9L0-008 Q&As

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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

QUESTION 2

Examine the exhibit. Is this the correct tool to remove the top cover from a Mac mini?

A. Yes

B. No

Correct Answer: A

QUESTION 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

Correct Answer: B

QUESTION 4

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

QUESTION 5

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

A. Measure DC power supply outputs.

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.

Correct Answer: A

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