



9L0-012 Q&As Mac Service Certification





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Vendor: Apple

Exam Code: 9L0-012

Exam Name: Mac Service Certification

Q&As: Demo

QUESTION 1

Rhonda claims that her Mac cannot connect wirelessly to her AirPort Express network at home. Which of the following would be the BEST question to ask her FIRST?

- A. Have you tried connecting to a different Wi-Fi network?
- B. Does your ISP support wireless access to the Internet?
- C. Do you have a Thunderbolt to Ethernet adapter?
- D. Have you updated your RAM?

Correct Answer: A

QUESTION 2

Power Nap operations on a MacBook Air (Mid 2012) will be suspended until the unit is connected to a power adapter when the charge is at what percentage or less?

- A. 10 percent
- B. 30 percent
- C. 50 percent
- D. 75 percent

Correct Answer: B

QUESTION 3

What color indicates that the Liquid Contact Indicators inside a MacBook Pro (13-inch, Mid 2012, have been triggered?

- A. Red
- B. Blue
- C. White
- D. Yellow

Correct Answer: A

QUESTION 4

What is the likely cause of an iMac (21.5-inch, Late 2013) producing a single error tone at startup that repeats every five seconds.

- A. The unit does not have RAM or RAM is not installed properly.
- B. The logic board has failed and must be replaced.
- C. The RAM does not pass data integrity tests.
- D. The hard drive has failed S.M.A.R.T. status.

Correct Answer: A

QUESTION 5

A customer brings his MacBook Pro (15-inch, Mid 2012) in for servicing. It is not functioning correctly and you suspect the machine has been damaged by the customer. As you inspect for accidental damage, you should open the lid and confirm that the hinges are working smoothly and inspect the LCD for cracks in the glass. Which of the following should you also do? Select two.

- A. Disassemble the SuperDrive to check for debris or dust inside.
- B. Look for cracks, dents, or scratches on the exterior of the system.
- C. Connect the system to external speakers to check for sound output.
- D. Erase all of the customer's data and reinstall OS X to test the hard drive.
- E. Check for any unusual odors coming from the system, which might indicate spill damage.

Correct Answer: BD

QUESTION 6

What is this tool used for when servicing a MacBook Pro (Retina, 13-inch, Early 2013)?



- A. Removing the interposer.
- B. Flipping up the locking lever connectors.
- C. Installing Thin, Multi-Pin Horizontal cables.
- D. Disconnecting the Vertical Insert Connectors (JST).

Correct Answer: D

QUESTION 7

After completing the repair, which of the following should always be used to verify that the issue is resolved so that repeat repairs and unnecessary part usage will be reduced?

- A. Mac Hardware test (MHT)
- B. Mac Service Toolkit (MaST)
- C. Apple Resource Inspector (ARI)
- D. Apple Service Toolkit (AST)

Correct Answer: D

QUESTION 8

Janine explains that WI-FI connectivity from her MacBook Pro is intermittent when she is at home. Which of the following questions would help you further evaluate this WI-FI issue? Select two.

- A. What web browser are you using?
- B. Are all wireless computers affected?
- C. Is FileVault 2 on?
- D. How much RAM do you have installed?
- E. Are you experiencing billing issues with your service provider?
- F. Are any hubs, routers, or other computers connected to the network?

Correct Answer: EF

QUESTION 9

When applying thermal grease during a repair of the Mac Pro (Late 2013), which of the following are required?

- A. Access card tool
- B. Putty knife
- C. CPU grease ruler
- D. CPU grease stencil
- E. Capacitor shield

Correct Answer: A

QUESTION 10

You are troubleshooting an iMac (Late 2013) 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 display panel
- C. Faulty hard drive
- D. Faulty video card

Correct Answer: A

QUESTION 11

A physical assessment of the Mac should be performed in which of the following troubleshooting stages?

- A. Isolate
- B. Resolve
- C. Evaluate
- D. Template-Match

Correct Answer: A

QUESTION 12

Which of the following tools should be run after using the Trackpad Keyboard Mapper tool to verify that a keyboard language has been programmed on a MacBook Air (Early 2014)?

- A. Apple Diagnostics
- B. Trackpad Diagnostics
- C. Apple Service Diagnostics (ASD)
- D. Mac Resource Inspector (MRI)

Correct Answer: C

QUESTION 13

When configuring an ESD-compliant work area and using an ESD wrist strap, ensure that the metal section or hooks on the strap interior are touching your skin. What else should you verify to ensure that the ESD-compliant work area is properly configured?

- A. The wrist strap cable does not touch an embedded battery.
- B. The wrist strap is in close proximity to the antistatic resistor.
- C. the strap cable is connected to the ESD mat or grounded connector.
- D. You have fully discharged any static electricity by touching the metal frame of the device you are servicing.

Correct Answer: B

QUESTION 14

To remove the bottom case of the MacBook Air (11-inch, Mid 2013), you must unscrew eight 2.48 mm screws and two additional screws. What is the size of the two additional screws?

- A. 7.00 mm
- B. 7.9 mm
- C. 9.00 mm
- D. 9.2 mm.

Correct Answer: B

QUESTION 15

Francine states that she does not see anything on her iMac display when she turns it on. Which of the following should you use first to isolate as either a backlight issue or a video signal issue?

- A. A flashlight
- B. A replacement LCD panel
- C. A replacement logic board
- D. A replacement backlight power board

Correct Answer: B

QUESTION 16

Which of the following features of Power Nap will only occur if the portable Mac is plugged into a power adapter?

- A. Backing up the Mac using Time Machine.
- B. Checking for new email in Mail.
- C. Updating events in Calendar.
- D. Updating iCloud events.

Correct Answer: B

QUESTION 17

A customer states that a MacBook Pro (Retina, 13-inch, Early 2013) does not recognize the SD card she brought with her. You have her reproduce the issue, and discover that she is properly inserting the card and it is not recognized by iPhoto and Image Capture. What question should you ask next to isolate the issue to hardware?

- A. Are you running the latest version of iPhoto?
- B. What kind of files or images are on the SD card?
- C. Have you tried resetting your SMC and NVRAM?
- D. Have you had this issue with all SD cards or just this one?

Correct Answer: C

QUESTION 18

When reinstalling a Mac Pro (Late 2013) graphics board, the spring must be placed:

- A. with corners angled down
- B. with corners angled up
- C. with the use of the torque driver
- D. with minimal force

Correct Answer: B

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