



9L0-008^{Q&As}

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**QUESTION 1**

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

QUESTION 2

After identifying some accidental damage and pointing it out to the customer, the customer says "Apple's warranty should cover this kind of problem." How should you respond?

- A. Apple will only cover the internal damage, not the cosmetic damage, so the charge will be less.
- B. You're right, Apple's warranty does cover this kind of accidental damage, so the repair will be free.
- C. Apple's warranty does not cover this, but the AppleCare Protection Plan might, but only if you buy it now.
- D. Apple's warranty specifically calls out accidental damage as an instance where system failures are not covered.

Correct Answer: D

QUESTION 3

Apple sells customer information to other marketers.

- A. True
- B. False

Correct Answer: B

QUESTION 4

When practicing component isolation, which ONE of the following components would NOT be a part of a minimal system configuration for a MacBook?

- A. SDRAM



- B. Speaker
- C. Hard Drive
- D. Logic Board
- E. Power adapter

Correct Answer: C

QUESTION 5

Which of the following is NOT one of the security features available with the AirPort Extreme (Gigabit) Base Station?

- A. Bonjour
- B. WAN Privacy
- C. Closed Network
- D. Password protection
- E. WEP or WPA encryption
- F. Timed MAC address access controls

Correct Answer: A

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