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QUESTION & ANSWER

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Exam : **9L0-005**

Title : Apple Desktop Service Certification Exam

Version : DEMO

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.
Answer: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
Answer: CDE

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
Answer: 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.
Answer:ADEF

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
Answer: 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
Answer: E

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

A. Yes

B. No
Answer: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
Answer: 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
Answer: 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
Answer: C

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