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**Exam : 9L0-903**

**Title : Pages End User Exam**

**Version : DEMO**

1.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**

2.Which of the following is ALMOST CERTAINLY a hardware-related problem?

- A. No video at startup
- B. Error beep at startup
- C. Distorted video at startup
- D. Blinking question mark at startup

**Answer: B**

3.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.

**Answer: C**

4.A customer brings a Mac Pro to your service center for repair. After finding the serial number, which TWO of the following sources will display the proper AppleCare name for that Mac Pro? SELECT TWO

- A. MRI
- B. GSX
- C. Console
- D. System Profiler
- E. About This Mac
- F. Apple Name Tool
- G. Apple Hardware Test

**Answer: AB**

5.Apple sells customer information to other marketers.

- A. True
- B. False

**Answer: B**