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Exam Number/Code:9L0-012

Exam Name: Mac Service
Certification Exam

Version: Demo

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(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