



# 9L0-007<sup>Q&As</sup>

Macintosh Service Certification Exam

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### QUESTION 1

Which of the following is NOT a valid Bluetooth troubleshooting tip for Macs?

- A. Check for signal interference.
- B. Make sure Bluetooth is turned on.
- C. Update Bluetooth software on the Mac
- D. Verify Bluetooth peripheral hardware batteries are charged.
- E. Make sure the Bluetooth peripheral is at least 20 meters away from the Mac.

Correct Answer: E

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### QUESTION 2

Which THREE of the following symptoms would most likely be resolved by performing an SMC reset as a first step?  
SELECT THREE

- A. Computer does not turn on
- B. Cursor is unresponsive in Finder
- C. Network / Internet connectivity issues
- D. USB and/or FireWire port(s) do not function
- E. Computer does not sleep / wake from sleep

Correct Answer: ADE

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### QUESTION 3

Which TWO of the following are symptoms of a 'no video' condition? SELECT TWO

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

Correct Answer: CD

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**QUESTION 4**

When practicing component isolation, which ONE of the following components would NOT be a part of a minimal system configuration for a MacBook?

- A. SDRAM
- B. Speaker
- C. Hard Drive
- D. Logic Board
- E. Power adapter

Correct Answer: C

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**QUESTION 5**

Which of the following is NOT one of the steps of the Apple recommended troubleshooting process?

- A. Verify repair
- B. Verify problem
- C. Clean plastics
- D. Try quick fixes
- E. Run diagnostics

Correct Answer: C

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