Passcert

Higher Quality, better service!

Q&A

Http://www.passcert.com

We offer free update service for one year.

Exam : **9L0-006**

Title : Apple Macintosh Service Exam

Version : DEMO

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: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:E

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

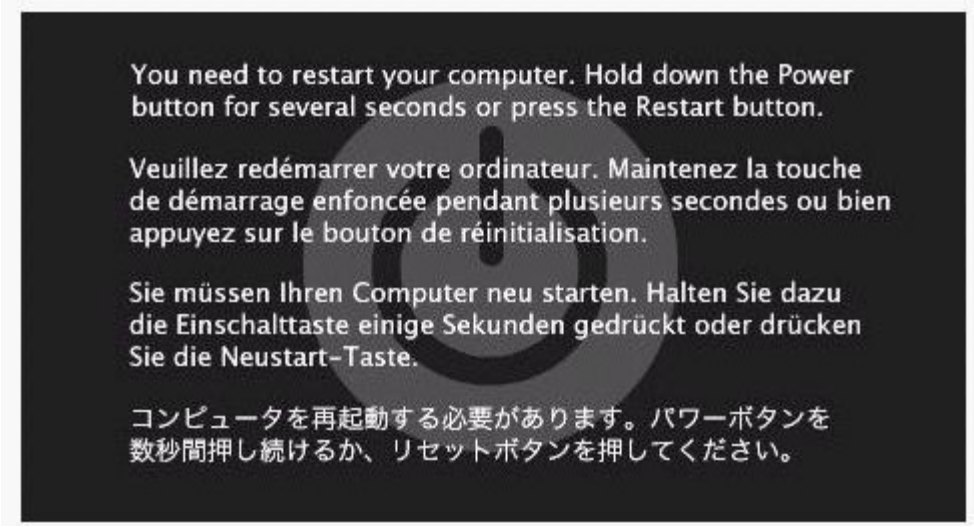
A.PowerBook G4 (12-inch)

B.PowerBook G4 (15-inch)

C.PowerBook G4 (17-inch)

Correct:A

4.Examine the exhibit. What is this message?



A.Kernel Panic

B.Software Update

C.Firmware Update

D.Power-On Self-Test

Correct: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: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: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: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: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: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: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: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: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: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: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:B