



## **9LO-006**

**(Apple Macintosh Service Exam)**

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## Question: 1

**How did you prepare for this exam? (Choose all that apply.)**

- A. Apple Mac OS X Help Desk Essentials leader-led course
- B. Apple leader-led technician training course
- C. Self-study AppleCare Technician Training purchased from Apple
- D. Non-Apple courses or books
- E. On-the-job training / apprenticeship
- F. Self-taught
- G. None of the above

Answer: E

## Question: 2

**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

Answer: E

## Question: 3

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

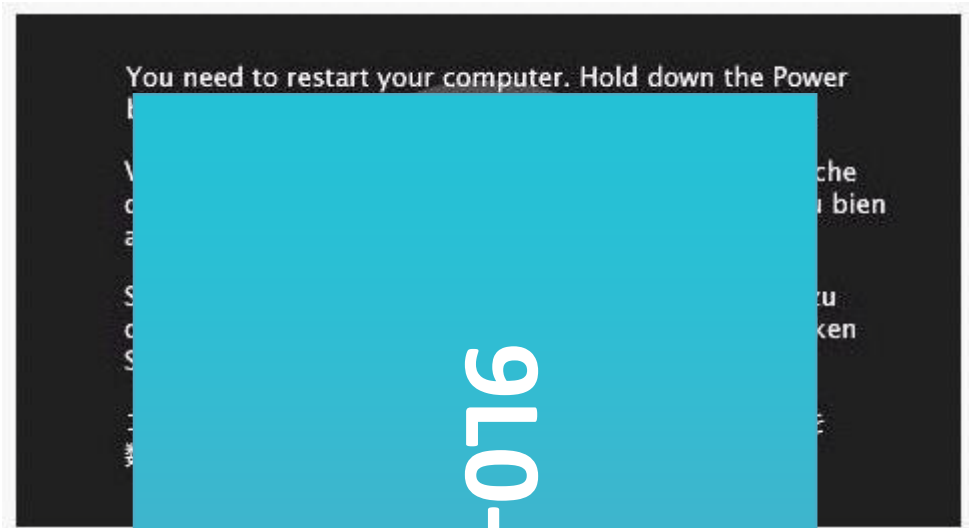
- A. Apple Certified Technical Coordinator
- B. Apple Certified System Administrator
- C. One or more of the Apple Digital Media Pro certifications
- D. None

Answer: Pending

## Question: 4

**Examine the exhibit. What is this message?**

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- A. Kernel Panic
- B. Software Update
- C. Firmware Update
- D. Power-On Self Test

Answer: A

## Question: 5

### On a MacBook Pro, what happens when the machine is put to sleep?

- A. any open IP ports are closed
- B. the machine is powered off
- C. data stored in memory is written to the hard drive while the machine is sleeping
- D. the user is prompted to save work before the machine is put to sleep using the Sleep button

to sleep  
amount of time  
is lost due to power loss  
the machine is put to

Answer: C

### What is the function of the System Management Controller (SMC)?

- A. The SMC controls the power management of the machine.
- B. The SMC controls the operation of the keyboard and trackpad.
- C. The SMC manages the airflow and fan speeds of the machine.
- D. The SMC manages all communication between the machine and peripherals.

Answer: A

Question: 7

Which THREE of the following are symptoms of a Mac OS X system that may be resolved by performing a SMC reset as a first step?

- A. Computer does not power on
- B. Cursor is unresponsive
- C. Network / Internet connection is not working
- D. USB and/or FireWire devices are not working
- E. Computer does not shut down properly

Answer: A, D, E

Question: 8



- A. USB
- B. FireWire
- C. Sound In
- D. MagSafe
- E. Sound Out
- F. ExpressCard

Question: 9

Which TWO details are required to be entered into the Apple Support Web page?

- A. Mac OS version
- B. Warranty status
- C. AppleCare name
- D. Installed memory
- E. Number of USB ports

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Answer: B, C

Question: 10

According to Apple's safety guidelines, which of the following are the correct steps to take apart steps when performing any

- A. Disconnect and
- B. Lay the product
- C. Discharge the C
- D. Gather all neces
- E. Order all availab

product.

Answer: D

Question: 11

Which section of an Apple Service Manual provides instructions for replacing an internal

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

instructions for

Answer: C

Question: 12

You require additional information for a customer's Mac. Which one of the following is the best source for researching the problem?

- A. Downloads
- B. Discussions

customer's Mac.  
for researching

Answer: D

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