

9L0-005 braindumps

Apple ACPT

9L0-005: 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. "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

2. 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

3. 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

4. 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

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. 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

7. 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

8. 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

9. 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

10. 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

11. 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

12. 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

13. 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

14. 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

15. 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

16. 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

17. 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

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

- A. Yes
- B. No

Answer: A

19. 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

20. 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

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