



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

Macintosh Service Certification Exam

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### QUESTION 1

Which TWO details are derived from entering an Apple product's serial number into 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

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### QUESTION 2

A MacBook sometimes becomes unresponsive and the cursor freezes on the display when running an application. You have verified the symptom, and have already attempted to force the application to quit, but the computer remains unresponsive. What should you try next?

- A. Disconnect all power sources for several minutes to reset the SMC.
- B. Hold the eject button down for several seconds to reset the application.
- C. Hold the trackpad button down for several seconds to regain cursor control.
- D. Press the power button for several seconds to try shutting the computer down.

Correct Answer: D

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### QUESTION 3

A MacBook has no video, but powers on with a normal startup chime, and normal startup sounds from the hard drive. Which of the following steps should you try next?

- A. Replace the display.
- B. Update the firmware.
- C. Replace the logic board.
- D. Connect a known-good display to the MacBook.

Correct Answer: D

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### QUESTION 4



Examine the exhibit. What type of port does the number 1 identify?



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

Correct Answer: D

#### QUESTION 5

Which of the following is NOT a valid power saving technique in recent Macintosh computers?

- A. Activate automatic display sleep.
- B. Activate automatic hard disk sleep.
- C. Use wireless networks instead of wired networks.
- D. Set up locations optimized for different environments.
- E. Quit all the communications applications that may use the modem.

Correct Answer: C

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