



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

A customer iBook G4 forgets the time and date when the main battery is completely drained and there is no AC adapter connected for several hours. Is this behavior normal?

- A. Yes
- B. No

Correct Answer: A

QUESTION 3

Why do you need to take precautions when disposing of CRT displays? SELECT TWO

- A. CRT displays may contain toxic gases.
- B. CRT displays may present a fire hazard.
- C. CRT displays may implode if mishandled.
- D. CRT displays may present a radiation hazard.
- E. CRT displays may contain hazardous materials.

Correct Answer: CE

QUESTION 4

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

QUESTION 5

A customer's iBook G4 forgets the time and date when the main battery is completely drained and there is no AC adapter connected for several hours. Is this behavior normal?

A. Yes

B. No

Correct Answer: A

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