

# Apple

## Exam 9L0-012

### Mac Service Certification Exam

Version: 7.0

[ Total Questions: 100 ]

**Question No : 1**

Which of the following statements is true about Fusion Drive?

- A. No special setup or configuration is required to use Fusion Drive.
- B. Fusion Drive is not compatible with Time Machine.
- C. Recovery HD is not supported on a Fusion Drive.
- D. A user is able to specify data placement.

**Answer: A**

**Question No : 2**

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.

**Answer: B**

**Question No : 3**

Which two components inside an iMac are energized if the computer is plugged in, even when the computer is turned off? SELECT TWO.

- A. Logic board
- B. Hard drive
- C. Memory
- D. Speakers
- E. Power supply
- F. LCD

**Answer: E,F**

**Question No : 4**

Which section of Apple Service Guide contains a diagram for symptoms related to logic board connectors?

- A. Quick Checks
- B. Block Diagram
- C. Exploded View
- D. Functional Overview

**Answer: D**

Reference:[http://tim.id.au/laptops/apple/macbook/mbp15\\_mid2010.pdf](http://tim.id.au/laptops/apple/macbook/mbp15_mid2010.pdf)(functional overview)

**Question No : 5**

According to the Apple Troubleshooting theory, at what stage should you run a diagnostic?

- A. After determining the issue is not hardware
- B. After determining the issue is Education Opportunity
- C. After determining the issue is caused by the Environment
- D. After determining the issue is with the device's Software or Hardware

**Answer: D**

**Question No : 6**

How many simultaneous connections are supported on AirPort Extreme and Time Capsule?

- A. 254
- B. 100
- C. 50
- D. 10

**Answer: A**

Reference:<https://discussions.apple.com/thread/3064394>

**Question No : 7**

Which Mac mini listed below can use a USB 3 devices at full speed?

- A. Mac mini Server (Mid 2010)
- B. Mac mini (Mid 2010)
- C. Mac mini (Mid 2011)
- D. Mac mini (Late 2012)

**Answer: D**

Reference:<https://discussions.apple.com/thread/4922656>

**Question No : 8**

William would like to store his MacBook Air (13-inch, Mid 2013) while away for a six month sabbatical. What is the Apple recommended level of battery charge for storing the computer?

- A. 10 percent
- B. 20 percent
- C. 50 percent
- D. 96 percent

**Answer: C**

**Question No : 9**

Which of the following computer features uses the most battery power on a portable Mac?

- A. Screen backlight
- B. Keyboard backlight
- C. Multi-Touch trackpad
- D. Keyboard

**Answer: A**

Reference:<http://www.howtogeek.com/203847/how-to-increase-your-macbook%E2%80%99s-battery-life/>

**Question No : 10**

Which of the following components should be removed when testing a Mac Pro (Mid 2012) in minimal configuration?

- A. Power supply
- B. Backplane board
- C. Front panel board
- D. Power supply cable

**Answer: B**

**Question No : 11**

Which of the following software tools can detect malfunctioning thermal sensors on MacBook Air (Mid 2013) models? SELECT TWO

- A. System Information
- B. Apple Service Toolkit (AST)
- C. Apple Service Diagnostics (ASD)
- D. Thermal Sensor Diagnostics (TD)
- E. Thermal Service Diagnostics (TSD)

**Answer: B,C**

Reference:<http://mdex-nn.ru/uploads/newmbp15.pdf>(page 6, software tools)

**Question No : 12**

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

**Answer: A**

**Question No : 13**

You must know the AppleCare name of an Intel iMac before performing which of the following actions?

- A. Starting up from OS X Recovery HD.
- B. Running Mac Resource Inspector.
- C. Replacing the logic board
- D. Resetting the NVRAM.

**Answer: C**

Reference: <https://discussions.apple.com/thread/1516765>

**Question No : 14**

Which of the following could indicate accidental damage when inspecting the inside of a Mac mini (Late 2012) before a repair?

- A. Light dust in the fans
- B. Third-party RAM installed
- C. Lint gathered near the rear vents
- D. Oxidation or discoloration of the logic board

**Answer: D**

**Question No : 15**

Elizabeth is having an issue with a Thunderbolt hard drive connected through her Apple

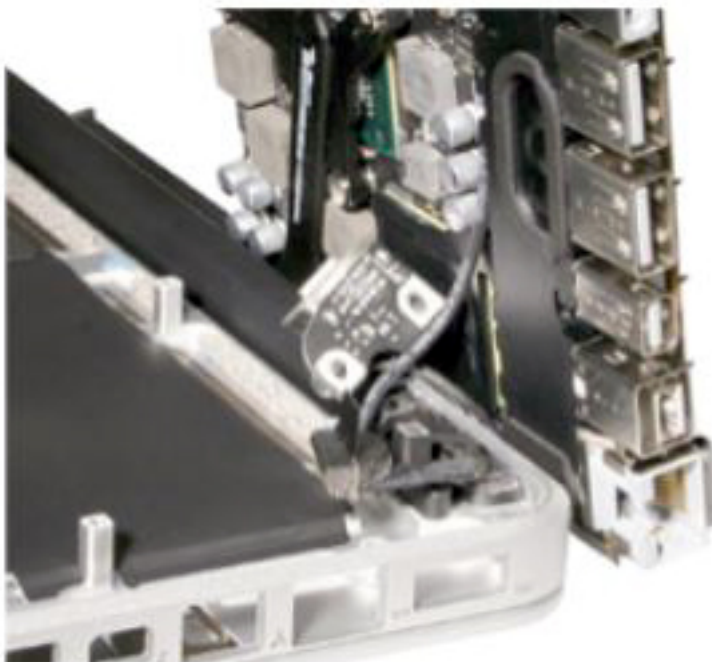
display. Which two troubleshooting steps should be tried first to resolve the issue? Select two.

- A. Run Software Update on the Mac with the Apple Display connected to check for firmware updates for the display.
- B. The customer should contact the Thunderbolt hard drive manufacturer and ask for a replacement.
- C. Check with the hard drive manufacturer for a device firmware update.
- D. Startup the Mac into OS X Recovery, erase the volume then reinstall OS X.
- E. Open the Apple Display and reseal all cables and connections.
- F. Open the Mac and reseal all cables and connections.

**Answer: A,D**

**Question No : 16**

Examine the image.



Why is it necessary to position the logic board of a MacBook Pro (13-inch, Mid 2012) as depicted?

- A. To prevent damage to the microphone cable.

- B. To prevent damage to the left speaker.
- C. To prevent damage to the memory slots.
- D. To prevent damage to the topcase with keyboard connector.

**Answer: C**

**Question No : 17**

When replacing a MacBook Air (13-inch, Mid 2011) microphone, what other component must be replaced with the speaker included in the Mid 2011 microphone kit?

- A. Left speaker
- B. Right speaker
- C. Thermal rubber gasket
- D. Both left and right speaker

**Answer: C**

**Question No : 18**

Which THREE of the following items are appropriate to use for ESD prevention?

- A. Metal work surface
- B. Power supply discharge tool
- C. Grounded work mat
- D. Wrist strap and cord
- E. Wireless wrist strap
- F. Static-shielding bags

**Answer: C,D,F**

Reference:<http://www.esdjournal.com/techpapr/ryne/esdbags.htm>

**Question No : 19**

Which Mac Book Pro listed below can use USB 3 devices at full speed?