



## **9LO-004**

**(Apple Desktop Service)**

Total Questions: 158

Last Updated: Sep 12, 2007

Document version: 8.20.08

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## Question: 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

Answer: D

## Question: 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

Answer: C

## Question: 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.

Answer: D

## Question: 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

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Answer: C

Question: 5

You require additional information for a customer's Power Mac G5. Which one of the following is the best choice for researching the product?

- A. Downloads
- B. Discussions
- C. User's manual
- D. Knowledge Base

customer's Power Mac G5. Which one of the following is the best choice for researching the product?

Answer: D

Question: 6

A Power Mac G4 (Flat Panel Display) has an external microphone that is not working. What is the first step you should take to troubleshoot this issue?

- A. Reset Parameter Memory
- B. Replace the internal microphone
- C. Replace the microphone
- D. Update to the latest firmware

A Power Mac G4 (Flat Panel Display) has an external microphone that is not working. What is the first step you should take to troubleshoot this issue?

Answer: A

Question: 7

You have just replaced the LCD display on an iMac and the unit seems to be working. However, the LCD display is not displaying any content. What is the most likely cause of this issue?

- A. The LCD display is not properly seated.
- B. A faulty replacement LCD display.
- C. The video cable is not properly connected.
- D. The LCD display requires a firmware update.

You have just replaced the LCD display on an iMac and the unit seems to be working. However, the LCD display is not displaying any content. What is the most likely cause of this issue?

Answer: C

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Question: 8

Verifying that a computer functions properly after you repair it ensures that \_\_\_\_\_.

- A. No new issues
- B. Third-party soft
- C. The original iss
- D. The computer
- E. System Prefer

Answer: A, C

Question: 9

A customer states that his Mac is the most productive

question to ask him

- A. Can you open a
- B. Can you open c
- C. What version of
- D. Is your Mac co

Answer: B

Question: 10

You are troubleshooting a problem with the following is

the most appropriate

- A. Do nothing. Th
- B. Run looping di
- C. Follow compor
- D. Replace the Di

Answer: B

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