

# EXAMGOOD

## QUESTION & ANSWER

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**Exam** : **9L0-314**

**Title** : Macintosh Service  
Recertification Exam

**Version** : Demo

1.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. Wireless wrist strap
- F. Static-shielding bags

**Answer:** C,D,F

2.You are preparing to service a MacBook. To reduce the risk of damage from ESD, you clear the area of plastic, vinyl, or foamed polystyrene, and have static-shielding storage bags available for ESD-sensitive components.

While you are working you should also remember to \_\_\_\_\_ and \_\_\_\_\_.

SELECT TWO

- A. ground yourself and the equipment you are working on
- B. always place ESD-sensitive components on metal surfaces
- C. discharge the display to protect the other ESD-sensitive components
- D. handle any ESD-sensitive components by the connectors, rather than by the edges
- E. ask other technicians to avoid touching you when you are working on ESD-sensitive components

**Answer:** A,E

3.You are removing the main battery from a MacBook Pro (17-inch, Early 2009).

Which of the following is a best practice when handling this battery?

- A. Handle the battery with one hand, pressing between the soft side and the hard side.
- B. Re-cover any punctures or tears in the soft mylar covering with Kapton tape.
- C. Handle the battery any way; it does not matter.
- D. Hold the battery carefully by its edges only.

**Answer:** D

4.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

5.Which of the following is a valid precaution you should take when you begin working inside a MacBook Pro (13-inch, Mid 2010)?

- A. Reset the SMC.
- B. Remove the hard drive.
- C. Disconnect the optical drive.

D. Disconnect the main battery.

**Answer: D**

6.Which safety issue applies to newer Apple portable models?

- A. Fragile bottom case
- B. High voltage display
- C. Heavy internal frame
- D. Soft battery enclosure E. Sharp logic board edges

**Answer: D**

7.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**

8.You are troubleshooting an iMac (Early 2008) that does not power on. You notice that all diagnostic LEDs remain off when a known-good power cord is connected to the iMac and to a known-good power outlet.

What is most likely the cause of these symptoms?

- A. Faulty power supply
- B. Faulty optical drive
- C. Faulty LCD panel
- D. Faulty video card

**Answer: A**

9.A customer asks if there is a diagnostic that he can use to help troubleshoot a hardware problem with his MacBook Pro.

Which of the following solutions should you suggest?

- A. Apple Service Diagnostic
- B. Apple Hardware Test
- C. Terminal
- D. Console

**Answer: B**

10.Apple Service Toolkit uses \_\_\_\_\_ to check Macs with Mac Resource Inspector and other diagnostic utilities.

- A. NetBoot
- B. Open Firmware
- C. Target Disk Mode
- D. Apple Remote Desktop

**Answer: A**

11.Which of the following scenarios would be most appropriate to use Apple Service Diagnostic?

- A. You want to check a Mac for accidental damage.
- B. You want to verify product functionality after a repair.
- C. Your customer wants to run diagnostics on his Mac Pro.
- D. You need to verify that all installed applications have been updated.

**Answer: B**

12.MacBook Air comes with a \_\_\_\_\_ MagSafe power adapter.

- A. 45 Watt
- B. 60 Watt
- C. 65 Watt
- D. 80 Watt
- E. 85 Watt

**Answer: A**

13.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**

14.What is the proper way to calibrate the main battery in a MacBook?

- A. Charge the battery while running the Battery Calibration Utility.
- B. The battery is calibrated out of the box; no further steps are needed.
- C. Charge the battery overnight. Make sure battery status indicates 100% before disconnecting AC adapter.
- D. Charge the battery fully. Wait 2 hours. Run the MacBook on battery until it goes to sleep. Wait 5 hours. Charge it fully again.
- E. Charge the battery halfway. Wait 2 hours. Finish charging the battery. Run the MacBook on battery until it goes to sleep. Charge it fully again.

**Answer: D**

15.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**

16.Which of the following is NOT a valid power saving technique in recent Mac computers?

- A. Disconnect all peripherals.

- B. Activate automatic display sleep.
- C. Activate automatic hard disk sleep.
- D. Use wireless networks instead of wired networks.
- E. Set up locations optimized for different environments.

**Answer: D**

17. You are about to replace a MacBook Air (13-inch, Late 2010) logic board. Which of the following is the most important step you should take immediately after removing the bottom case?

- A. Remove the thermal module.
- B. Install the battery cover.
- C. Remove the hard drive.
- D. Remove the battery.

**Answer: B**

18. You are preparing to replace faulty RAM inside a Mac mini (Mid 2010). What should be used to open the bottom cover?

- A. Putty knife
- B. Philips #00 screwdriver
- C. Mac mini (Mid 2010) Logic Board Removal Tool
- D. Your hands, no tools are required for this procedure

**Answer: D**

19. 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**

20. You are about to begin disassembly of an iMac (27-inch, Mid 2010) to replace the LCD display. Which TWO of the following tools are required to do this? SELECT TWO

- A. Multimeter
- B. Suction cups
- C. Service stand
- D. Anti-static, lint-free gloves
- E. Torx T-15 driver with 5 inch shaft

**Answer: B,D**