



## **9LO-005**

### **(Apple Desktop Service Certification Exam)**

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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.

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Answer: A, D, E, F

Question: 5

You have just completed disassembling the computer and are reassembling the computer. Which of the following are recommended during this reassembly?

- A - CRT discharge
- B - Torque screws
- C - Spring tension
- D - Jumper adjustment

and are recommended during

Answer: B

Question: 6

Which of the following are recommended during reassembly?

- A - Torque screws
- B - 5 mm hex nut
- C - CRT discharge
- D - Torx T-15 screw
- E - Sharpened putty

Answer: E

Question: 7

Examine the exhibit

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Is this the correct to

- A - Yes
- B - No

Answer: A

Question: 8

A customer asks ab  
Apple resource sho

- A - Downloads
- B - Discussions
- C - User's manual
- D - Service manua

USB 2.0). What

Question: 9

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

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

Answer: D

Question: 10

Which section of the instructions for repair should you look for

- A - Views
- B - Basics
- C - Take Apart
- D - Troubleshoot

Answer: C

Question: 11

According to Apple, what is the first step when performing any take-apart steps with an Apple product?

- A - Disconnect any external devices
- B - Lay the product on a clean, flat surface
- C - Discharge the battery
- D - Gather all needed tools
- E - Order all available replacement parts

Answer: D

Question: 12

Where is the BEST place to find the user manual for an Apple product?

- A - Discussions
- B - Service News
- C - User's manual
- D - Service Manual

Answer: D

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