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Exam : 9L0-012

**Title : Mac Service Certification
Exam**

Version : Demo

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?

Answer: A

Explanation:

Reference: <https://support.apple.com/en-us/HT201621>

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

Answer: B

Explanation:

When your battery has 30 percent or less charge, Power Nap operations will be suspended until you connect a power adapter. Power Nap communicates and transfers data for a only a few minutes per Power Nap cycle when running on battery. When connected to a power adapter, communications and data transfers are continuous.

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

Answer: A

Explanation:

The indicators trigger only with direct contact to a liquid. The indicators will not be triggered by temperature and humidity that is within the product's environmental requirements described by Apple. A triggered indicator will turn red or pink...indicating that the module(s) to which the indicator is attached has been exposed to liquid.

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.

Answer: A

Reference: <https://support.apple.com/en-ca/HT202768>

5.Apple recommends a DIMM installation scheme for the Mac Pro (Late 2013) that:

- A. Increases processing power
- B. Enhances graphics processing
- C. Optimizes system cooling
- D. Enables use of special memory modules

Answer: D

Explanation:

Apple recommends that you use Apple-approved DIMMs. You shouldn't use DIMMs from older Mac Pro computers in your new Mac Pro. You can purchase Apple-branded memory online from the Apple Store or by visiting an Apple Retail store or Apple Authorized Reseller.

Reference: <https://support.apple.com/en-us/HT6054>