is determined at the part level.

○ Exploded View   ○ Service Manual

Carry-In   Mail-In   Onsite   AppleCare   Parts   History

Continue

This screen tells us that the unit is a Mac Pro (Early 2008)

QUESTION 4

A customer brings his MacBook Pro (17-inch Mid-2010) in for servicing. It is not functioning correctly and you suspect the machine has been damaged by the customer. As you inspect for accidental damage, you should open the lid and confirm that the hinges are working smoothly and inspect the LCD for scratches on the display coatings or cracks in the glass. You should also _____ and _____. SELECT TWO

A. Open the hard disk drive to check for scratches or dust inside

B. Look for cracks, dents or scratches on the exterior of the system

C. Connect the system to external speakers to check for sound output

D. Check for any unusual odors coming from the system, which might indicate spill damage

E. Ask the customer to describe in detail how he abused his computer to the point that it no longer functions

Correct Answer: BD

External Damage

The key to recognizing external damage is to take the time to carefully inspect the computer. Here is a brief listof some steps you should take:

With the lid closed, look carefully at the edge where the LCD and keyboard meet. Are the edges meetingevenly? Are there any cracks, dents or scratches on the exterior of the computer? Be sure to look at allsurfaces of the computer for

cracks, dents, scratches or stains. Look over the I/O ports to see if there are any indications of damage to the ports such as damaged pins orcontacts, and cracked or chipped connectors.

Open the lid and confirm that the hinges are working smoothly. Check for any sign of forced entry in the battery bay or around the keyboard. Carefully inspect the LCD for scratches on the display coatings or cracks in the glass. You can also

shine abright light on the display to help identify damage. If you can boot the computer, do so and see if the display is showing white spots due to compression on theback of the screen.

Look for a gap at the junction of the LCD bezel and the LCD panel. A gap is a sign of torque damage (thecomputer was twisted or opened too far).

Is there any unusual odor coming from the computer? This may indicate spill damage. Check the keyboard for any residue between the keys. This is a clear indicator of spill damage.

Take digital photos of any external damage found.

QUESTION 5

A customer asks about RAM speed requirements to upgrade his Mac. To which Apple support site resource should you refer this customer?

A. Downloads

B. Discussions

C. Specifications

D. Technician Guide

Correct Answer: C

9L0-010 PDF Dumps

9L0-010 VCE Dumps

9L0-010 Exam Questions

To Read the Whole Q&As, please purchase the Complete Version from Our website.
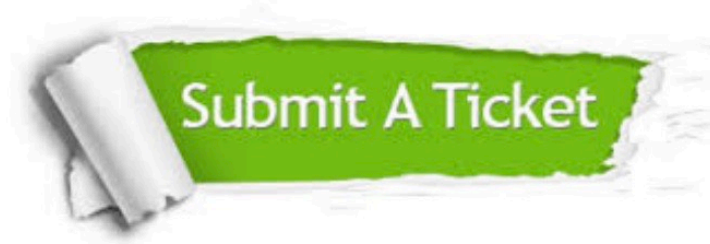
Try our product !

100% Guaranteed Success
100% Money Back Guarantee
365 Days Free Update
Instant Download After Purchase
24x7 Customer Support
Average 99.9% Success Rate
More than 800,000 Satisfied Customers Worldwide
Multi-Platform capabilities - Windows, Mac, Android, iPhone, iPod, iPad, Kindle

We provide exam PDF and VCE of Cisco, Microsoft, IBM, CompTIA, Oracle and other IT Certifications.
You can view Vendor list of All Certification Exams offered:

https://www.geekcert.com/allproducts

Need Help

Please provide as much detail as possible so we can best assist you.
To update a previously submitted ticket: