

# Apple

## Exam 9L0-314

### Macintosh Service Recertification Exam

Version: 6.2

[ Total Questions: 124 ]

**Question No : 1**

What is the indication that a Mac has completed a successful power-on self test (POST)?

- A. Startup Chime.
- B. A series of beeps.
- C. The Login Window starts.
- D. The Desktop, Dock, and menu bar load.

**Answer: A**

**Question No : 2**

What does Apple recommend you do before replacing or installing any internal parts in an Xserve?

- A. Remove all drive modules from the Xserve.
- B. Remove the Xserve from its rack.
- C. Press the System Identifier button.
- D. Unlock all drive module bays.

**Answer: B**

**Question No : 3**

The LED on a MacBook MagSafe power adapter doesn't illuminate at all when it's plugged into the MacBook and you know the adapter is connected to a known good power source. What is most likely the cause of this symptom?

- A. The MacBook has a faulty main battery.
- B. The MagSafe adapter needs to be reset first.
- C. The MacBook requires an SMC firmware update.
- D. A MagSafe adapter connector pin is stuck down.

**Answer: D**

**Question No : 4**

Which safety issue applies to the iMac (Early 2008)?

- A. Liquid coolant spillage
- B. Thermal grease toxicity
- C. High voltage CRT discharge
- D. Fragile glass panel breakage

**Answer: D**

**Question No : 5**

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 No : 6**

Which of the following Apple diagnostic utilities is the most appropriate for a service technician to test a Mac mini after it is repaired?

- A. Mac Test Pro
- B. Tech Tool Deluxe
- C. Apple Hardware Test
- D. Apple Service Diagnostic

**Answer: D**

**Question No : 7**

The basis for the component isolation troubleshooting technique is an understanding of \_\_\_\_\_ and \_\_\_\_\_ within computers. SELECT TWO

- A. network flow
- B. coolant flow
- C. power flow
- D. fan air flow
- E. signal flow

**Answer: C,E**

**Question No : 8**

Which piece of information is best used to determine any Mac's correct AppleCare name?

- A. the EMC number
- B. the serial number
- C. the MAC address
- D. the model number

**Answer: B**

**Question No : 9**

You can use a higher wattage power adapter with an Apple portable computer, but you cannot use one with less wattage without potential operating issues.

- A. True
- B. False

**Answer: A**

**Question No : 10**

If you are unable to find the password for an AirPort Extreme or Express Base Station, you should perform a \_\_\_\_\_.

- A. Soft reset
- B. Hard reset

**Answer: A**

**Question No : 11**

The two primary goals of troubleshooting are \_\_\_\_\_ and \_\_\_\_\_. SELECT TWO

- A. repairing a product quickly
- B. repairing a product cheaply
- C. repairing a product properly
- D. using as many parts as possible
- E. running as many diagnostics as possible

**Answer: A,C**

**Question No : 12**

A customer setting up a small business with a wireless network wants to ensure that both the PC's running older hardware, and the Macs have secure access to the wireless network using encryption. What security feature on the AirPort Extreme (Gigabit) Base Station would provide that encryption?

- A. DSSS
- B. WAN privacy
- C. Wired Equivalency Privacy (WEP)
- D. Access control by MAC address

**Answer: C**

**Question No : 13**

Which of the following is NOT a valid Bluetooth troubleshooting tip for Macs?

- A. Check for signal interference.
- B. Make sure Bluetooth is turned on.
- C. Update Bluetooth software on the Mac.
- D. Verify Bluetooth peripheral hardware batteries are charged.

E. Make sure the Bluetooth peripheral is at least 20 meters away from the Mac.

**Answer: E**

**Question No : 14**

In order to read ANY of the diagnostic LEDs in a Mac Pro (Early 2008), you must press the DIAG\_LED button on the logic board.

- A. True
- B. False

**Answer: B**

**Question No : 15**

You must provide your identity when you use Apple's Business Conduct Helpline. You may not contact the Helpline anonymously.

- A. True
- B. False

**Answer: B**

**Question No : 16**

When practicing component isolation, which ONE of the following components would NOT be a part of a minimal system configuration for a MacBook 13-inch (Mid 2010)?

- A. RAM
- B. Logic board
- C. Optical drive
- D. Power adapter

**Answer: C**

**Question No : 17**

How did you prepare for this exam? (Choose all that apply.)

- A. Apple Mac OS X Help Desk Essentials leader-led course
- B. Apple leader-led technician training course
- C. Self-study AppleCare Technician Training purchased from Apple
- D. Non-Apple courses or books
- E. On-the-job training / apprenticeship
- F. Self-taught
- G. None of the above

**Answer: E**

**Question No : 18**

Which of the following most accurately describes what happens during Safe Sleep activation in Mac portables?

- A. The contents of RAM are written to NVRAM before sleep.
- B. The contents of the hard disk are encrypted before sleep.
- C. The contents of RAM are written to hard disk before sleep.
- D. The contents of the hard disk are read into RAM before sleep.

**Answer: C**

**Question No : 19**

Which part or parts of a CRT display should NOT be touched until after the display is disconnected from its power source and the CRT is properly discharged? SELECT ALL THAT APPLY

- A. Yoke assembly
- B. Anode aperture
- C. High voltage cable
- D. Front of CRT display
- E. Flyback transformer
- F. Outer plastic housing

**Answer: A,B,C,E**

**Question No : 20**

On a MacBook Pro, Safe Sleep ensures that \_\_\_\_\_.

- A. any open IP ports from services are closed before putting the machine to sleep
- B. the machine is locked with a configured password after a specified amount of time
- C. data stored in main memory will not be lost should the system shut down due to power loss while the machine is asleep
- D. the user is prompted to save documents in any open applications before machine is put to sleep using the Sleep command from the Apple menu

**Answer: C**

**Question No : 21**

A customer's iBook G4 forgets the time and date when the main battery is completely drained and there is no AC adapter connected for several hours. Is this behavior normal?

- A. Yes
- B. No

**Answer: A**

**Question No : 22**

What additional Apple certifications do you have or plan to seek? (Choose all that apply.)

- A. Apple Certified Technical Coordinator
- B. Apple Certified System Administrator
- C. One or more of the Apple Digital Media Pro certifications
- D. None

**Answer: B**

**Question No : 23**

Which THREE of the following are valid CRT safety rules? SELECT THREE

- A. Touch the computer's metal chassis.
- B. Wear a grounded ESD wrist strap.
- C. Connect the AC power cord.
- D. Remove any metal jewelry.
- E. Wear safety goggles.
- F. Don't work alone.

**Answer: D,E,F**

**Question No : 24**

After identifying some accidental damage and pointing it out to the customer, the customer says "Apple's warranty should cover this kind of problem." How should you respond?

- A. Apple will only cover the internal damage, not the cosmetic damage, so the charge will be less.
- B. You're right, Apple's warranty does cover this kind of accidental damage, so the repair will be free.
- C. Apple's warranty does not cover this, but the AppleCare Protection Plan might, but only if you buy it now.
- D. Apple's warranty specifically calls out accidental damage as an instance where system failures are not covered.

**Answer: D**

**Question No : 25**

Examine the exhibit. What is the name of this special Apple tool?