



# 9L0-012<sup>Q&As</sup>

Mac Service Certification Exam

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### QUESTION 1

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

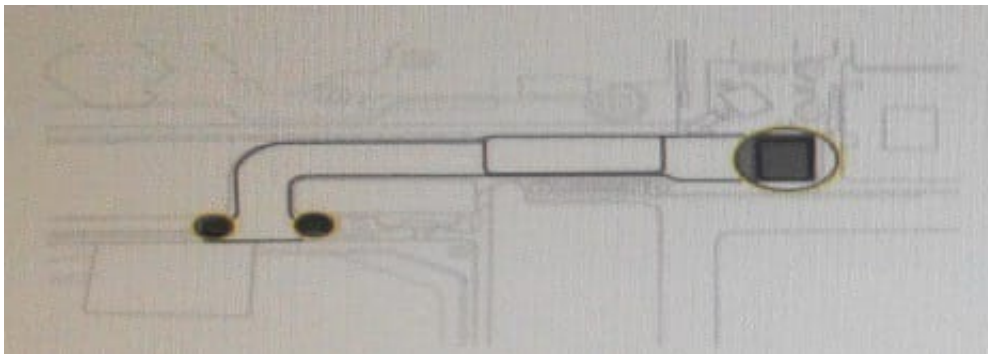
Correct Answer: D

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>

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### QUESTION 2

Examine the image.



Why is it important to remove the two depicted screws when replacing the hard drive in a MacBook Pro (15-inch, Mid 2012)?

- A. You cannot remove the connector on the hard drive if you do not remove these screws.
- B. You cannot remove the battery cable with these screws installed.
- C. You will prevent strain on the hard drive flex cable by removing them.
- D. You will damage the logic board if you do not remove these screws.

Correct Answer: A

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### QUESTION 3



What step is required before upgrading the RAM in a Mac Pro (Mid 2012)?

- A. Remove the PCI-e fan.
- B. Remove the processor tray.
- C. Remove the hard drive carriers.
- D. Remove the Optical Drive and Carrier.

Correct Answer: B

Reference: <https://support.apple.com/en-us/HT4433> (step 3: Install the memory)

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#### QUESTION 4

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

Correct Answer: A

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

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#### QUESTION 5

To help define if an issue is in the Environmental problem space, which question can you ask your customer?

- A. Do you have this issue on all Wi-Fi networks?
- B. Could you show me how you use your Mac?
- C. Did you add any memory to this Mac?
- D. Have you updated your software?

Correct Answer: B