

Exam : APPLE 9L0-006

**Title : Apple Macintosh Service
Exam**

Version : Demo

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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

Answer: 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

Answer: 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

4. Examine the exhibit. What is this message?

You need to restart your computer. Hold down the Power button for several seconds or press the Restart button.

Veillez redémarrer votre ordinateur. Maintenez la touche de démarrage enfoncée pendant plusieurs secondes ou bien appuyez sur le bouton de réinitialisation.

Sie müssen Ihren Computer neu starten. Halten Sie dazu die Einschalttaste einige Sekunden gedrückt oder drücken Sie die Neustart-Taste.

コンピュータを再起動する必要があります。パワーボタンを数秒間押し続けるか、リセットボタンを押してください。

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

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. 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.

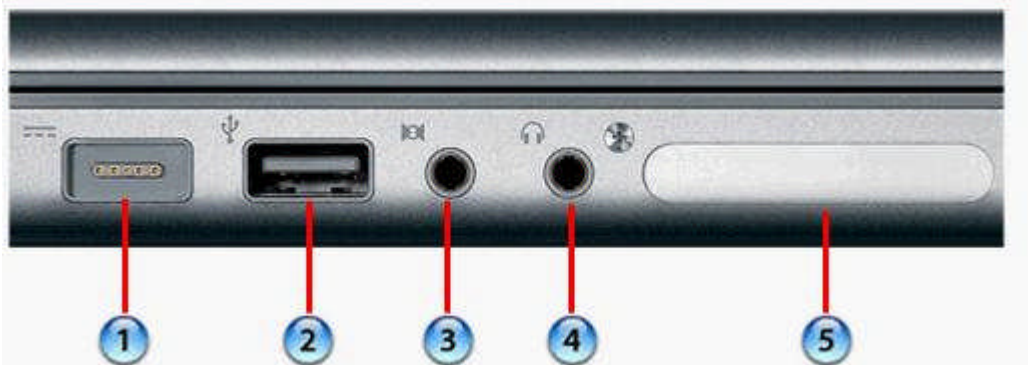
Answer: A

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

Answer: ADE

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

Answer: 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

Answer: BC

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.

Answer: 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

Answer: 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

Answer: 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

Answer: 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

Answer: 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

Answer: B

16. 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

17. 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

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



- A. Yes
- B. No

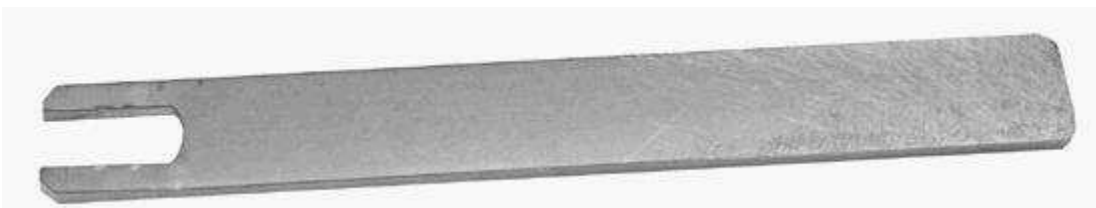
Answer: A

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

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

Answer: B

20. 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

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