

9L0-010^{Q&As}

Macintosh Service Certification Exam

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QUESTION 1

How many conductive wraps are provided with replacement AirPort/Bluetooth cards for the MacBook Pro (13-inch, L	_ate
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 2

What does Apple recommend you do before replacing or installing any internal parts in an Xserve?

- A. Remove all drive modules from the Xserve.
- B. Remove the Xserve from its rack.
- C. Press the System Identifier button.
- D. Unlock all drive module bays.

Correct Answer: B

Preliminary Steps You must shut down the Xserve and remove it from its rack mount before replacing orinstalling all internal components except the hard drives (and power supplies on the Xserve(Late 2006 / Early 2008)). Xserve RAID has several more components that may be \hat\hat\hat\text{hotswapped}\hat\hat\text{without removing the entire unit beforehand, but you should follow these steps ifyou need to replace any internal Xserve RAID component that require enclosuredisassembly

QUESTION 3

You must provide your identity when you use Apple\\'s Business Conduct Helpline. You may not contact the Helpline anonymously.



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A. True

B. False

Correct Answer: B

QUESTION 4

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 5

You are attempting to power a Mac mini (Late 2009) with an 85 Watt power adapter. Will this work?

A. Yes

B. No

Correct Answer: B

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Identify the Power Adapter

The Mac mini (Early 2006) through Mac mini (Late 2009) use a 110 watt power adapter. This information can be found on the side of the power adapter as shown below:



Models of the Mac mini made before 2006 use an 85 watt power adapter. Again, this information can be found on the side of the power adapter as shown below:



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