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## **Q&A**

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**Exam : 9L0-006**

**Title : Apple Macintosh Service  
Exam**

**Version : DEMO**

**1.How did you prepare for this exam? (Choose all that apply.)**

- A.Apple Mac OS X Help Desk Essentials leader-led course
- B.Apple leader-led technician training course
- C.self-study AppleCare Technician Training purchased from Apple
- D.non-Apple courses or books
- E.on-the-job training / apprenticeship
- F.self-taught
- G.none of the above

**Correct:E**

**2.If you took an Apple leader-led course to prepare for this exam, when did you take it? (Choose the closest answer.)**

- A.last week
- B.two or three weeks ago
- C.one month ago
- D.two months ago
- E.three months ago
- F.more than three months ago
- G.did not take an Apple leader-led course

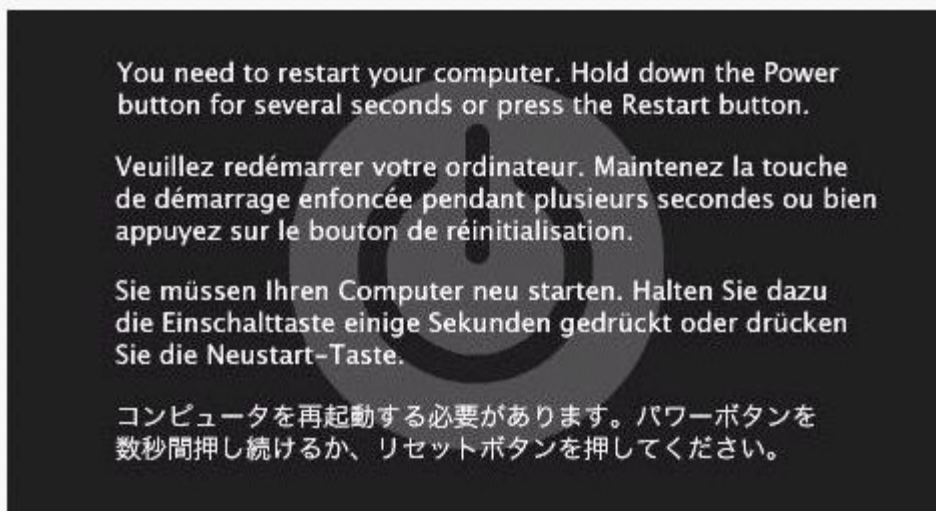
**Correct:E**

**93.Which of the following PowerBook G4 models does NOT support hot-swapping the main battery?**

- A.PowerBook G4 (12-inch)
- B.PowerBook G4 (15-inch)
- C.PowerBook G4 (17-inch)

**Correct:A**

**4.Examine the exhibit. What is this message?**



- A.Kernel Panic
- B.Software Update
- C.Firmware Update
- D.Power-On Self-Test

**Correct:A**

**5.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:C**

**6.What is the function of the SMC in an Intel Mac?**

- A.The SMC controls all aspects of power flow.
- B.The SMC controls the speed of the hard drive.
- C.The SMC manages the amount of virtual memory used.
- D.The SMC manages all communication with attached peripherals.

**Correct:A**

**7.Which THREE of the following symptoms would be most likely resolved by performing a 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:A D E**

**8.Examine the exhibit. What type of port does the number ??identify?**



- A.USB
- B.FireWire
- C.Sound In
- D.MagSafe
- E.Sound Out
- F.ExpressCard

**Correct:D**

**9.Which TWO details are derived from entering an Apple product's serial number into the Apple Support Web page? SELECT TWO**

- A.Mac OS version
- B.Warranty status
- C.AppleCare name

- D.Installed memory
- E.Number of USB ports

**Correct:B C**

**10.According to Apple service manuals, what steps should you take before performing any take-apart steps when replacing a part in any Apple product?**

- A.Disconnect and reconnect all internal cables.
- B.Lay the product on its side so it will not fall over.
- C.Discharge the CRT and establish an ongoing ground.
- D.Gather all necessary tools and perform all preliminary steps.
- E.Order all available service parts for the appropriate configuration of the product.

**Correct:D**

**11.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:C**

**12.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:D**

**13.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:C**

**14.Where is the BEST place to look for information regarding special take-apart tools for an Apple product?**

- A.Discussions
- B.Service News
- C.User's manual
- D.Service manual

**Correct:D**

**15.You are running Apple Hardware Test on a customer's Mac. The test fails with an error code. Which one of the following resources is the Apple-recommended choice for locating the meaning of this code?**

- A.Apple Hardware Test Help
- B.Service Source

C.Service manual

D.User's manual

**Correct:B**