Vendor: Apple

Exam Code:9L0-006

Exam Name: Apple Macintosh Service Exam

Version: Demo

QUESTION 1

Which FOUR of the following actions helps reduce the risk of damage from ESD? SELECT FOUR

A. Ground yourself and the equipment you are working on.

B. Always place ESD-sensitive components on metal surfaces.

C. Handle all ESD-sensitive boards by the connectors, not the edges.

D. Use static-shielding storage bags for ESD-sensitive components.

E. Do not touch anyone who is working on ESD-sensitive components.

F. Do not bring plastic, vinyl, or foamed polystyrene near ESD-sensitive components.

Correct Answer: ADEF

QUESTION 2

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 Answer: C

QUESTION 3

The basis for the component isolation troubleshooting technique is an understanding of _____ and _____ within computers. SELECT TWO

A. Network flow

B. Coolant flow

C. Power flow

D. Fan air flow

E. Signal flow

Correct Answer: CE

QUESTION 4

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 Answer: C

QUESTION 5

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 Answer: B

QUESTION 6

A customer brings a Power Mac G5 to your service center for repair. After finding the serial number, which THREE of the following sources will display the proper AppleCare name for that Power Mac G5? SELECT THREE

A. GSX

B. Console

C. Service Source

D. System Profiler

E. About This Mac

F. Apple Name Tool

G. Apple Support Page

Correct Answer: ACG

QUESTION 7

You are troubleshooting an eMac that has no image on its built-in display. You have already checked user controls and reset PRAM, but the issue persists. When you connect an external display to the eMac\'s VGA output port and restart the eMac, you see a proper image on the external display. Which of the following service modules would most likely be the cause of these symptoms?

A. Display Analog Assembly

B. Power Supply Assembly

C. Logic Board

D. Hard drive

Correct Answer: A

QUESTION 8

Which THREE of the following components should you be very careful with, when working inside an Apple portable? SELECT THREE

A. Plastic tab

B. Small screw

C. Deflection coil

D. Ribbon cable

E. Anode aperture

F. Flyback transformer

Correct Answer: ABD

QUESTION 9

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 Answer: A

QUESTION 10

Which of the following can permanently damage an LCD display?

A. Rubbing the display.

B. Using a screen saver.

C. Not using a screen saver.

D. Turning brightness up too high.

Correct Answer: A

QUESTION 11

If you are unable to find the password for an AirPort Extreme or Express Base Station, you should perform a _____.

A. Soft reset

B. Hard reset

Correct Answer: A

QUESTION 12

Which THREE of the following are symptoms of a \\'no power\\' condition? SELECT THREE

A. You don\\'t hear a startup chime.

B. You can\\'t connect to the Internet.

C. You don\\'t hear any fan or drive noise.

D. The cursor is frozen and the system is unresponsive.

E. The power button or power indicator doesn\\'t light up at all.

Correct Answer: ACE

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