



Vendor: Apple

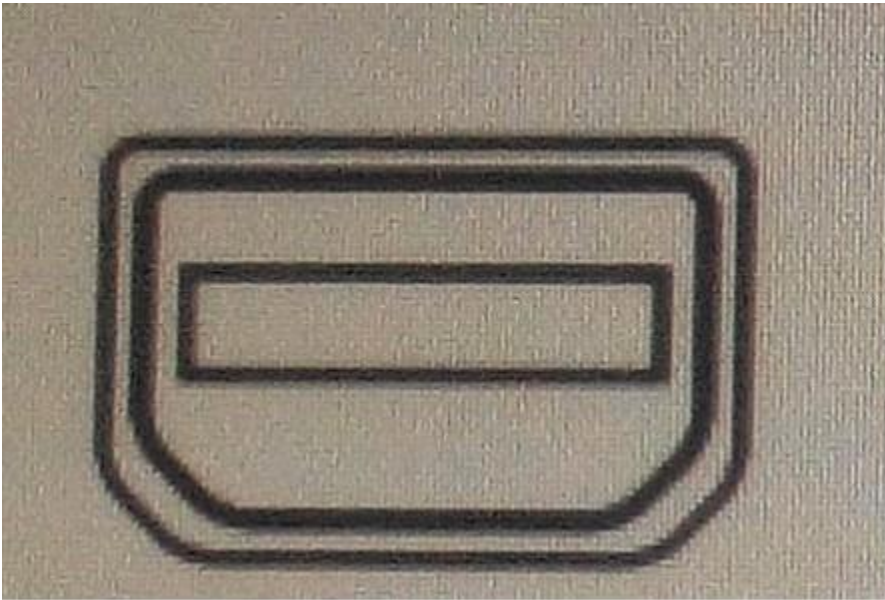
Exam Code: 9L0-012

Exam Name: The Mac Service Certification Exam

Version: DEMO

QUESTION 1

Examine the image. You have a cable with a connector of this shape. What type of cable might this be? SELECT TWO.



- A. Thunderbolt
- B. Mini DisplayPort
- C. USB 2.0
- D. FireWire800
- E. Mini DVI

Answer: AB

Explanation:

<http://arstechnica.com/apple/2011/02/thunderbolt-smokes-usb-firewire-with-10gbps-throughput/>

QUESTION 2

Where can a technician find the serial number of an SSD that has been replaced on a MacBook Pro (Retina, 13-inch. Early 2013)?

- A. Lift the mylar cover on the SSD.
- B. Peel back the thermal pad on the SSD
- C. On the top case.
- D. On the back of the SSD cable

Answer: A

QUESTION 3

Which diagnostic component of AST should be used to test image persistence issues on internal IPS displays in Apple desktop and portable computers, using consistent testing parameters?

- A. IPT
- B. MRI

- C. VST
- D. EFI

Answer: D

Explanation:

Apple Service Toolkit includes:*

AudioTest -- plays a series of tones through each speaker and listens for those same tones via the microphone.

Diagnostic Gateway (DG) -- software that runs on a dedicated Intel-based Mac using Mac OS X Server 10.6/10.7 and serves up tools to triage computers via NetBoot, recording test results as log files.

Mac Resource Inspector (MRI) -- triage tool that provides a fast check of internal hardware components for all Intel-based computer systems. Notebook Adapter Diagnostic (NAD) -- triage tool that reports on the condition of Intel-based notebook power adapters.

Cooling System Diagnostic (CSD) evaluates the thermal sensors, fans and heat sink in MacBook Pro (Early 2011) models and will either confirm correct operation or help diagnose a service issue.

Gateway Manager -- software application used to remotely configure and manage the Diagnostic Gateway server as well as access logs created by diagnostic tools.

Test Patterns Tool (TPT) identifies pixel anomalies in LCD panels in Apple Display, iMac, MacBook, MacBook Pro, and MacBook Air systems. Server Bit Setter (SBS) Repair tool used after replacing logic boards in late model Mac mini Servers or backplane boards in late model Mac Pro Servers. Video System Test (VST) is used to test video issues in specific MacBook Pro models.

Blank Board Serializer (BBS) Allows technicians to set the system serial number on replacement Main Logic Board (MLB) service parts. AST Keyboard (OS) service tool for in-depth testing of keyboards. AST Trackpad (OS) service tool for in-depth testing of trackpads. Storage Diagnostic (OS) Repair tool for testing HDD or SSD modules. Image Persistence Test (EFI) triage tool for identifying image persistence anomalies on IPS displays

QUESTION 4

To power on the system, which of the following can be used on the MacBook Pro (Retina, Mid 2012) and MacBook Pro (Retina, 15-inch, Early 2013 and Late 2013) logic boards?

- A. Two switches that can be flipped
- B. Two ports that be activated
- C. Two pads that can be shorted
- D. Two buttons that can be pressed

Answer: D

QUESTION 5

Which of the following is a best practice when handling the embedded battery from MacBook Air models'?

- A. Use the battery cable or connector to lift the battery.
- B. Hold the battery carefully by its edges only with two hands.
- C. Grasp the middle of the battery cells when removing it from the computer.
- D. Re-cover any punctures or tears in the soft Mylar covering with Kapton tape

Answer: A

QUESTION 6

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

Explanation:

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

QUESTION 7

Which of the following tools is used to hold the display steady when performing a repair on an iMac (Late 2012, Early 2013, Late 2013, Mid 2014)?

- A. Service wedge
- B. LCD Mount
- C. LCD Clamp
- D. Service stand

Answer: A

QUESTION 8

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: EF

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