

Exam Code: 9L0-006

Exam Name: Apple Macintosh Service Exam

Vendor: Apple

Version: DEMO

Part: A

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 Answers: 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

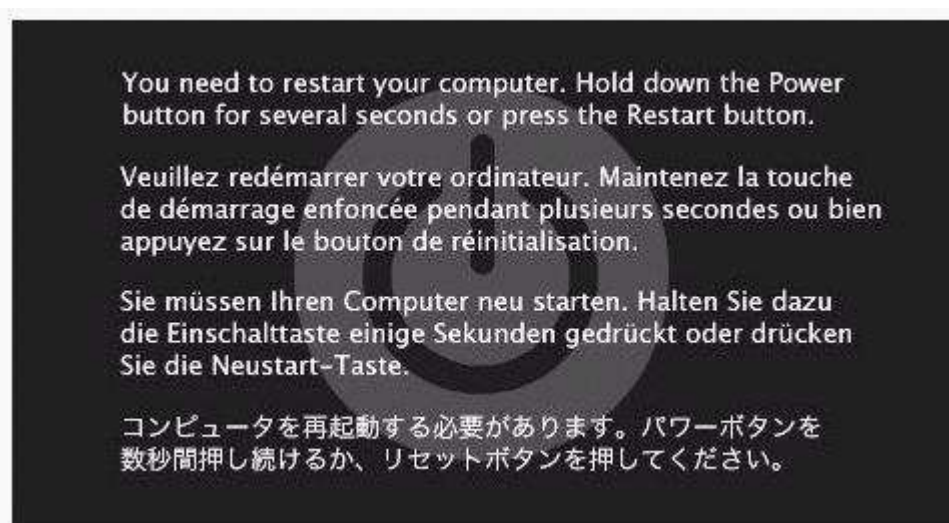
Correct Answers: E

3: 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

Correct Answers: A

4: Examine the exhibit. What is this message?



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

Correct Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: B