



ITTEST

QUESTION & ANSWER

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Exam: **9L0-009**

Title : Macintosh Service
 Certification Exam

Version : DEMO

1.Which section of any Apple Technician Guide is the BEST place to look for instructions for replacing an internal component?

- A.Views
- B.Basics
- C.Take Apart
- D.Troubleshooting

Answer: C

2.The purpose of Apple's business conduct helpline is to _____.

- A.ask technical support questions
- B.report damaged service parts to Apple
- C.report normal business operational details to Apple
- D.raise a potential business conduct or ethics issue as it relates to Apple

Answer: D

3.You must provide your identity when you use Apple's Business Conduct Helpline.You may not contact the Helpline anonymously.

- A.True
- B.False

Answer: B

4.Which of the following is NOT a valid example of the type of information that Apple collects from its customers?

- A.Credit card information.
- B.Discussion blog postings mentioning Apple.
- C.Apple product serial number and date of purchase.
- D.Name, mailing address, phone number, email address.

Answer: B

5.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.Ribbon cable
- D.Deflection coil
- E.Anode aperture
- F.Flyback transformer

Answer: ABC

6.What component of a Mac mini (Early 2009) logic board requires use of an anti-static foam support to avoid damage?

- A.EMI clips
- B.Video card
- C.Large heat sink

D.Battery connector

Answer: A

7.You are troubleshooting an iMac (Early 2008) that does not power on.You notice that all diagnostic LEDs remain off when a known-good power cord is connected to the iMac and to a known-good power outlet.What is most likely the cause of these symptoms?

- A.Faulty power supply
- B.Faulty optical drive
- C.Faulty LCD panel
- D.Faulty video card

Answer: A

8.What step is required before upgrading the RAM in a Mac Pro (Early 2009)?

- A.Remove the processor tray.
- B.Remove the hard drive carriers.
- C.Remove the front inlet fan assembly.
- D.Remove the Optical Drive and Carrier.

Answer: A

9.The Mac Pro (Early 2009) has SMC functionality split between a primary SMC on the backplane board, and a secondary SMC on the processor board.What service issue should a technician be aware of when servicing the Mac Pro (Early 2009)?

- A.SMC firmware must always match on both boards.
- B.Three internal buttons must be pressed in order to reset both SMCs.
- C.It is required to remove the memory riser card in order to reset the SMC.
- D.Processor trays are interchangeable between similar Mac Pro (Early 2009) units.

Answer: A

10.The LED on a MacBook (13-inch Late 2009) MagSafe power adapter does not illuminate at all when it is plugged into the MacBook and you know the adapter is connected to a known good power source.What is the most likely cause of this symptom?

- A.The MacBook has a faulty backup battery.
- B.The MagSafe adapter needs to be reset first.
- C.The MacBook has a faulty magnetic sleep sensor.
- D.A MagSafe adapter connector pin is stuck down or dirty.

Answer: D