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# 9L0-007

## Macintosh Service Certification Exam

DEMO

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**QUESTION NO: 1**

Which of the following is a valid precaution you should take when replacing a processor in a Mac Pro (8x)?

- A. Avoid touching the silver coating on the underside of the heat sink and the top of the processor.
- B. Leave the heat sinks removed for at least thirty minutes before replacing the processor.
- C. Remove both heat sinks before replacing either processor.
- D. Avoid touching the cables near the processor.

**Answer: C**

**QUESTION NO: 2**

You are troubleshooting an eMac that has no image on its built-in display. You have already checked user controls and reset PRAM, but the issue persists. When you connect external display to the eMac's VGA output port and restart the eMac, you see a proper image on the external display. Which of the following service modules would most likely be the cause of symptoms?

- A. Display Analog Assembly
- B. Power Supply Assembly
- C. Logic Board
- D. Hard Drive

**Answer: A**

**QUESTION NO: 3**

When discharging a CTR, what part do you touch with the tip of the discharge tool?

- A. anode aperture
- B. high voltage cable
- C. Flyback transformer
- D. yoke connector/cable

**Answer: A**

**QUESTION NO: 4**

You are attempting to power a Mac mini (original) with 85 Watt power adapter. Will this work?

- A. Yes

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B. No

**Answer: A**

**QUESTION NO: 5**

Which part or parts of a CRT should NOT be touched until after the display is disconnected from its power source and the CRT is properly discharged?( SELECT ALL THAT APPLY)

- A. Yoke assembly
- B. Anode aperture
- C. Flyback transformer
- D. Front of CRT display
- E. Outer plastic housing
- F. Yoke cable/connector

**Answer: A,B,C,F**

**QUESTION NO: 6**

What is the first step to take if you have a Mac that constantly ejects any CD/DVD that is inserted?

- A. Replace the logic board.
- B. Replace the optical drive.
- C. Replace the optical drive cable
- D. Disconnect all peripheral devices, especially the mouse

**Answer: C**

**QUESTION NO: 7**

Which three of the following probing questions are most appropriate to ask the customer when troubleshooting Airport issues? ( Select three )

- A. Are just wireless computers affected.
- B. What is the computer's processorspeed.
- C. Can the customer print to a networkedprinter
- D. Are both wired and wireless computersaffected
- E. Are any hubs, routers, or other computers connected to the network
- F. What is the URL of the website the customer is attempting toaccess

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**Answer: A,D,E**

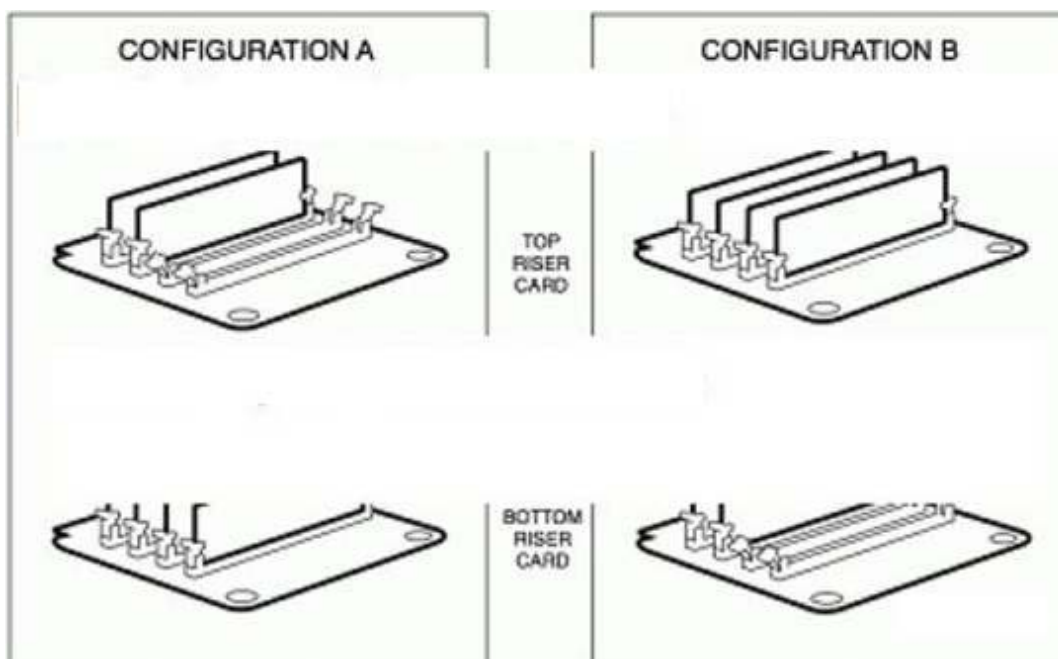
**QUESTION NO: 8**

Which of the following Apple diagnostic utilities is the most appropriate for a service technician to test a Mac mini after it is repaired?

- A. Mac Test Pro
- B. Tech Tool Deluxe
- C. Apple Hardware Test
- D. Apple Service Diagnostic

**Answer: D**

**QUESTION NO: 9**



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

- 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.

**Answer: B**

**QUESTION NO: 10**

To ensure proper fan and temperature control in the Power Mac G5 you must run the thermal calibration routine found on the \_\_\_\_\_ disc whenever you replace a processor or logic board