

# 9L0-008<sup>Q&As</sup>

Macintosh Service Certification Exam

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QUESTION 1
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 Answer: AC
QUESTION 2
A customer states that he has never been able to burn DVD\\'s with his MacBook, yet his friend has an identicallooking MacBook that can burn DVD\\'s. You have verified that the customer\\'s MacBook has a DVD / CD-RW Combo optical drive and is running the latest version of Mac OS
A. The MacBook has no other problems. What is the probable cause of this issue?
B. The MacBook requires more RAM.
C. The MacBook requires a firmware update.
D. The MacBook optical drive is malfunctioning.
E. The Combo drive is not capable of burning DVD\\'s.
Correct Answer: D
QUESTION 3
When discharging a CRT, what part do you touch with the tip of the discharge tool?
A. Anode aperture
B. High voltage cable
C. Flyback transformer
D. Yoke connector/cable
Correct Answer: A

#### **QUESTION 4**



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Which THREE of the following items are appropriate to use for ESD prevention? SELECT THREE

- A. Metal work surface
- B. CRT discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

Correct Answer: CDF

#### **QUESTION 5**

Which of the following is NOT a valid Bluetooth troubleshooting tip for Macs?

- A. Check for signal interference.
- B. Make sure Bluetooth is turned on.
- C. Update Bluetooth software on the Mac.
- D. Verify Bluetooth peripheral hardware batteries are charged.
- E. Make sure the Bluetooth peripheral is at least 20 meters away from the Mac.

Correct Answer: E

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