



# 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

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



A. Yes

B. No

Correct Answer: A

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### 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

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#### 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

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#### 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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