

Exam Code: 9L0-206

Exam Name: Apple Portable Service Exam

Vendor: Apple

Version: DEMO

Part: A

1: What tool does the service manual recommend you use to separate plastics and lift components of PowerBook and iBook computers?

- A.Nylon probe tool
- B.Jeweler screwdriver
- C.Flatblade screwdriver
- D.Precision needle nose pliers

Correct Answers: A

2: Which TWO of the following are true statements about screws inside a PowerBook or iBook?

- A.All screws are interchangeable.
- B.It is not necessary to replace all screws after a repair.
- C.Screws should always be only comfortably tightened.
- D.Screws should always be tightened as much as possible.
- E.Screws should always be replaced exactly where they came from.
- F.Torx and Hex (Allen) screws can both be driven by either type of driver.

Correct Answers: C E

3: Identify the correct procedure for starting up a PowerBook in Target Disk Mode.

- A.Press the D key during startup.
- B.Press the T key during startup.
- C.Press the Control and D keys during startup.
- D.Press the Control and T keys during startup.
- E.Press the Command and D keys during startup.
- F.Press the Command and T keys during startup.

Correct Answers: B

4: Which THREE of the following features are available in the Aluminum PowerBook G4 models but not in the iBook G4 models?

- A.USB ports
- B.Audio Input
- C.PCMCIA slot
- D.Built-in modem
- E.Built-in Ethernet
- F.FireWire 800 port

Correct Answers: B C F

5: What function does Target Disk Mode perform?

- A.It enables direct connectivity with a remote Macintosh over the Internet.
- B.It converts a PC-formatted hard disk for use when connected to a Macintosh.
- C.It allows access to a Macintosh's internal hard disk from the Finder of a connected Macintosh via FireWire.
- D.It allows two external FireWire hard disks to be connected and transfer data directly between

them without need of a computer.

Correct Answers: C

6: Which of the following iBook or PowerBook models requires the use of the 65 watt AC power adapter?

- A.iBook (14-inch)
- B.iBook G4 (Early 2004)
- C.PowerBook G4 (12-inch)
- D.PowerBook G4 (1 GHz/867 MHz)

Correct Answers: D

7: Which TWO of the following features are available in the Aluminum PowerBook G4 models but not in the Titanium PowerBook G4 models?

- A.USB ports
- B.PCMCIA slot
- C.Built-in modem
- D.FireWire 800 port
- E.Built-in Bluetooth
- F.Built-in wireless networking

Correct Answers: D E

8: The basis for the component isolation troubleshooting technique is an understanding of _____ within computers.

- A.power flow
- B.software data flow
- C.firmware data flow
- D.processor instruction flow

Correct Answers: A

9: When setting up a minimal system using the component isolation technique, you start with only the components necessary to _____.

- A.boot the system into Mac OS 9
- B.boot the system into Mac OS X
- C.boot the system into Open Firmware diagnostics
- D.hear a boot chime and/or see a flashing question mark on a display

Correct Answers: D

10: In the component isolation technique, if you do not get a startup chime and/or a flashing question mark, you check the components of the minimal system by _____.

- A.visually inspecting them for damage
- B.replacing them with known-good parts in any order
- C.adding more known-good parts in a specified order
- D.replacing them with known-good parts in a specified order

Correct Answers: D

11: When practicing component isolation, which ONE of the following components would NOT be a part of a minimal system configuration for a PowerBook G4 (12-inch 1.5GHz)?

- A.SDRAM
- B.Speaker
- C.Hard Drive
- D.DC-in Board
- E.Backup battery
- F.Power adapter

Correct Answers: C

12: A customer is experiencing intermittent battery drain while using her PowerBook G4 (17-inch 1.67 GHz) connected to a working power adapter. You have reset the PMU and the problem persists. What is the most likely cause of the problem?

- A.Corrupt OS
- B.Faulty PMU
- C.Faulty logic board
- D.Incompatible power adapter

Correct Answers: D

13: To isolate a video problem to hardware or software on a PowerBook G4 (17-inch 1.67GHz), which of the following steps should you try FIRST?

- A.Replace the built-in display.
- B.Reinstall the appropriate Mac OS.
- C.Verify the hard disk with Disk First Aid.
- D.Start up from a known-good startup disc.

Correct Answers: D

14: Which one of the following troubleshooting steps is NOT appropriate when troubleshooting an iBook or PowerBook with no video on its built-in display?

- A.Hold a bright light against the screen.
- B.Check if brightness settings are all the way down.
- C.Connect an external display to the iBook or PowerBook.
- D.Check the network settings on the iBook or PowerBook.
- E.Check the internal video cables & connectors for damage.

Correct Answers: D

15: A customer's iBook G4 (Late 2004) is freezing intermittently. Which of the following steps should you try FIRST to identify the problem?

- A.Try quick fixes.
- B.Repair the iBook.
- C.Perform a split-half search.
- D.Run appropriate diagnostics.
- E.Escalate the problem to Apple.

F.Gather information about the problem.

Correct Answers: F

16: Which of the following is ALMOST CERTAINLY a software-related problem?

- A.No video on display
- B.Single beep at startup
- C.No Internet connectivity
- D.iPhoto quits when launched

Correct Answers: D

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

Correct Answers: B

18: A PowerBook G4 has no video, but powers on with a normal startup chime, and normal startup sounds from the hard drive. Which of the following steps should you try next?

- A.Update the PowerBook G4's firmware.
- B.Replace the PowerBook G4 logic board.
- C.Replace the PowerBook G4 LCD display.
- D.Connect a known-good external display.

Correct Answers: D

19: You have replaced the optical drive in an iBook G4 (Late 2004). In what THREE ways should you test the repair before returning the system to the customer?

- A.Leave the computer on overnight.
- B.Verify that the original symptom is resolved.
- C.Verify that no new symptoms have occurred.
- D.Run all Apple Service Diagnostic tests for the iBook G4 (Late 2004).
- E.Run Apple Service Diagnostic optical drive tests for the iBook G4 (Late 2004).
- F.Start up the computer in Target Disk Mode to test the internal hard drive.

Correct Answers: B C D

20: You are troubleshooting an intermittent video issue on an PowerBook G4 (17-inch 1.67 GHz). Which of the following is the most appropriate way to approach this problem?

- A.Do nothing. The problem may resolve itself.
- B.Run looping diagnostics to verify the issue.
- C.Replace the Display Assembly inside the PowerBook.
- D.Follow component isolation steps to resolve the issue.

Correct Answers: B