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## **Q&A**

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**Exam** : **9L0-010**

**Title** : Macintosh Service  
Certification Exam

**Version** : Demo

1.You are preparing to replace faulty RAM inside a Mac mini (Mid 2010). What should be used to open the bottom cover?

- A. Putty knife
- B. Philips #00 screwdriver
- C. Mac mini (Mid 2010) Logic Board Removal Tool
- D. Your hands, no tools are required for this procedure

**Answer: D**

2.Which of the following measurements is an example of an appropriate use of a multimeter when troubleshooting a Mac.?

- A. Measure logic board battery voltage.
- B. Measure high voltage going to a CRT.
- C. Measure AC current going to an optical drive.
- D. Measure digital signals on the main processor.

**Answer: A**

3.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. Apple support articles

**Answer: D**

4.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**

5.According to Apple Technician Guides, what should be completed 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.

**Answer: D**

6.Which TWO details are derived from entering an Apple product's serial number into the Online Service Assistant section of 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

**Answer: B C**

7.A customer asks about RAM speed requirements to upgrade his Mac. To which Apple support site resource should you refer this customer?

- A. Downloads
- B. Discussions
- C. Specifications
- D. Technician Guide

**Answer: C**

8.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**

9.Which of the following is a valid precaution you should take when you begin working inside a MacBook Pro (13-inch, Mid 2010)?

- A. Reset the SMC.
- B. Remove the hard drive.
- C. Disconnect the optical drive.
- D. Disconnect the main battery.

**Answer: D**

10.Which of the following is a valid precaution you should take while working inside an iMac (27-inch, Mid 2010) system that is plugged into AC power but has not yet been powered on?

- A. Do not turn the unit upside-down.
- B. Avoid putting your fingers near the fans.
- C. Make sure you are NOT wearing a grounded ESD wrist strap.
- D. Do not touch the processor heat sink because it could burn your fingers.

**Answer: C**