



[Apple 9L0-006](#)

Exam Name: Apple Macintosh Service Exam

Q & A : 93 Q&As

Pdf Demo

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Exam : APPLE 9L0-006

Title : Apple Macintosh Service Exam

1. Examine the exhibit. What is the name of this special Apple tool?

- A. Mac Pro Wrench
- B. iMac Gap Measurement Tool
- C. MacBook Spring Adjustment Tool
- D. Xserve Processor Alignment Wrench

Answer: A

2. 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

Answer: C

3. Which of the following scenarios would be most appropriate to use Apple Service Diagnostic?

- A. You want to check a Mac for accidental damage.
- B. You want to verify product functionality after a repair.
- C. Your customer wants to run diagnostics on his Mac Pro.
- D. You need to check the Mac's LCD display for any pixel anomalies.

Answer: B

4. 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

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

Answer: C

6. Which of the following scenarios would be most appropriate to use Apple Hardware Test?

- A. You want to test a Mac's Ethernet port after its logic board has been replaced.
- B. You are unsure if the customer's issue is caused by software or hardware.
- C. You need to check the Mac's LCD display for any pixel anomalies.
- D. You want to verify that Mac OS X has been installed properly.

Answer: B

7. 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

Answer: E

8. Examine the exhibit. What is this message?

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

Answer: A

9. What additional Apple certifications do you have or plan to seek? (Choose all that apply.)

- A. Apple Certified Technical Coordinator
- B. Apple Certified System Administrator
- C. one or more of the Apple Digital Media Pro certifications
- D. none

4. Examine the exhibit. What is this message?

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

Answer: A

10. 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

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

Answer: C

12. 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

13. 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

Answer: ADE

14. 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

Answer: D

15. A useful tool to have when servicing an Apple portable computer is _____ tape.

- A. plastic
- B. kapton
- C. packing
- D. electrical

Answer: B

16. 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

Answer: B

17. 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

18. 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

Answer: E

19. Examine the exhibit. Is this the correct tool to remove the top cover from a Mac mini?

- A. Yes
- B. No

Answer: A

20. 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

Answer: D

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