



9L0-010^{Q&As}

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QUESTION 1

Which part or parts of a CRT display should NOT be touched until after the display is disconnected from its power source and the CRT is properly discharged? SELECT ALL THAT APPLY

- A. Yoke assembly
- B. Anode aperture
- C. High voltage cable
- D. Front of CRT display
- E. Flyback transformer
- F. Outer plastic housing

Correct Answer: ABCE

QUESTION 2

To isolate a video problem as hardware or software on a Mac, which of the following steps should you try FIRST?

- A. Replace the built-in display.
- B. Reinstall the appropriate Mac OS.
- C. Verify the hard disk with Disk First Aid.
- D. Start up from a known-good startup volume.

Correct Answer: D

QUESTION 3

Examine the exhibit.



What AirPort Extreme port does the number 3 identify?

- A. USB
- B. LAN
- C. WAN
- D. Power
- E. FireWire

Correct Answer: C

The rear panel of the AirPort Extreme contains the ports for sharing, network connections, a security slot, and a reset button:





1.Power 2.USB 2.0 port 3.Gigabit WAN port 4.Gigabit LAN ports (3) 5.Link light (4) 6.Reset button 7.Security slot

QUESTION 4

You are preparing to replace faulty RAM inside a Mac mini (Mid 2010). What should be used to open the bottom cover?


- A. Putty knife
- B. Philips #00 screwdriver
- C. Mac mini (Mid 2010) Logic Board Removal Tool
- D. Your hands, no tools are required for this procedure

Correct Answer: D

Removing or installing memory

Warning: Always shut down your Mac mini and remove the power cord before installing memory. Do not install memory while your Mac mini is plugged in.


Step 1: Remove the bottom cover

1. Turn off your Mac mini. From the **Apple** menu (), choose **Shut Down**.
2. Disconnect all cables. Disconnect the power cord and all other cables from your Mac mini.
3. Lay your Mac mini upside down on a soft cloth or towel, and then rotate the bottom cover counterclockwise to the unlocked position.

4. Press on the cover to pop up the opposite side, and then remove the cover.

Unlocked

Press here



QUESTION 5



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 list of some steps you should take:

With the lid closed, look carefully at the edge where the LCD and keyboard meet. Are the edges meeting evenly? Are there any cracks, dents or scratches on the exterior of the computer? Be sure to look at all surfaces 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 or contacts, 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 a bright 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 the back 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 (the computer 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.

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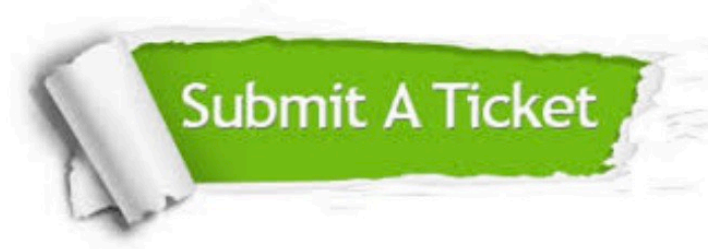
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