



9L0-007^{Q&As}

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QUESTION 1

A customer claims that her Mac cannot connect to her AirPort Express network at home. Which of the following would be the BEST question to ask her FIRST?

- A. Can any other computer successfully join her network?
- B. Does your ISP support wireless access to the Internet?
- C. What type of wireless card is installed in your Mac?
- D. Have you upgraded to Mac OS X v10.4.8?

Correct Answer: A

QUESTION 2

Examine the exhibit. What is the correct name for this type of pixel anomaly?

- A. Dark dot effect
- B. Stuck sub-pixel
- C. Bright dot defect
- D. Vertical TAB fault

Correct Answer: D

QUESTION 3

Which of the following Apple diagnostic utilities is the most appropriate for a service technician to test a Mac mini after it is repaired?

- A. Mac Test Pro
- B. Tech Tool Deluxe
- C. Apple Hardware Test
- D. Apple Service Diagnostic

Correct Answer: D

QUESTION 4

A customer asks about RAM speed requirements to upgrade his Mac. What Apple resource should you refer this customer to?



- A. Downloads
- B. Discussions
- C. Specifications
- D. Service manual

Correct Answer: C

QUESTION 5

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

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