



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

Mac Service Certification Exam

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### QUESTION 1

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

Correct Answer: A

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### QUESTION 2

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.

Correct Answer: A

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

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### QUESTION 3

You require additional information about a specific problem with a customer's Mac. Which one of the following resources is the Apple-recommended choice for researching the problem?

- A. Apple Downloads
- B. Apple Support articles
- C. Third-party search engines
- D. Apple Support Communities

Correct Answer: B

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#### QUESTION 4

Which of the following 27-inch Apple Thunderbolt Display features is NOT available on the 27-inch Apple LED Cinema Display?

- A. Gigabit Ethernet port
- B. Mag Safe cable (85W)
- C. Kensington security slot
- D. Built-in 2.1 speaker system

Correct Answer: D

Reference: [http://www.everymac.com/monitors/apple/studio\\_cinema/specs/apple-led-cinema-display-27inch-specs.html](http://www.everymac.com/monitors/apple/studio_cinema/specs/apple-led-cinema-display-27inch-specs.html)

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#### QUESTION 5

William states that the Ethernet ports do not function on his Mac Pro (Mid 2012) when plugged into the network at his office. He demonstrated that he knows how to connect Ethernet cables and was able to connect to the Internet on your known-good Ethernet network. You ran MRI and the computer passed all tests when run using either Ethernet port. What question should you ask the customer next?

- A. Are any other computers able to connect to Ethernet at the office?
- B. Have you installed all system software and firmware updates?
- C. How did you damage your Ethernet cable at the office?
- D. Did you change the default network settings?

Correct Answer: B

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