



9L0-008^{Q&As}

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QUESTION 1

A customer brings a Power Mac G5 to your service center for repair. After finding the serial number, which TWO of the following sources will display the proper AppleCare name for that Power Mac G5? SELECT TWO

- A. GSX
- B. Console
- C. System Profiler
- D. About This Mac
- E. Apple Name Tool
- F. Apple Hardware Test
- G. Apple Support website

Correct Answer: AG

QUESTION 2

What precautions should be taken if a discharged CRT must remain exposed for any length of time?

- A. You should reset the Power Manager Unit on the logic board.
- B. You should perform a full set of video adjustments on the CRT.
- C. You should remove the CRT from the computer or display assembly.
- D. You should establish an ongoing lead between the CRT anode and ground.

Correct Answer: D

QUESTION 3

You are attempting to power a Mac mini (original) with an 85 Watt power adapter. Will this work?

- A. Yes
- B. No

Correct Answer: A

QUESTION 4

Which of the following measurements is an example of an appropriate use of a multimeter when troubleshooting a Mac?



- A. Measure DC power supply outputs.
- B. Measure high voltage going to a CRT.
- C. Measure AC current going to an optical drive.
- D. Measure digital signals on the main processor.

Correct Answer: A

QUESTION 5

Which THREE of the following symptoms would most likely be resolved by performing an SMC reset as a first step?
SELECT THREE

- A. Computer does not turn on
- B. Cursor is unresponsive in Finder
- C. Network / Internet connectivity issues
- D. USB and/or FireWire port(s) do not function
- E. Computer does not sleep / wake from sleep

Correct Answer: ADE

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