

Exam Code: 9L0-004

Exam Name: Apple Desktop Service Exam

Vendor: Apple

Version: DEMO

Part: A

1: 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

2: 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

3: 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.Lay the product on its side so it will not fall over.
- B.Update the product's firmware to the latest version.
- 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

4: 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 manual
- D.Service manual

Correct Answers: C

5: 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

6: A Power Mac G4 (FW 800) boots but produces no startup chime. You have disconnected external microphones and speakers, verified the volume setting and that mute is not checked. What is the next recommended step to resolve this issue?

- A.Reset Parameter RAM.
- B.Replace the internal speaker.
- C.Replace the main logic board.
- D.Update to the latest version of Mac OS X.

Correct Answers: A

7: You have just reassembled an iMac (Flat Panel) after replacing its logic board. You start up the iMac and the unit powers on, a startup chime is heard, the hard drive sounds normal, and the unit seems to be booting, but there is only a blank white image displayed on the LCD display. You shut the unit down, connect an external VGA display to the iMac and try again. This time, a normal startup sequence is displayed only on the external VGA display. What is the most likely cause of this problem among the choices listed?

- A.The LCD display is malfunctioning.
- B.A faulty replacement logic board was installed.
- C.The video cable connector was not reattached to the logic board.
- D.The LCD display requires adjustment after logic board replacement.

Correct Answers: C

8: Verifying that a computer functions properly after you repair it ensures that ____.

- A.No new issues have arisen.
- B.Third-party software is working
- C.The original issue has been resolved.
- D.The computer falls under service warranty.
- E.System Preferences settings are set correctly.

Correct Answers: A C

9: A customer states that he cannot open an AppleWorks file. What is the most productive question to ask him FIRST?

- A.Can you open any files?
- B.Can you open other AppleWorks files?
- C.What version of AppleWorks are you using?
- D.Is your Mac connected to a network?

Correct Answers: B

10: You are troubleshooting an intermittent video issue on an eMac. Which of the following is the most appropriate way to approach this problem?

- A.Do nothing. The problem may resolve itself.
- B.Run looping diagnostics to verify the issue.
- C.Follow component isolation steps to resolve the issue.
- D.Replace the Display/Analog Assembly inside the eMac.

Correct Answers: B

11: Which of the following would be the most appropriate question to ask FIRST, when gathering information from customers about a problem with their Apple product?

- A.What is the issue?
- B.What operating system are you using?
- C.Did you turn off the computer improperly?
- D.Is this the first time you have had this problem?

Correct Answers: A

12: You are troubleshooting a Power Mac G5 that will not boot, and emits error tones when powered on. You suspect that the customer may have installed incompatible or faulty RAM, but you aren't sure. What should you do to verify the RAM requirements for this Power Mac G5?

- A.Call Apple
- B.Order Apple RAM
- C.Check Specifications
- D.Count the RAM sockets on the logic board.

Correct Answers: C

13: Which of the following is the best way to eject a disc when normal methods for ejecting it, such as using the Mac OS Finder or the keyboard, have not succeeded?

- A.Boot into Open Firmware and type 'reset-nvram'.
- B.Restart the computer while holding down the mouse button.
- C.Remove and disassemble the optical drive to remove the disc.
- D.Remove the computer's front bezel and manually pry the disc out of the drive.

Correct Answers: B

14: You have replaced the video card in a Power Macintosh G5. In what THREE ways should you test the repair before returning the system to the customer?

- A.Leave the computer on overnight.
- B.Verify that the original symptom is resolved.
- C.Verify that no new symptoms have occurred.
- D.Run all Apple Service Diagnostic tests for the Power Mac G5.
- E.Run Apple Service Diagnostic video tests for the Power Mac G5.
- F.Start up the computer in Target Disk Mode to test the internal hard drive.

Correct Answers: B C D

15: A customer's Power Mac G5 fails to power on when connected to a known-good power outlet with a known-good power cord. Which of the following steps should be tried FIRST?

- A.Replace the processor(s)
- B.Replace the power supply.
- C.Reset the logic board PMU.
- D.Run Apple Service Diagnostic.

Correct Answers: C

16: Which of the following is ALMOST CERTAINLY a software-related problem?

- A.No video on display
- B.Single beep at startup
- C.No Internet connectivity
- D.iPhoto quits when launched

Correct Answers: D

17: An eMac 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.Update the eMac's firmware.
- B.Replace the eMac logic board.
- C.Replace the eMac Display/Analog Assembly.
- D.Connect a known-good VGA display to the eMac.

Correct Answers: D

18: A customer claims that her Mac mini cannot connect to her AirPort Express network at home. Her configuration includes an Apple Studio Display resting on top of the Mac mini, and a functioning AirPort Express Base Station 20 feet away. Which of the following choices is the most likely cause of this problem?

- A.The AirPort Express Base Station is too far away.
- B.The Mac mini must be upgraded to Mac OS X v10.4.2 first.
- C.AirPort reception is affected by the display on top of the Mac mini.
- D.The AirPort Express Base Station is not compatible with the Mac mini.

Correct Answers: C

19: 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

Correct Answers: B

20: To isolate a video problem as hardware or software on an iMac (Flat Panel), which of the following steps should you try FIRST?

- A.Replace the built-in display.
- B.Reinstall the appropriate Mac OS.
- C.Verify the hard disk with Disk First Aid.
- D.Start up from a known-good startup disc.

Correct Answers: D