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Exam : **Apple 9L0-206**

Title : Apple Portable Service Exam

Update : Dmeo



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: 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: 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: 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: 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: 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:D

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

- A.iBook G4
- B.iBook G4 (14-inch)
- C.PowerBook G4 (DVI)
- D.PowerBook G4 (15-inch FW800)

Correct:D

8.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:D E

9.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:A

10.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:D

11.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:D

12.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:C

13.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:D

14.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:D

15.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:D

16.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:F

17.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:D

18.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:B

19.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:D

20.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:B C D

21.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:B

22.Which of the following is ALMOST CERTAINLY a hardware-related problem?

- A.No video at startup
- B.Error beep at startup
- C.Distorted video at startup
- D.Blinking question mark at startup

Correct:B

23.You are troubleshooting an iBook G4 that will not boot, and emits error tones when powered on. You suspect that the customer may have installed incompatible or faulty RAM, but you aren't sure. What should you do to verify the RAM requirements for this iBook G4?

- A.Call Apple.
- B.Order Apple RAM.

- C. Check Specifications.
- D. Count the RAM sockets on the logic board.

Correct: C

24. Which of the following is the best way to eject a disc when normal methods for ejecting it, such as using the Mac OS X Finder or the keyboard, have not succeeded?

- A. Boot into Open Firmware and type 'reset-nvram'.
- B. Restart the computer while holding down the trackpad button.
- C. Remove and disassemble the optical drive to remove the disc.
- D. Remove the computer's front bezel and manually pry the disc out of the drive.

Correct: B

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. Is this the first time you have had this problem?

Correct: A

26. A customer's PowerBook G4 (12-inch 1.5GHz) fails to power on with a known-good power adapter connected and plugged in. Which of the following steps should be tried FIRST?

- A. Replace the logic board.
- B. Replace the DC-In Board.
- C. Run Apple Service Diagnostic.
- D. Perform a keyboard PMU reset.

Correct: D

27. The image displayed on an iBook (Late 2004) appears small and does not fill the screen. Which of the following best explains the cause of this symptom?

- A. The logic board has failed.
- B. The display backlight has failed.
- C. The iBook's battery power is depleted.
- D. An earlier version of system software is installed.

Correct: D

28. A PowerBook G4 (17-inch 1.67GHz) has a malfunctioning logic board. You replace the logic board. Which of the following diagnostic utilities should you run to verify that the new logic board is functioning properly?

- A. MacTest Pro
- B. Disk First Aid
- C. TechTool Deluxe
- D. Apple Service Diagnostic

Correct: D

29. Verifying that a computer functions properly after you repair it ensures that ____.

- A. No new issues have arisen.
- B. Third-party software is working.
- C. The original issue has been resolved.

- D.The computer falls under service warranty.
- E.System Preferences settings are set correctly.

Correct:A C

30.Which of the following is a valid reason to perform a soft reset on an AirPort Extreme Base Station?

- A.to update base station firmware
- B.to reset the base station password
- C.to return the base station to its default settings
- D.to erase AirPort client software from Mac OS X

Correct:B

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