



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

Macintosh Service Certification Exam

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#### QUESTION 1

Correct Answer: B

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#### QUESTION 2

Where is the best place for a customer to look for information about upgrading his Mac Pro's hard drive?

- A. Downloads
- B. Discussions
- C. Service manual
- D. Apple DIY website

Correct Answer: D

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#### QUESTION 3

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 4

What additional Apple certifications do you have or plan to seek? (Choose all that apply.)

- A. Apple Certified Technical Coordinator
- B. Apple Certified System Administrator
- C. One or more of the Apple Digital Media Pro certifications
- D. None

Correct Answer: B

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**QUESTION 5**

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

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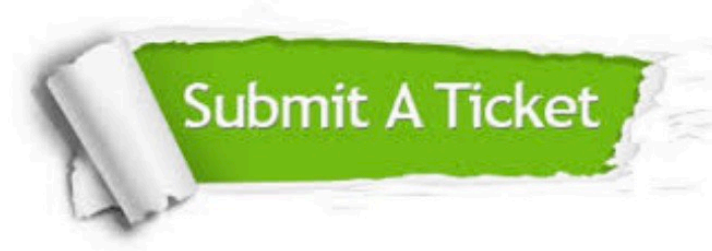
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