Vendor: Apple

Exam Code: 9L0-010

Exam Name: Mac Service Certification Exam

Version: DEMO

QUESTION 1
You are preparing to replace faulty RAM inside a Mac mini (Mid 2010). What should be used to open the bottom cover?

A. Putty knife
B. Philips #00 screwdriver
C. Mac mini (Mid 2010) Logic Board Removal Tool
D. Your hands, no tools are required for this procedure

Answer: D

QUESTION 2
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.

Answer: A

QUESTION 3
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. Apple support articles

Answer: D

QUESTION 4
Which section of any Apple Technician Guide is the BEST place to look for instructions for replacing an internal component?

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

Answer: C

QUESTION 5
According to Apple Technician Guides, what should be completed before performing any take-apart steps when replacing a part in any Apple product?

A. Disconnect and reconnect all internal cables.

B. Lay the product on its side so it will not fall over.
C. Discharge the CRT and establish an ongoing ground.
D. Gather all necessary tools and perform all preliminary steps.
E. Order all available service parts for the appropriate configuration of the product.

Answer: D

QUESTION 6
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

Answer: BC

QUESTION 7
A customer asks about RAM speed requirements to upgrade his Mac. To which Apple support site resource should you refer this customer?

A. Downloads
B. Discussions
C. Specifications
D. Technician Guide

Answer: C

QUESTION 8
What component of a Mac mini (Early 2009) logic board requires use of an anti-static foam support to avoid damage?

A. EMI clips
B. Video card
C. Large heat sink
D. Battery connector

Answer: A

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