



9L0-012^{Q&As}

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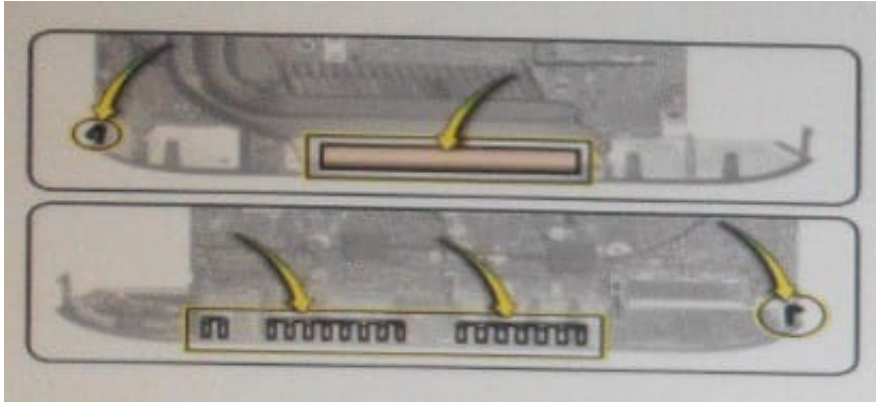
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QUESTION 1

Examine the image. When repairing a Mac mini (Mid 2011), which areas of the logic board assembly should you avoid touching?



- A. The top and bottom of the assembly.
- B. The EMI fingers and gasket.
- C. The grounding pad and cable guide
- D. Thermal pad and heat sink clips.

Correct Answer: B

QUESTION 2

You are replacing the AirPort/Bluetooth card inside a MacBook Pro (17-inch, Late 2011). Which of the following must also be replaced?

- A. Thermal pad and conductive wrap
- B. Thermal paste and heat sink
- C. Card holder and screws
- D. Black Mylar covering

Correct Answer: C

QUESTION 3

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

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.

QUESTION 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

Correct Answer: D

Reference: http://tim.id.au/laptops/apple/macbook/mbp15_mid2010.pdf (functional overview)

QUESTION 5

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)

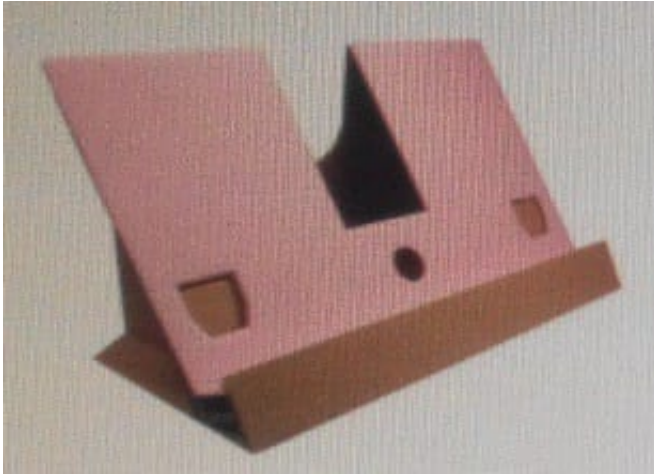
Correct Answer: D

Explanation: Apple Service Toolkit (AST) Prior to initiating a repair, run Apple Service Toolkit (AST). AST will perform a quick check of the computer's general components. After completing a repair, always use AST to verify that the issue is resolved. Doing so will reduce repeat repairs and unnecessary part usage. Reference: <http://mdex-nn.ru/uploads/newmbp15.pdf>



QUESTION 6

Examine the image.



What is this service fixture used for when repairing an iMac (Late 2012)?

- A. It is used to protect the iMac housing from damage.
- B. It is used to support the logic board when removed from the iMac.
- C. It supports a VESA mount adapted iMac when it is being serviced.
- D. It is required for the proper alignment of the iMac LCD panel to the rear housing.

Correct Answer: C

QUESTION 7

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

Explanation: Enable Power Nap while plugged into a power adapter" checkbox to control whether your Mac uses Power Nap while using AC power. The default setting is on. Reference: <https://support.apple.com/en-us/HT204032>

QUESTION 8



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

Correct Answer: D

QUESTION 9

When plugged in, which component of an iMac remains energized even if the computer is powered off?

- A. Power Supply
- B. Optical Drive
- C. Hard Drive
- D. SSD

Correct Answer: A

QUESTION 10

How do you reset the SMC of a MacBook Pro (Retina, 13-inch, Early 2013)?

- A. Press the internal SMC reset button near the SSD slot.
- B. Disconnect the main battery, then hold down the power button down for five seconds.
- C. Shut down the MacBook Pro and unplug for fifteen seconds. Attach the power adapter and wait five seconds, then press the power button.
- D. Plug in the MagSafe power adapter and shut down the computer. Using the system keyboard, press the Shift-Option-Control keys and the power button at the same time

Correct Answer: D

QUESTION 11



Identify the memory module technology used by the MacBook Air (11-inch, Mid 2013) and MacBook Air (13-inch, Mid 2013).

- A. DDR3L
- B. LPDDR3
- C. DDRPC3
- D. PLDDR3

Correct Answer: A

Reference: <http://www.everymac.com/systems/apple/macbook-air/macbook-air-faq/differences-betweenmacbook-air-mid-2013-mid-2012.html>

QUESTION 12

Which of the following parts are built into the top case of MacBook Air (Mid 2013) model computers? SELECT TWO.

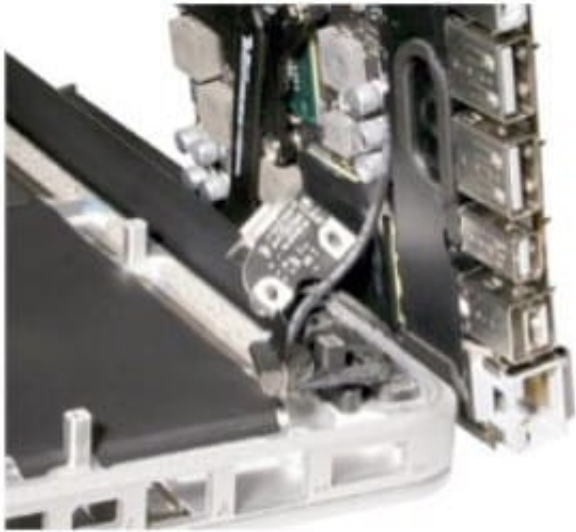
- A. Keyboard
- B. Trackpad
- C. Microphone
- D. Battery
- E. LVDS cable

Correct Answer: AB

Reference: <https://www.ifixit.com/Guide/MacBook+Air+13-Inch+Mid+2013+Upper+Case+Replacement/15404>

QUESTION 13

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.

Correct Answer: C

QUESTION 14

Which of the following parts must be removed prior to replacing the left speaker of the MacBook Air (11inch, Mid 2013)?
SELECT THREE.

- A. Right speaker
- B. Bottom case
- C. Battery
- D. Logic board
- E. I/O Flex cable
- F. Display clamshell
- G. Input device (IPD) flex cable

Correct Answer: BCG



Reference: <https://www.ifixit.com/Guide/MacBook+Air+13-Inch+Mid+2013+Left+Speaker+Replacement/15233>

QUESTION 15

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

Correct Answer: D

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