

9L0-005

BlueCoat

Apple Desktop Service Exam

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Exam Name:	Apple Desktop Service Exam		
Exam Type:	Apple		
Exam Code:	9L0-005	Total Questions:	82

Question: 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

Question: 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: C, D, E

Question: 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 circuits clock speed

Answer: C

Question: 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: A, D, E, F

Question: 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

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Question: 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

Question: 7

Examine the exhibit.



Is this the correct tool to remove the bezel on the iMac (Early 2006)?

- A - Yes
- B - No

Answer: A

Question: 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

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Answer: C

Question: 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

Question: 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

Question: 11

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

Question: 12

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

Question: 13

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

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