



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

Macintosh Service Certification Exam

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### QUESTION 1

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. Knowledge Base

Correct Answer: D

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### QUESTION 2

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

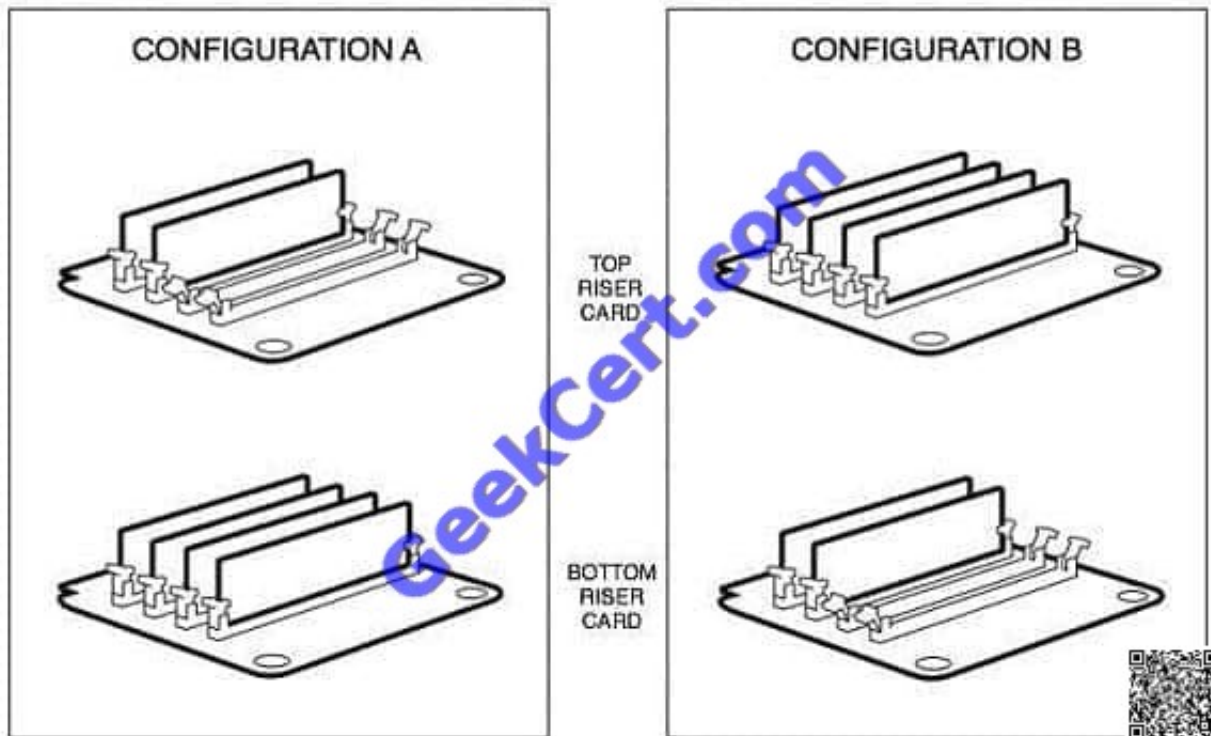
- A. Downloads
- B. Discussions
- C. Specifications
- D. Service manual

Correct Answer: C

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### QUESTION 3

Examine the exhibit. Which of these is a valid memory configuration for a Mac Pro (Early 2008)?



A. Configuration A: Two DIMMs on top riser card, four DIMMs on bottom riser card.

B. Configuration B: Four DIMMs on top riser card, two DIMMs on bottom riser card.

Correct Answer: B

#### QUESTION 4

Which section of any Apple service manual is the BEST place to look for instructions for replacing an internal component?

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

Correct Answer: C

#### QUESTION 5

Which safety issue applies to the iMac (Early 2008)?

- A. Liquid coolant spillage
- B. Thermal grease toxicity



- C. High voltage CRT discharge
- D. Fragile glass panel breakage

Correct Answer: D

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