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Exam : **9L0-004**

Title : Apple Desktop Service Exam

Version : DEMO

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: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: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: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: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: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: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: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: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: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:B