

9L0-004

Apple

Apple Desktop Service Exam

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QUESTION: 1

Which of the following computers uses an internal 2.5-inch hard drive?

- A. iMac G5
- B. Mac mini
- C. Power Mac G5
- D. eMac

Answer: B

QUESTION: 2

A customer complains that his Power Mac G5 will not allow a number of other workers in his office to share his files simultaneously. All the other computers are iMac G5 that are networked and configured properly. According to the Apple General Troubleshooting Flowchart which of the following is the best area to explore FIRST?

- A. Is the customer's Power Mac G5 Ethernet port faulty?
- B. What version of Mac OS X is the customer's Power Mac G5 running?
- C. How many simultaneous users does the customer's network have?
- D. Does the customer have a firewall enabled?

Answer: C

QUESTION: 3

Why do you need to take precautions when disposing of damaged CRT displays?

- A. CRT displays may present a fire hazard.
- B. CRT displays may present a radiation hazard.
- C. CRT displays may contain toxic gases.
- D. CRT displays may implode if mishandled.
- E. CRT displays may contain hazardous materials.

Answer: D, E

QUESTION: 4

Which of the following would be the most appropriate question to ask FIRST, when gathering information from customers about a problem with their Apple product?

- A. What operating system are you using?
- B. Is this the first time you have had this problem?
- C. What is the issue?
- D. Did you turn off the computer improperly?

Answer: C

QUESTION: 5

When making LIVE adjustments to a CRT display, you should make sure that _____

- A. the yoke wires have been disconnected
- B. the equipment is properly connected and grounded
- C. the CRT has been discharged
- D. your building's electrical outlets are properly wired and grounded
- E. you are NOT grounded
- F. you use an ungrounded electrical outlet

Answer: B, D, E

QUESTION: 6

You are troubleshooting an intermittent video issue on an eMac. Which of the following is the most appropriate way to approach this problem?

- A. Replace the Display/Analog Assembly inside the eMac.
- B. Follow component isolation steps to resolve the issue.
- C. Do nothing. The problem may resolve itself.
- D. Run looping diagnostics to verify the issue.

Answer: D

QUESTION: 7

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. What version of AppleWorks are you using?
- C. Is your Mac connected to a network?
- D. Can you open other AppleWorks files?

Answer: D

QUESTION: 8

The liquid cooling system inside a Power Mac G5 (June 2004) has failed, causing a coolant leak. What should you do FIRST?

- A. Use a patch kit to re-seal the leak.
- B. Let the computer run overnight to evaporate any spilled liquid.
- C. Unplug the computer immediately.
- D. Drain and refill the liquid cooling system.

Answer: C

QUESTION: 9

What humidity level should be maintained to ensure an ESD-safe environment?

- A. 90%-100%
- B. 25%-40%
- C. 70%-90%
- D. 50%-75%

Answer: C

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