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Q&A

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Exam : **9L0-007**

Title : Macintosh Service Certification Exam

Version : Demo

1. 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

Answer: D

2. A MacBook sometimes becomes unresponsive and the cursor freezes on the display when running an application. You have verified the symptom, and have already attempted to force the application to quit, but the computer remains unresponsive. What should you try next?

A. Disconnect all power sources for several minutes to reset the SMC.

B. Hold the eject button down for several seconds to reset the application.

C. Hold the trackpad button down for several seconds to regain cursor control.

D. Press the power button for several seconds to try shutting the computer down.

Answer: D

3. What precautions should be taken if a discharged CRT must remain exposed for any length of time?

A. You should reset the Power Manager Unit on the logic board.

B. You should perform a full set of video adjustments on the CRT.

C. You should remove the CRT from the computer or display assembly.

D. You should establish an ongoing lead between the CRT anode and ground.

Answer: D

4. Which of the following most accurately describes what happens during Safe Sleep activation in Mac portables?

A. The contents of RAM are written to NVRAM before sleep.

B. The contents of the hard disk are encrypted before sleep.

C. The contents of RAM are written to hard disk before sleep.

D. The contents of the hard disk are read into RAM before sleep.

Answer: C

5. The LED on a MacBook MagSafe power adapter doesn't illuminate at all when it's plugged into the MacBook and you know the adapter is connected to a known good power source. What is most likely the cause of this symptom?

A. The MacBook has a faulty main battery.

B. The MagSafe adapter needs to be reset first.

C. The MacBook requires an SMC firmware update.

D. A MagSafe adapter connector pin is stuck down.

Answer: D

6. A MacBook Pro powers on with no image on the built-in display. You connect an external display and restart the MacBook Pro, yet you still see no image on either display. Which of the following is most likely the cause of this symptom?

A. Dead battery

B. Not enough RAM

C. Faulty optical drive

D. RAM not completely seated

Answer: D

7. You are about to replace a MacBook Air logic board. Which of the following is the most important step you should take immediately after removing the bottom case?

A. Remove the thermal module.

B. Disconnect the main battery.

C. Remove the hard drive.

D. Remove the processor.

Answer: B

8. To ensure proper fan and temperature control in the Power Mac G5, you must run the thermal calibration routine found on the _____ disc whenever you replace a processor or logic board with a new

processor or logic board.

A. Apple Service Diagnostic

B. Apple Hardware Test

C. Fan Control Installer

D. Mac OS X Installer

Answer: A

9. 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.

Answer: B

10. You are troubleshooting an eMac that has no image on its built-in display. You have already checked user controls and reset PRAM, but the issue persists. When you connect an external display to the eMac's VGA output port and restart the eMac, you see a proper image on the external display. Which of the following service modules would most likely be the cause of these symptoms?

A. Display Analog Assembly

B. Power Supply Assembly

C. Logic Board

D. Hard drive

Answer: A

11. A customers 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

Answer: A

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

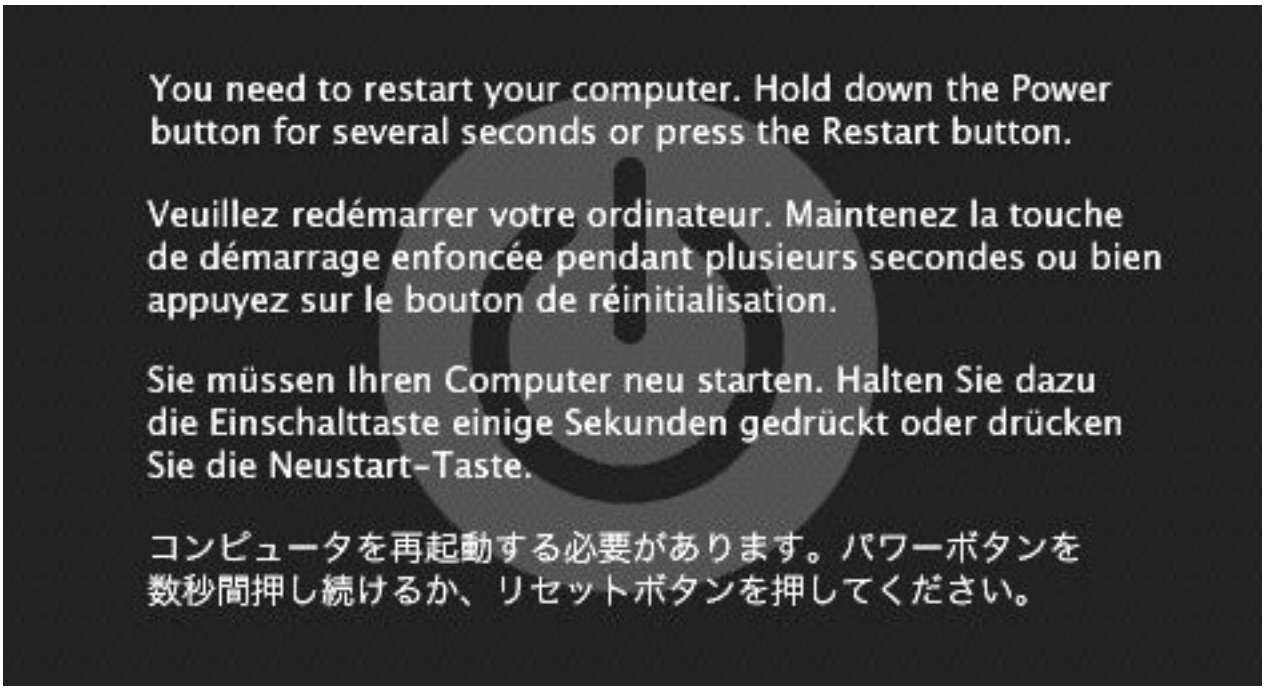
A. PowerBook G4 (12-inch)

B. PowerBook G4 (15-inch)

C. PowerBook G4 (17-inch)

Answer: A

13. Examine the exhibit. What is this message?



A. Kernel Panic

B. Software Update

C. Firmware Update

D. Power-On Self-Test

Answer: A

14. 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

Answer: C

15. 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.

Answer: A

16. 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

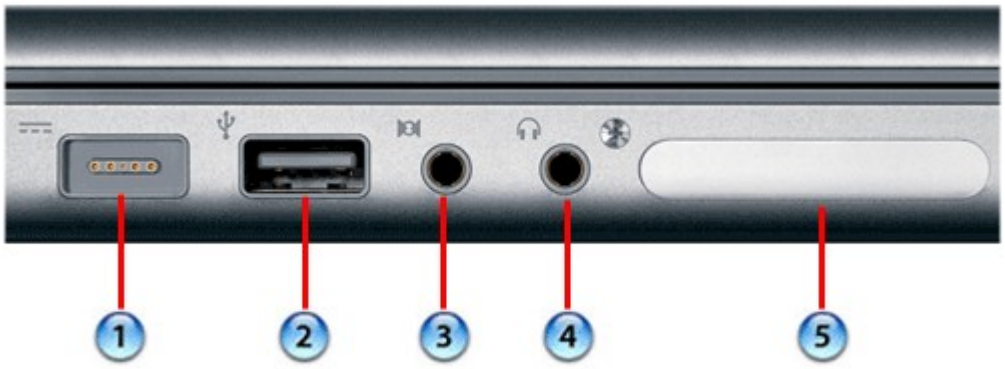
C. Network / Internet connectivity issues

D. USB and/or FireWire port(s) do not function

E. Computer does not sleep / wake from sleep

Answer: ADE

17. Examine the exhibit. What type of port does the number 1 identify?



A. USB

B. FireWire

C. Sound In

D. MagSafe

E. Sound Out

F. ExpressCard

Answer: D

18. 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

Answer: BC

19. 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.

Answer: D

20. 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

Answer: C