

Exam Code: 9L0-005

Exam Name: Apple Desktop Service Certification Exam

Vendor: Apple

Version: DEMO

Part: A

1: 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 Answers: A

2: Which THREE of the following items are appropriate to use for ESD prevention? SELECT THREE

- A.Metal work surface
- B.CRT discharge tool
- C.Grounded work mat
- D.Wrist strap and cord
- E.Static-shielding bags

Correct Answers: C D E

3: ESD causes damage to circuits by _____.

- A.slowing the circuit down
- B.cooling the circuit too quickly
- C.blasting a hole in the circuit
- D.increasing the circuit's clock speed

Correct Answers: C

4: Which FOUR of the following actions helps reduce the risk of damage from ESD? SELECT FOUR

- A.Ground yourself and the equipment you are working on.
- B.Always place ESD-sensitive components on metal surfaces.
- C.Handle all ESD-sensitive boards by the connectors, not the edges.
- D.Use static-shielding storage bags for ESD-sensitive components.
- E.Do not touch anyone who is working on ESD-sensitive components.
- F.Do not bring plastic, vinyl, or foamed polystyrene near ESD-sensitive components.

Correct Answers: A D E F

5: You have just completed replacing a logic board in an iMac (Flat Panel) and are reassembling the computer. Which of the following special tools is recommended during this reassembly?

- A.CRT discharge tool
- B.Torque screwdriver
- C.Spring tensioning tool
- D.Jumper adjustment tool

Correct Answers: B

6: Which of the following tools is required to open a Mac mini?

- A.Torque screwdriver
- B.5 mm hex nut driver
- C.CRT discharge tool
- D.Torx T-15 screwdriver
- E.Sharpened putty knife

Correct Answers: E

7: Examine the exhibit. Is this the correct tool to remove the bezel on the iMac (Early 2006)?



- A.Yes
- B.No

Correct Answers: A

8: A customer asks about RAM speed requirements to upgrade his eMac (USB 2.0). What Apple resource should you refer this customer to?

- A.Downloads
- B.Discussions
- C.User's manual
- D.Service manual

Correct Answers: C

9: You require additional information about a specific problem with a customer's Power Mac G5. Which one of the following resources is the Apple-recommended choice for researching the problem?

- A.Downloads
- B.Discussions
- C.User's manual
- D.Knowledge Base

Correct Answers: D

10: Which section of the Power Mac G5 Service manual is the BEST place to look for instructions for replacing a processor?

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

Correct Answers: C

11: According to Apple service manuals, what steps should you take 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.

Correct Answers: D

12: Where is the BEST place to look for information regarding special take-apart tools for an Apple product?

- A.Discussions
- B.Service News
- C.User's manual
- D.Service manual

Correct Answers: D

13: Which of the following is the format used to describe a version of Apple diagnostic software used with Intel Macs?

- A.3S107
- B.2.5.8

Correct Answers: A

14: "In Apple Hardware Test, what does an error code of ""mem_X/X"" signify?

- A.It signifies that memory should be replaced.
- B.It signifies that all memory slots are occupied.
- C.It signifies that test results have been memorized.
- D.It signifies that Apple Hardware Test requires more memory.

Correct Answers: A

15: A Mac mini displays a flashing question mark at startup. Which step does Apple recommend you take FIRST?

- A.Replace the logic board.
- B.Try to start up from a bootable CD or DVD.

C.Reinitialize the hard disk and reinstall the Mac OS.

D.Replace the internal hard drive with a known-good hard drive.

Correct Answers: B