

9L0-005 ACPT

Apple Apple Desktop Service Certification Exam

Practice Exam: 9L0-005 Exams

Exam Number/Code: 9L0-005

Exam Name: Apple Desktop Service Certification Exam

Questions and Answers: 82 Q&As

([ACPT](#))



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Exam : APPLE 9L0-005

Title : Apple Desktop Service Certification Exam

1. 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

Answer: CDE

2. 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

3. The fans inside a customer's Power Mac G5 seem to constantly run at full speed after a repair involving logic board replacement. What should be done FIRST to correct this problem?

- A. Replace the processor(s).
- B. Run Apple Service Diagnostic.
- C. Replace the fans inside the Power Mac G5.
- D. Replace the Power Mac G5 logic board again.

Answer: B

4. You are troubleshooting an eMac system that has Mac OS X. The icon of a connected external FireWire drive is not appearing on the Finder Desktop. Which of the following would be MOST useful in troubleshooting this issue?

- A. Terminal
- B. Network Utility
- C. Process Viewer
- D. System Profiler
- E. Apple Hardware Test

Answer: D

5. 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

Answer: A

6. 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.

Answer: B

7. 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

Answer: D

8. 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.

Answer: A

9. 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

10. 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

Answer: C

11. 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

Answer: C

12. 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.

Answer: ADEF

13. 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

Answer: E

14. Which of the following is the format used to describe a version of Apple diagnostic software used with PowerPC Macs?

A. 3S107

B. 2.5.8

Answer: B

15. 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

Answer: B

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

A. Yes

B. No

Answer: A

17. Which of the following can permanently damage an LCD display?

A. Rubbing the display.

B. Using a screen saver.

C. Not using a screen saver.

D. Turning brightness up too high.

Answer: A

18. A customer needs to transfer data from her eMac for use on her Power Mac G5, but the eMac fails to finish starting up due to a video issue. Which of the following would most easily accomplish the data transfer?

A. Remove the hard drive from the eMac and install it into the Power Mac G5.

B. The eMac will need to be repaired before any data can be recovered from it.

C. Boot the eMac into Mac OS X Safe Mode and connect the eMac and Power Mac G5 with an Ethernet cable.

D. Boot the eMac into Target Disk Mode and connect the eMac and Power Mac G5 with a FireWire cable.

Answer: D

19. 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.

Answer: D

20. "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.

Answer: A

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