

9L0-006^{Q&As}

Apple Macintosh Service Exam

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QUESTION 1

Which TWO of the following are symptoms of a \\'no video\\' condition? SELECT TWO

- A. You don\\'t hear a startup chime.
- B. You can\\'t connect to the Internet.
- C. You may hear fan or drive noise.
- D. The power button or power indicator lights up.
- E. The cursor is frozen and the system is unresponsive.

Correct Answer: CD

QUESTION 2

On a MacBook Pro, Safe Sleep ensures that _____

A. any open IP ports from services are closed before putting the machine to sleep

B. the machine is locked with a configured password after a specified amount of time

C. data stored in main memory will not be lost should the system shut down due to power loss while the machine is asleep

D. the user is prompted to save documents in any open applications before machine is put to sleep using the Sleep command from the Apple menu

Correct Answer: C

QUESTION 3

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

QUESTION 4

The two primary goals of troubleshooting are _____ and _____. SELECT TWO



- A. Repairing a product quickly
- B. Repairing a product cheaply
- C. Repairing a product properly
- D. Using as many parts as possible
- E. Running as many diagnostics as possible

Correct Answer: AC

QUESTION 5

Where is the best place for a customer to look for information about locating her Mac\\'s serial number?

- A. Downloads
- **B.** Discussions
- C. Service News
- D. User\\'s manual
- Correct Answer: D

QUESTION 6

Which of the following safety issues applies to the iMac (Mid 2007)?

- A. Liquid coolant spillage
- B. Thermal grease toxicity
- C. High voltage CRT discharge
- D. Fragile glass panel breakage

Correct Answer: D

QUESTION 7

Which of the following is NOT one of the three qualities that define a quick fix?

- A. Has little or no cost
- B. Can be performed quickly
- C. Eliminates intermittent problems
- D. Involves little or no risk of harm to the system



Correct Answer: C

QUESTION 8

Which section of any Apple service manual is the BEST place to look for instructions for replacing an internal component?

- A. Views
- B. Basics
- C. Take Apart
- D. Troubleshooting
- Correct Answer: C

QUESTION 9

A customer states that he cannot open an AppleWorks file. What is the most productive question to ask him FIRST?

- A. Can you open any files?
- B. Is your Mac connected to a network?
- C. Can you open other AppleWorks files?
- D. What version of AppleWorks are you using?
- Correct Answer: C

QUESTION 10

A power adapter originally supplied with a MacBook Pro can charge a MacBook\\\'s main battery while it is powered on.

- A. True
- B. False

Correct Answer: A

QUESTION 11

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 12

Which of the following can permanently damage an LCD display?

- A. Rubbing the display.
- B. Using a screen saver.
- C. Not using a screen saver.
- D. Turning brightness up too high.

Correct Answer: A

QUESTION 13

You are attempting to power a Mac mini (Mid 2007) with an 85 Watt power adapter. Will this work?

A. Yes

B. No

Correct Answer: B

QUESTION 14

In order to read ANY of the diagnostic LEDs in a Mac Pro, you must press the DIAG_LED button on the logic board.

A. True

B. False

Correct Answer: B

QUESTION 15

You require additional information about a specific problem with a customer\\'s Mac. Which one of the following resources is the Apple-recommended choice for researching the problem?

A. Downloads



- **B.** Discussions
- C. User\\'s manual
- D. Knowledge Base
- Correct Answer: D

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