

100% Money Back
Guarantee

Vendor:Apple

Exam Code:9L0-010

Exam Name:Macintosh Service Certification Exam

Version:Demo

QUESTION 1

Which TWO of the following are clues that may indicate a '\\no video\\' condition? SELECT TWO

- A. You do not hear a startup chime.
- B. You may hear fan or drive noise.
- C. You cannot connect to the Internet.
- D. The power button or power indicator lights up.
- E. The cursor is frozen and the system is unresponsive.

Correct Answer: BD

QUESTION 2

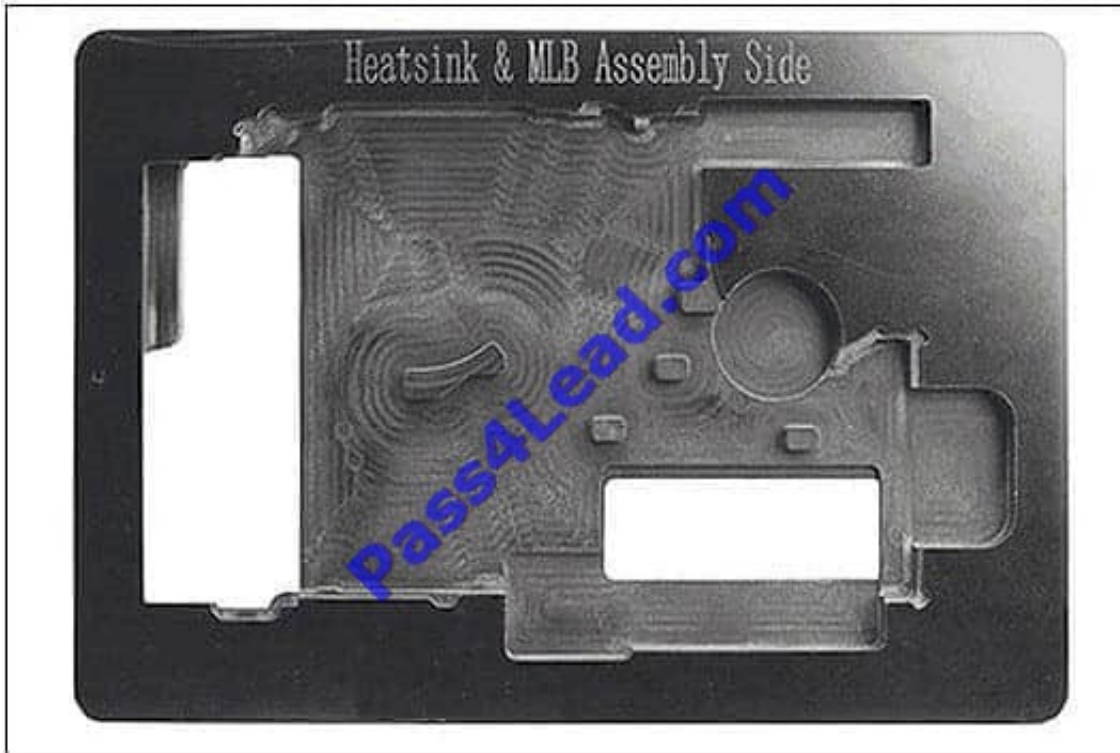
Which of the following can permanently damage an LCD display?

- A. Rubbing the display.
- B. Using a screen saver.
- C. Not using a screen saver.
- D. Turning brightness up too high.

Correct Answer: A

QUESTION 3

Examine the exhibit.



Why is it necessary to use this Service Fixture when replacing the left fan or heat sink in a MacBook Pro (15-inch, Mid 2009)?

- A. This tool is used to avoid flexing the logic board.
- B. This tool is used to avoid ESD damage to the logic board.
- C. It is impossible to remove these components without this tool.
- D. This tool is used to properly align the processor with its socket.

Correct Answer: A

Use the custom-made service fixture (922-9102) to provide support to the logic board whenever removing and replacing the left fan and heatsink. Failure to use the service fixture will flex the logic board and strain components on the board.

QUESTION 4

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

- A. Measure logic board battery voltage.
- 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

When Do You Use a Multimeter?

Verifying Backup Battery VoltageVolts DC

You can measure a computer's backup or main battery DC voltage to determine if the battery is dead and requires replacement. An example of this procedure is outlined above. Other examples of this procedure can be found in many Apple service manuals.

Verifying Power Supply Output VoltageVolts DC

You can also measure the DC voltage outputs from a computer's power supply to determine if the power supply is faulty and requires replacement. Examples of this procedure can be found in the Power Mac G5 (Late2005) Power Supply

Verification procedure.

Verifying AC Input VoltageVolts AC

You can measure AC input voltage into a computer's power supply to determine if the computer's power supply or AC line filter / AC power input is faulty. Examples of this procedure can be found in the iMac (Flat Panel) service manual, in the

'No Power' troubleshooting symptom charts. Another example can be found in the eMac ATI Graphics/USB 2.0/2005 no power troubleshooting section. The image below was taken from the eMac ATI Graphics/USB 2.0/2005 service manual.

QUESTION 5

Which of the following is a valid precaution you should take while working inside an iMac (27-inch, Mid 2010) system that is plugged into AC power but has not yet been powered on?

- A. Do not turn the unit upside-down.
- B. Avoid putting your fingers near the fans.
- C. Make sure you are NOT wearing a grounded ESD wrist strap.
- D. Do not touch the processor heat sink because it could burn your fingers.

Correct Answer: C

Reminder: If the unit needs to be plugged in for LED checks or similar troubleshooting, do NOT wear an ESD wrist strap. Any shock could be more dangerous since you are connected to ground

QUESTION 6

A replacement MacBook Pro (Retina, Mid 2012) top case assembly comes with what collection of components?

- A. battery, keyboard, trackpad, microphone, fan ducts and clutch screw covers
- B. battery, keyboard, trackpad, speakers and fan ducts

- C. board, trackpad, microphone, fan ducts and clutch screw covers
- D. keyboard, trackpad, microphone and fan ducts

Correct Answer: A

Note: The replacement top case comes with the following parts installed: battery keyboard trackpad microphone fan ducts

References:

QUESTION 7

The Solid state drive in MacBook Air (11-inch, Mid 2012) is NOT backwards compatible with earlier models.

- A. True
- B. False

Correct Answer: B

Late 2010/Mid 2011 SSD Card



Mid 2012 SSD Card



QUESTION 8

Which of the following is NOT a good step to take when working onsite on a computer?

- A. Place parts on the floor
- B. Use a grounded ESD mat
- C. Wear a grounded ESD wrist strap.
- D. Check the polarity of the grounded power outlet.

Correct Answer: A

QUESTION 9

Which TWO details are derived from entering an Apple product's serial number into the Online Service Assistant section of the Apple Support web page? SELECT TWO

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

Correct Answer: BC

Check Your Service and Support Coverage

Review your Apple warranty status and eligibility for support and extended coverage. Select Online Service Assistant, and you see this page:

Service and Repair



You can see your service options and arrange a repair online for selected products and locations.

To proceed, simply let us know your hardware serial number and your location. Apple will find you the help you need.

Hardware serial number:

Finding your serial number is easy. See how.

Country:

Additional Resources

- [Check Your Product's Coverage](#)
- [Part Installation Manuals](#)
- [AppleCare Protection Plan](#)

If you have suggestions for improving the Online Self Service experience, please let us know.

Enter the serial number, you will get a screen similar to the one shown here: Once again, you have the correct AppleCare name for the product. It is a Mac Pro (Early 2008).

Service and Repair

Mac Pro (Early 2008)
Serial number: G8808189XXK [Check another serial number](#)
Coverage: [AppleCare Protection Plan](#) [More information](#)

Country:

The following service options are available for this product in the location you've selected.

- Speak to an Apple Expert**
Arrange a phone call with an Apple Expert who specializes in your exact question. Talk to us now or later at your convenience. We'll even call you.
Note: Callbacks are currently available only for U.S. and Canada phone numbers. Operating hours and eligibility restrictions apply. [Get Started](#)
- Visit an Apple Retail Store**
An Apple Retail Store Genius Bar is the place to go for hands-on technical support and hardware service from a Genius.
Note: a personalized product may only be exchanged for a non-personalized product at the Apple Retail Store. [Make an Appointment](#)
- Visit an Apple Authorized Service Provider**
Apple has a large network of trained technicians to help service your product. [Find](#)

If you have suggestions for improving the Online Self Service experience, please let us know.

QUESTION 10

Which THREE troubleshooting steps should be attempted if the SD card slot does not appear in System Profiler on MacBook Pro (13-inch, Mid 2009)? SELECT THREE

- A. Reset PRAM.
- B. Reset the SMC.
- C. Force the card into the slot.
- D. Back up user data, then erase and reinstall Mac OS X.
- E. Remove and reinsert the card with a third party SD card adapter.
- F. Start up from the Mac OS X Installer DVD or external disk and check System Profiler.

Correct Answer: ABF

If the card does not appear in System Profiler, try reformatting the card using Disk Utility, or try another SDcard without using an XD or mini SD adapter. If the card reader does not appear in System Profiler on the USB bus, try resetting PRAM or SMC, or try starting up from another volume such as the Mac OS X Installer DVD to check System Profiler from a known good operating system.

QUESTION 11

Which piece of information is best used to determine any Mac's correct AppleCare name?

- A. the EMC number
- B. the serial number
- C. the MAC address
- D. the model number

Correct Answer: B

If you can find the serial number, you can identify which model you have.

QUESTION 12

The purpose of Apple's business conduct helpline is to _____.

- A. ask technical support questions
- B. report damaged service parts to Apple
- C. report normal business operational details to Apple
- D. raise a potential business conduct or ethics issue as it relates to Apple

Correct Answer: D

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Need Help

Please provide as much detail as possible so we can best assist you.

To update a previously submitted ticket:



 <p>One Year Free Update Free update is available within One Year after your purchase. After One Year, you will get 50% discounts for updating. And we are proud to boast a 24/7 efficient Customer Support system via Email.</p>	 <p>Money Back Guarantee To ensure that you are spending on quality products, we provide 100% money back guarantee for 30 days from the date of purchase.</p>	 <p>Security & Privacy We respect customer privacy. We use McAfee's security service to provide you with utmost security for your personal information & peace of mind.</p>
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