

## 9L0-004 ACPT

### Apple Apple Desktop Service Exam

**Practice Exam:** 9L0-004 Exams

**Exam Number/Code:** 9L0-004

**Exam Name:** Apple Desktop Service Exam

**Questions and Answers:** 77 Q&As

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1. 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

Answer: C

2. 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.

Answer: AC

3. 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

Answer: C

4. 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.

Answer: B

5. 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.

Answer: C

6. 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?

Answer: A

7. 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.

Answer: D

8. 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.

Answer: C

9. 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.

Answer: A

10. 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

Answer: D

11. 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?

Answer: B

12. You require additional information about a specific problem with a customer's Power Mac G 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

Answer: D

13. 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.

Answer: C

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.

Answer: BCD

15. 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.

Answer: B

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