

# The best learning assistants

**Exam** : **Apple 9L0-006**

**Title** : Apple Macintosh Service Exam

**Update** : 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**

**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:**

**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**

**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.

**Correct: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.

**Correct:B**

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



- A.Yes
- B.No

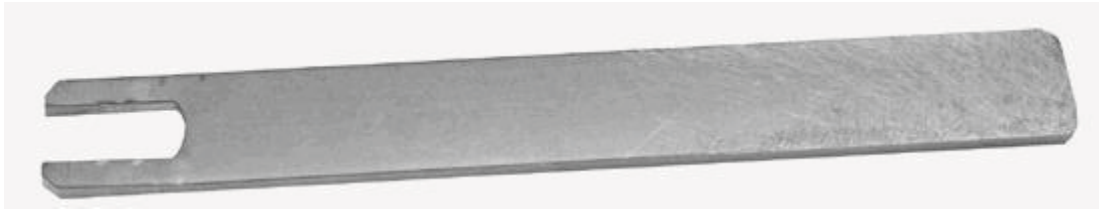
**Correct:A**

**19.A useful tool to have when servicing an Apple portable computer is \_\_\_\_\_ tape.**

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

**Correct: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

**Correct: A**

**21. Which of the following tools would be the most appropriate to use when verifying whether a backup battery inside a Mac is faulty?**

- A. Flashlight
- B. Torx driver
- C. Multimeter
- D. Magnetizer

**Correct: C**

**22. You are about to begin disassembly of an iMac (24-inch Mid 2007) to replace the LCD display. Which TWO of the following tools are required to do this? SELECT TWO**

- A. Multimeter
- B. Suction cups
- C. Service stand
- D. Anti-static, lint-free gloves
- E. Torx T-15 driver with 5 inch shaft

**Correct: B D**

**23. The two primary goals of troubleshooting are \_\_\_\_\_ and \_\_\_\_\_. SELECT TWO**

- A. repairing a product quickly
- B. repairing a product cheaply
- C. repairing a product properly
- D. using as many parts as possible
- E. running as many diagnostics as possible

**Correct: A C**

**24. Which of the following is NOT one of the steps of the Apple-recommended troubleshooting process?**

- A. Verify repair
- B. Verify problem
- C. Clean plastics
- D. Try quick fixes
- E. Run diagnostics

**Correct: C**

**25. Which of the following would be the most appropriate question to ask FIRST, when gathering information from customers about a problem with their Apple product?**

- A. What is the issue?

- B.What operating system are you using?
- C.Did you turn off the computer improperly?
- D.What steps have you taken to resolve the problem yourself?

**Correct:A**

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

**Correct:C**

**27.A customer claims that her Mac cannot connect to her AirPort Express network at home. Which of the following would be the BEST question to ask her FIRST?**

- A.Can any other computer successfully join her network?
- B.Does your ISP support wireless access to the Internet?
- C.What type of wireless card is installed in your Mac?
- D.Have you upgraded to Mac OS X v10.4.8?

**Correct:A**

**28.Which of the following is NOT one of the three qualities that define a quick fix?**

- A.has little or no cost
- B.can be performed quickly
- C.eliminates intermittent problems
- D.involves little or no risk of harm to the system

**Correct:C**

**29.What is the first step to take if you have a Mac that constantly ejects any CD / DVD that is inserted?**

- A.Replace the logic board.
- B.Replace the optical drive.
- C.Replace the optical drive cable.
- D.Disconnect all peripheral devices, especially the mouse.

**Correct:D**

**30.a MacBook 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.Replace the display.
- B.Update the firmware.
- C.Replace the logic board.
- D.Connect a known-good display to the MacBook.

**Correct:D**

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