



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

Macintosh Service Certification Exam

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### QUESTION 1

The LED on a MacBook MagSafe power adapter doesn't illuminate at all when it's plugged into the MacBook and you know the adapter is connected to a known good power source. What is most likely the cause of this symptom?

- A. The MacBook has a faulty main battery.
- B. The MagSafe adapter needs to be reset first.
- C. The MacBook requires an SMC firmware update.
- D. A MagSafe adapter connector pin is stuck down.

Correct Answer: D

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### 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

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### QUESTION 3

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

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### QUESTION 4

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

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#### QUESTION 5

Which of the following PowerBook G4 models does NOT support hot-swapping the main battery?

A. PowerBook G4 (12-inch)

B. PowerBook G4 (15-inch)

C. PowerBook G4 (17-inch)

Correct Answer: A

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#### QUESTION 6

A customer's iBook G4 forgets the time and date when the main battery is completely drained and there is no AC adapter connected for several hours. Is this behavior normal?

A. Yes

B. No

Correct Answer: A

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#### QUESTION 7

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

Correct Answer: D

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#### QUESTION 8

If you took an Apple leader-led course to prepare for this exam, when did you take it? (Choose the closest answer.)

A. Last week

B. Two or three weeks ago

C. One month ago



- D. Two months ago
- E. Three months ago
- F. More than three months ago
- G. Did not take an Apple leader-led course

Correct Answer: E

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#### QUESTION 9

A MacBook 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. Replace the display.
- B. Update the firmware.
- C. Replace the logic board.
- D. Connect a known-good display to the MacBook.

Correct Answer: D

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#### QUESTION 10

- A. Are just wired computers affected?
- B. Are just wireless computers affected?
- C. Can the customer print to a USB printer?
- D. What is the computer's processor speed?
- E. What is the URL of the website the customer is attempting to access?
- F. Are any hubs, routers, or other computers connected to the network?

Correct Answer: ABF

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#### QUESTION 11

A power adapter originally supplied with a MacBook can charge a MacBook Pro's main battery while it is powered on.

- A. True
- B. False

Correct Answer: B

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## QUESTION 12

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. Service manual

Correct Answer: C

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