

PrepKing

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PrepKing-220-604

Exam A

QUESTION 1

Which of the following is the process a scanner uses to scan images to a computer?

- A. Light is shown through the image and onto the scanner head.
- B. Light is reflected off a mirror onto the Charged Coupled Device (CCD).
- C. Light is flashed off a mirror onto the CCD.
- D. Light is reflected off the image and into a camera.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

A technician is performing scheduled preventive maintenance on a laser printer. Which of the following should the technician clean or replace?

- A. fuser
- B. ozone filter
- C. transfer corona
- D. primary corona

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A. Recommend the use of smaller graphics.
- B. Replace the toner cartridge.
- C. Recommend connecting fewer users to the printer.
- D. Check the amount of memory installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

A technician is installing a printer that uses a parallel cable to connect to a computer. Which of the following pin configurations might the technician encounter? (Select TWO).

- A. 9 pin D-type
- B. 36 pin Centronics

- C. 25 pin Centronics
- D. 13 pin D-type
- E. 25 pin D-type

Correct Answer: BE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Which of the following printers prints multi-part forms at once?

- A. ink jet
- B. thermal
- C. impact
- D. laser

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

Which of the following should a technician use to clean the glass on a flatbed scanner?



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- A. glass cleaner and paper towels
- B. dish soap and a wet towel
- C. a soft, pre-moistened towel or wipe
- D. dry paper towels

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Which of the following printers sprays the paper? (Select TWO).

- A. impact
- B. laser
- C. thermal

- D. solid ink
- E. ink jet

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Which of the following item colorizes the paper using a two-component laser printer?

- A. ribbon
- B. developer
- C. laser beam
- D. toner

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

Which of the following printers uses a charged drum to transfer toner to paper?

- A. thermal
- B. laser
- C. ink jet
- D. impact

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

A technician has added memory to a laser printer. To allow the printer driver software to use the additional memory, the amount of memory should be modified in:

- A. the Device Settings tab in Printer Properties.
- B. Device Manager by clicking on the printer's driver and selecting Parameters.
- C. Device Manager by selecting Upgrade Driver.
- D. the Color Management tab in Printer Properties.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

A technician receives a new printer for repair and the work order states that when powered on the printer makes a loud noise and will not print. Which of the following actions should the technician take?

- A. Install new drivers on the computer.
- B. Install a new ink cartridge.
- C. Install a print head on the printer.
- D. Remove the packing tape from the print head.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

A shipping department is reporting that a laser printer in the receiving area is becoming jammed because the printer attempts to pull several sheets of paper for each print. Which of the following may be the cause?

- A. The paper is sticking to the corona wire and causing the jam.
- B. Humidity is causing the paper to stick together.
- C. A4 paper is being used and may not be supported by laser printers.
- D. The fusion roller is dirty and pulling too many sheets of paper.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

When using an ink jet printer, a user reports that colors seem to be missing intermittently. Which of the following is MOST likely the cause?

- A. The printer needs to be calibrated.
- B. There is a problem with the document being printed.
- C. The print head is clogged.
- D. An incorrect paper type is being used.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

When installing a new scanner, Windows XP does not automatically recognize the scanner. Which of the following actions should be taken?

- A. Use the Scanners and Cameras Wizard to add the device.
- B. Enable the scanner in the BIOS.

- C. Add new printer Wizard.
- D. Ensure the scanner is not locked.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

Which of the following may cause a printer to not print correctly after updating from Windows 98 to Windows XP?

- A. Incorrect printer driver.
- B. Printer needs calibration.
- C. Dirty printer head.
- D. Font settings on the printer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

A laser printer is sent for repair and the work order indicates that there is an image printing problem. Which of the following should a technician do FIRST to confirm this problem?

- A. Run the calibration feature on the laser printer.
- B. Run a self-test image page from the printer.
- C. Clean the corona wire and return printer.
- D. Print a test page from a computer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Which of the following is the recommended maintenance for a laser printer?

- A. Clean all fan filters; wipe down the paper path and re-adjust the corona wire.
- B. Clean all pickup rollers; re-adjust the corona wire and replace the fuser assembly.
- C. Clean all pickup rollers; replace the fuser assembly and clean all fan filters.
- D. Clean all pickup rollers; wipe down the paper path and clean all fan filters.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

A technician is locked out of a desktops BIOS because of a forgotten password. Which of the following is a method of removing the password?

- A. Replace the power supply unit.
- B. Reseat the systems memory.
- C. Reset the proper jumper.
- D. Re-install the operating system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

To force a user to use Ctrl-Alt-Delete to log into the computer, a technician can go to Control Panel then:

- A. Accessibility options.
- B. Security Center.
- C. User accounts and the Advanced tab.
- D. Windows Firewall.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

Which of the following would be an example of a biometric device?

- A. USB security key
- B. smart card reader
- C. thumb print reader
- D. encryption password

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

To bypass the autorun software that loads when a secure USB key is plugged in, which of the following keys should be held down when plugging in the USB key?

- A. Shift
- B. Alt
- C. Windows

D. Ctrl

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Which of the following can be used in conjunction with card keys to ensure area security?

- A. Combination locks on all doors.
- B. Security cameras at all doors.
- C. Roaming security guards.
- D. Integrity of employees.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Which of the following would be the safest environmental condition for working on multiple systems at one time?

- A. A clean, carpeted room with air purifiers and dehumidifiers.
- B. A tiled room in a warehouse with outside ventilation.
- C. A clean, carpeted room with anti-static mats and wrist straps.
- D. A tiled room with anti-static mats and wrist straps.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

A technician working on a monitor should not:

- A. wear rubber soled shoes.
- B. discharge all capacitors.
- C. wear an anti-static wrist strap.
- D. put on rubber gloves.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

A laser printer needs preventive maintenance. Which of the following components should be allowed to cool before removing?

- A. transfer roller
- B. fuser assembly
- C. drive rollers
- D. corona wire

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Which of the following would be the correct way to dispose of a laptop battery?

- A. Refer to the disposal information located on the battery.
- B. Place the battery on a shelf for storage.
- C. Place the battery in a trash compactor separately from the laptop.
- D. Dispose of the battery in the same manner as the laptop.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Which of the following desktop hardware should a technician be MOST concerned with disposing of correctly?

- A. hard drives
- B. power cords
- C. batteries
- D. disk drives

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

When working inside a computer, a technician should:

- A. remove the power supply from the desktop to prevent damage.
- B. connect a multi-meter to detect for electrostatic discharge (ESD).
- C. use anti-static tools to prevent ESD.
- D. leave the desktop connected to a power strip to prevent a circuit overload.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Environmental safety data sheets provided with most printers include information about the correct:

- A. disposal of consumables.
- B. operating environment.
- C. connectivity to a computer.
- D. application of a printer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 4.7GB.
- B. 2.1GB.
- C. 700MB.
- D. 9.4GB.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Defragment the computer's hard drive.
- B. Notify all users.
- C. Close all open files.
- D. Remove share privileges.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. hostname and path name

- B. HTTP server address on Address Bar
- C. SMTP server address
- D. DHCP server information

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

A user reports that when trying to print a document nothing comes out of the printer and states that the only printer in the printer dialog box is 'Microsoft Office Document Image Writer.' The technician should understand that the problem is that the printer:

- A. driver is corrupt.
- B. is not turned on.
- C. cable is unplugged.
- D. has not been installed on the user's computer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

A computer that can host dual PCI-Express video cards is said to be:

- A. SLI compatible.
- B. MLI ready.
- C. NLI compatible.
- D. NVEX ready.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

Which of the following types of batteries provides the longest running time for portable devices?

- A. alkaline
- B. nickel-cadmium (NiCd)
- C. lithium ion (Li-ion)
- D. nickel metal-hydride (NiMH)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which of the following is used to produce the best LCD image on a laptop?

- A. Active matrix
- B. Active scanning
- C. Dual scan
- D. Passive matrix

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

A technician receives a laptop that is running out of battery power more quickly than expected. Which of the following can the technician do to correct the problem?

- A. Stop using the battery and use alternating current (AC) power for the laptop.
- B. Replace the battery by purchasing a new battery from the manufacturer.
- C. Replace the AC adaptor by purchasing a new adapter from the manufacturer.
- D. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

A technician is building a new computer for a client and installing an IDE hard drive. The technician should attach the new hard drive to:

- A. an 80 pin ribbon cable.
- B. a 40 pin ribbon cable.
- C. a 34 pin ribbon cable.
- D. a 6 pin round cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

Which of the following would be the LAST step to take when installing a network printer?

- A. Print the test page.
- B. Print a blank sheet of paper.

- C. Ping the printer's IP address.
- D. Reboot the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

A technician is upgrading the memory on laptop that has a front-side bus speed of 400MHz. Which of the following memory module types has the minimum amount of bandwidth necessary to support this upgrade?

- A. PC2100
- B. PC2700
- C. PC3200
- D. PC4200

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

If a laptop does not work on battery power but works with alternating current (AC), which of the following may be the cause? (Select TWO).

- A. The charger wasn't connected to the wall outlet when charging.
- B. Battery charging is disabled in the software settings.
- C. The battery has reached the end of life.
- D. The BIOS is not configured to charge the battery.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

A technician is preparing to remove a secondary battery from a laptop expansion bay. Which of the following would be the next step for the technician to take?

- A. Remove the battery.
- B. Power down the laptop.
- C. Disable the battery in the operating system.
- D. Put the laptop in standby mode.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

A technician is upgrading the memory on a laptop that has a front-side bus speed of 333MHz. Which of the following memory module types has the minimum amount of bandwidth necessary to support this upgrade?

- A. PC4200
- B. PC3200
- C. PC2700
- D. PC2100

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

A technician receives a laptop work order stating that the mouse pointer from the touchpad is moving randomly around the screen. Which of the following should the technician do FIRST?

- A. Reboot the computer.
- B. Replace the touchpad.
- C. Clean the touchpad.
- D. Update the driver.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

A laptop boots up but the screen appears dark even during the power-on self test (POST) except when viewed from an angle. Adjusting the brightness and contrast has not resolved the problem. Which of the following is MOST likely the cause?

- A. The device driver for the VGA card has become corrupted.
- B. The backlight or inverter has failed.
- C. The advanced configuration and power interface (ACPI) power management settings have become corrupted.
- D. The CPU or VGA card has failed.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

Bluetooth communicates using:

- A. radio waves.
- B. fiber optics.
- C. infrared.
- D. STP cable.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

During boot up, a laptop screen displays vertical colored lines and then the LCD screen goes blank. There are no display problems when connected to an external monitor. Which of the following actions should be taken to resolve the problem?

- A. Re-select the LCD in Device Manager.
- B. Replace the LCD pixels.
- C. Replace the LCD screen.
- D. Replace the laptop.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

Which of the following types of memory modules are used to upgrade laptops?

- A. SODIMM
- B. RIMM
- C. SIMM
- D. DIMM

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Before servicing a laptop, which of the following precautions must be taken?

- A. The alternating current (AC) adapter must be unplugged.
- B. The laptop battery must be installed.
- C. The laptop must be placed in a stand by state.
- D. The laptop must be placed in a hibernate state.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Which of the following is an emerging short range networking standard designed to allow for wireless connection to a range of up to 30 feet?

- A. cellular WAN
- B. infrared
- C. Ethernet
- D. Bluetooth

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Which of the following Windows XP applets is used to help configure a newly installed wireless adapter?

- A. Portable Media Devices
- B. Internet Options
- C. Wireless Network Setup Wizard
- D. Windows Security Settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

A technician successfully installs a standard 802.11b wireless network interface card (NIC) in a customers laptop. Which of the following would be the maximum range expected?

- A. up to 30 feet (9 meters)
- B. up to 300 feet (90 meters)
- C. up to 3,000 feet (900 meters)
- D. up to 30,000 feet (9,000 meters)

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

A technician is troubleshooting a CD drive tray that will not eject the CD from the tray. The customer has rebooted the computer but is still unable to open the drive by pressing the eject button. The technician should:

- A. use the emergency release hole.

- B. upgrade the firmware of the drive.
- C. replace the defective drive.
- D. update the driver.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

Which of the following would be a reason that Windows does not recognize a hard drives full size? (Select TWO).

- A. The ribbon cable is disconnected.
- B. The BIOS is set incorrectly.
- C. The hard drive is set to slave rather than master.
- D. The BIOS is outdated.
- E. The hard drive is set to master rather than slave.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

A technician receives a keyboard that has keys that occasionally do not work when pressed. Which of the following should the technician attempt FIRST?

- A. Replace the keys that do not work.
- B. Re-install the keyboard driver.
- C. Replace the connector plug on the keyboard.
- D. Clean the keyboard.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

Which of the following describes a group of two or more disk drives that appear to the system as a single drive?

- A. ultra ATA drives
- B. SCSI drives
- C. disk array
- D. reserved sector drives

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

Which of the following types of communication ports communicates to peripheral devices one bit at a time?

- A. serial
- B. PS2
- C. parallel
- D. USB

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Which of the following RAID configurations takes advantage of mirroring?

- A. RAID 5
- B. RAID 2
- C. RAID 1
- D. RAID 0

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

When a computer is being assembled, which of the following is MOST likely to have an effect on cooling and airflow?

- A. The manner in which the cables are routed.
- B. The location in which the drives are installed.
- C. The type of motherboard selected.
- D. The type of memory used.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

Which of the following is used to verify that a network interface card (NIC) is functioning properly?

- A. inductive toner
- B. loopback plug

- C. cable tester
- D. multimeter

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

Which of the following printers sprays the paper? (Select TWO).

- A. impact
- B. laser
- C. thermal
- D. solid ink
- E. ink jet

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

Which of the following can be used in conjunction with card keys to ensure area security?

- A. Combination locks on all doors.
- B. Security cameras at all doors.
- C. Roaming security guards.
- D. Integrity of employees.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

A technician receives a laptop that is running out of battery power more quickly than expected. Which of the following can the technician do to correct the problem?

- A. Stop using the battery and use alternating current (AC) power for the laptop.
- B. Replace the battery by purchasing a new battery from the manufacturer.
- C. Replace the AC adaptor by purchasing a new adapter from the manufacturer.
- D. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Which of the following Windows XP applets is used to help configure a newly installed wireless adapter?

- A. Portable Media Devices
- B. Internet Options
- C. Wireless Network Setup Wizard
- D. Windows Security Settings

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

A technician is troubleshooting a CD/DVD drive. There is a disk in the drive and the tray won't eject. Which of the following actions should the technician take FIRST?

- A. Place the end of a paper clip in the emergency eject pinhole on the CD/DVD drive.
- B. Shutdown, restart and verify that the BIOS recognizes the drive and try again.
- C. Pry the tray open with a small, flat head screwdriver.
- D. Replace the CD/DVD drive.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

To prevent loss of data due to a power outage: (Select TWO).

- A. plug the computer into an uninterruptible power supply (UPS).
- B. set power options to always on.
- C. regularly save open documents.
- D. replace the CMOS battery.
- E. plug the computer into a surge suppressor.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

Which of the following is MOST likely to be an infrared device?

- A. printer
- B. cellular telephone
- C. headset

D. keyboard

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

A user reports that the display on the laptop appears blurred. Which of the following is MOST likely the cause?

- A. More video memory needs to be allocated.
- B. The LCD is not running in its native resolution.
- C. The drivers are improperly installed.
- D. LCD monitors do not appear blurred.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

A retinal scanner is an example of which of the following security methods?

- A. strong encryption
- B. biometrics
- C. smart cards
- D. smart key

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70

Which of the following printers prints multi-part forms at once?

- A. ink jet
- B. thermal
- C. impact
- D. laser

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

The correct way to clean a CD would be with a soft cloth:

- A. in a circular motion.
- B. and mineral water.
- C. and chemical solvent.
- D. from hub to edge.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

A technician needs to transfer data as quickly as possible. Which of the following devices should the technician choose?

- A. Extended Capabilities Port (ECP) / Enhanced Parallel Port (EPP)
- B. PS/2
- C. USB 2.0
- D. standard serial port

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 73

When servicing a printer, a technician touches the back of the printer and the computer at the same time and receives a voltage shock. The technician discovers that there is a 120 volt alternating current (AC) between the computer and the printer. Which of the following actions should the technician take?

- A. Report the incident to an electrician.
- B. Open both wall outlets to determine whether there is a short.
- C. Replace the printer power supply.
- D. Replace the computer power supply.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 74

Which of the following would be the maximum number of devices in a single chain that USB technology will allow?

- A. 98
- B. 120
- C. 127
- D. 254

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:



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QUESTION 75

When troubleshooting a wireless IrDA connection, a technician should check: (Select TWO).

- A. for the correct channel setting.
- B. whether the link points are too close.
- C. for obstructions between link points.
- D. for correct security settings.
- E. for the correct COM port setting.

Correct Answer: CE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 76

Which of the following would be the BEST way to apply thermal grease to a CPU?

- A. Place on scratches and uneven areas
- B. Spread a small amount evenly
- C. Apply in a thick layer
- D. Around the edges of the CPU

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 77

A technician receives a computer for repair with a work order stating, erratic behavior please resolve. Which of the following can be done to diagnose the problem?

- A. Replace all system components.
- B. Boot the system and run DEFRAG.
- C. Strip the system down to the essential components and systematically replace components until the system is stable.
- D. Treat the system as though the system were new and format the hard drive; load a base operating system and run burn-in routines.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 78

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A. Recommend the use of smaller graphics.
- B. Replace the toner cartridge.
- C. Recommend connecting fewer users to the printer.
- D. Check the amount of memory installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 79

Which of the following would be a valid way to determine the CPU speed of a laptop running Windows XP? (Select THREE).

- A. Check the BIOS setting.
- B. Check System Information.
- C. Check the Component Services Snap-in.
- D. Control Panel > System Properties.
- E. Control Panel > Security Center.
- F. Command prompt > type VER to obtain version information.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 80

When servicing a printer, a technician touches the back of the printer and the computer at the same time and receives a voltage shock. The technician discovers that there is a 120 volt alternating current (AC) between the computer and the printer. Which of the following actions should the technician take?

- A. Report the incident to an electrician.
- B. Open both wall outlets to determine whether there is a short.
- C. Replace the printer power supply.
- D. Replace the computer power supply.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 81

Which of the following printers uses a charged drum to transfer toner to paper?

- A. thermal
- B. laser
- C. ink jet
- D. impact

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 82

A technician is locked out of a desktops BIOS because of a forgotten password. Which of the following is a method of removing the password?

- A. Replace the power supply unit.
- B. Reseat the systems memory.
- C. Reset the proper jumper.
- D. Re-install the operating system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Exam B

QUESTION 1

A technician is installing a second IDE hard drive alongside the first on the primary channel. The second hard drive must have the jumper pin set as:

- A. slave.
- B. secondary.
- C. ID set to 0.
- D. master.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

When a computer does not recognize an internal modem, a technician should determine whether: (Select TWO).

- A. the number being dialed is valid.
- B. there are resource conflicts.
- C. there is power to the modem.
- D. the modem is seated properly.
- E. the modem speaker is enabled.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which of the following should be configured as the master device on the primary IDE controller in a new computer install?

- A. bootable fixed disk drive
- B. CD-RW drive
- C. floppy disk drive
- D. DVD-ROM drive

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

A second hard drive is installed in a computer and when the computer boots, Windows will not load. Which of the following may be the cause?

- A. There can only be two devices counting the CD-ROM.
- B. The hard drives may be different models.
- C. Both drives are configured as master.
- D. One standard and one non-standard drive are being used.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Which of the following is the MOST common way to clear a BIOS password? (Select TWO).

- A. Type in the name of the motherboards manufacturer.
- B. Hold down the Shift and F1 keys.
- C. Change or close the circuit on the BIOS password jumper on the motherboard.
- D. Remove the power and CMOS battery from the motherboard.
- E. Hold down the escape key.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

A technician receives a computer for repair with a work order stating, erratic behavior please resolve. Which of the following can be done to diagnose the problem?

- A. Replace all system components.
- B. Boot the system and run DEFRAG.
- C. Strip the system down to the essential components and systematically replace components until the system is stable.
- D. Treat the system as though the system were new and format the hard drive; load a base operating system and run burn-in routines.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

An ultra-DMA 100 drive is attached to a system and working but wont run in ultra-DMA 100 mode. Which of the following is MOST likely the cause?

- A. The operating system does not support this mode.
- B. The cable is too long for this mode.
- C. An 80-conductor cable is not being used.
- D. The jumpers arent configured correctly.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

An 8X AGP video card will not fit into the AGP slot. Which of the following may be the cause?

- A. The slot covers are misaligned.
- B. The motherboard only supports 3.3v AGP Cards.
- C. The motherboard only supports universal cards.
- D. The video card is defective.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

When troubleshooting a motherboard, which of the following steps should be taken FIRST? (Select TWO).

- A. Ensure that the operating system supports the motherboard.
- B. Check that the video drivers are current.
- C. Replace the motherboard.
- D. Look for physical damage on the motherboard.
- E. Check all socket-mounted chips.

Correct Answer: DE

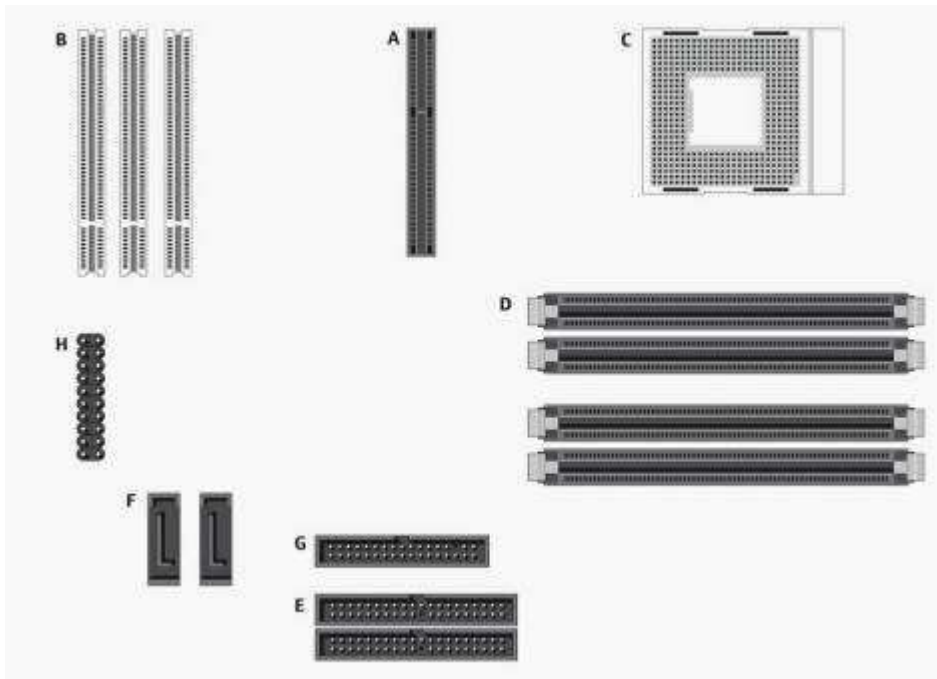
Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

The IDE slots in the attached diagram are identified with the letter:



- A. B.
- B. E.
- C. F.
- D. G.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

Which of the following will help maintain correct airflow within a computer?

- A. Remove dust from all components.
- B. Replace the fan in the power supply.
- C. Lubricate all fan components.
- D. Remove and replace CPU fan.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

A computer will not power on. Which of the following should be checked FIRST?

- A. power supply
- B. CPU
- C. memory modules

D. hard drive

Correct Answer: A

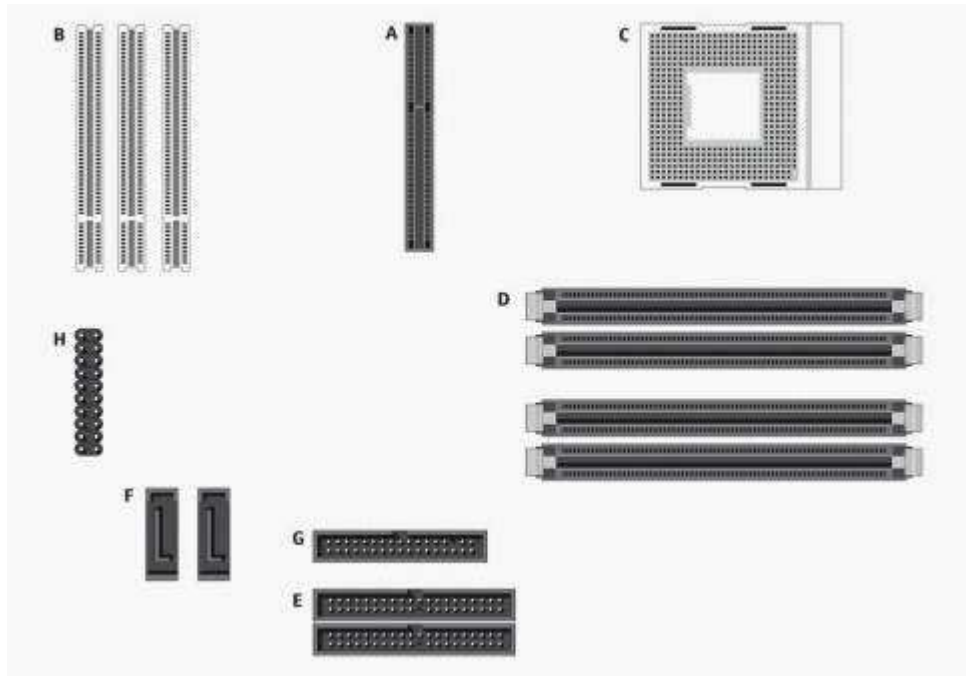
Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

The PCI slots in the attached diagram are identified with the letter:



A. E.

B. D.

C. B.

D. A.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

Which of the following types of processors plugs into a socket 478?

A. Pentium 4

B. Pentium Xeon

C. AMD Athlon

D. AMD Duron

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

A technician receives a computer that is running more and more slowly. The technician should FIRST:

- A. restart the computer and run the recovery disk.
- B. defrag the machine, run SCANDISK and check for file fragments.
- C. run anti-virus and spyware scans.
- D. reformat the computers hard drive.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

Which of the following should be done when adding a sound card to a computer that has an audio device integrated into the motherboard?

- A. Set the integrated device as the slave.
- B. Disable the integrated device by jumper or the BIOS settings.
- C. Set the integrated device as the master.
- D. Configure both devices in Device Manager.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Which of the following will ensure proper airflow inside a computer?

- A. Install covers on all open adapter slots.
- B. Leave the side panel off the computer.
- C. Install additional heatsinks.
- D. Install a liquid cooling system.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

RAID One is also known as:

- A. spanning.

- B. extending.
- C. stripping.
- D. mirroring.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

A technician receives a computer that has a corrupt device driver. The technician is able to boot the computer into safe mode. Which of the following would be the FIRST step to take when replacing the faulty driver?

- A. Insert the windows CD-ROM and run the restore wizard.
- B. Re-install the driver with the setup CD-ROM.
- C. Uninstall the device driver in Device Manager.
- D. Disable the device in Device Manager.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

After a graphics card upgrade, a computers resolution is even lower than before and cannot be set higher in the display settings. The MOST likely problem is that the graphics card:

- A. is not compatible with the motherboard.
- B. driver has not been installed or updated.
- C. has been installed into the wrong expansion slot.
- D. has been removed by the user.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Preventive maintenance on internal components includes:

- A. tightening the motherboard screws.
- B. resetting the BIOS configurations.
- C. testing the capacitors and resistors.
- D. removing dust from heatsinks and fans.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Which of the following is an important part of the cooling system for a computer?

- A. case bezel
- B. slot covers
- C. hyperthreading
- D. drive bezel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

A technician is building a computer and loading the operating system from a CD. Within the BIOS, which of the following would be the BEST option to select?

- A. CD as the first boot device
- B. no bootable devices
- C. hard drive as the only boot device
- D. hard drive as first boot device and CD second

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

A technician wants to optimize airflow through a computer that is having heat issues. The computer has a forward fan, a rear fan, and a CPU fan. In which of the following ways should the fans be configured?

- A. CPU fan set for intake, forward fan set for intake, rear fan set for exhaust
- B. CPU fan set for exhaust, forward fan set for intake, rear fan set for intake
- C. CPU fan set for exhaust, forward fan set for intake, rear fan set for exhaust
- D. CPU fan set for intake, forward fan set for exhaust, rear fan set for exhaust

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Which of the following motherboards uses a single edge connector cartridge processor?

- A. Socket A
- B. PAC418

- C. Socket 370
- D. Slot 1

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

Slot covers should be placed on unused PCI slots to:

- A. ensure proper air flow for cooling.
- B. provide security for the system components.
- C. prevent users from tampering with the system.
- D. prevent the installation of additional devices.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

A technician is troubleshooting a computer and observes that the fan on the power supply is not working. Which of the following should the technician do?

- A. Replace the power supply unit.
- B. Replace the fan on the CPU.
- C. Reduce the power supply voltage.
- D. Replace the power switch.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

A power on self test (POST) should be performed on a computer because the POST:

- A. checks system components and hardware.
- B. checks system software.
- C. validates network configuration.
- D. checks the boot sector of the hard drive.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Before starting a motherboard upgrade, which of the following steps would be important to take?

- A. Remove the old motherboard.
- B. Uninstall all programs.
- C. Upgrade the BIOS.
- D. Verify the CMOS setting.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

Which of the following is the voltage that an ATX molex connector delivers to an IDE device? (Select TWO).

- A. -3.3 Volts
- B. 5 Volts
- C. 12 Volts
- D. 24 Volts
- E. 120 Volts

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

A laser printer is sent for repair and the work order indicates that there is an image printing problem. Which of the following should a technician do FIRST to confirm this problem?

- A. Run the calibration feature on the laser printer.
- B. Run a self-test image page from the printer.
- C. Clean the corona wire and return printer.
- D. Print a test page from a computer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

A spot appears on all documents scanned on a multifunctional device. Which of the following would be the FIRST step to take to resolve this problem?

- A. Clean the laser lenses.
- B. Clean the imaging drum.
- C. Clean the scanner exposure glass.

D. Replace the print head.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

A technician receives a printer that is printing ink smudges on random sheets of paper. Which of the following should the technician try FIRST?

- A. Use a different brand of paper.
- B. Replace the printer.
- C. Clean the print head.
- D. Replace print head assembly.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

Which of the following printers prints multi-part forms at once?

- A. ink jet
- B. thermal
- C. impact
- D. laser

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A. Recommend the use of smaller graphics.
- B. Replace the toner cartridge.
- C. Recommend connecting fewer users to the printer.
- D. Check the amount of memory installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

A technician receives a laser printer for repair. The paper path components are wearing out more quickly than expected. Which of the following may be the cause?

- A. The fuser needs to be replaced.
- B. The paper is too coarse.
- C. The toner needs to be replaced.
- D. The paper is not the standard size.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

A printer's firmware should be upgraded:

- A. when the fuser needs to be replaced.
- B. to fix printing problems.
- C. when a known problem can be fixed with the upgrade.
- D. anytime there is an available upgrade.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

A new laser printer has been sent for repair and when the cover is removed, a technician observes excessive toner spillage in the printer. Which of the following is MOST likely the cause?

- A. The customer is not using manufacturer's recommended toner supplies.
- B. The paper feed assembly is misaligned.
- C. The installed toner cartridge is defective.
- D. The customer is not loading the paper correctly.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

Which of the following printers can be used for printing multi-copied forms?

- A. solid ink
- B. laser
- C. ink jet
- D. dot matrix

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

When using a scanner, the image is converted to a digital format using a device called a:

- A. charged coupled device (CCD).
- B. focusing lens.
- C. transfer assembly.
- D. laser unit.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which of the following file types are MOST often used when scanning to a file? (Select THREE).

- A. JPEG
- B. BMP
- C. TIFF
- D. EXE
- E. MP3
- F. DOC

Correct Answer: ABC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Which of the following printer types uses thin print pins to transfer ink from a fiber or ribbon?

- A. ink jet
- B. laser
- C. solid ink
- D. impact

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

A technician is installing a new printer in a computer running Windows and specifies the wrong port. To fix the problem, the technician should change the port:

- A. in Device Manager by selecting the printer driver.
- B. on the Port tab in Printer Properties.
- C. by using the Add Printer Wizard.
- D. on Driver tab in Printer Properties.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

A shipping department is reporting that a laser printer in the receiving area is becoming jammed because the printer attempts to pull several sheets of paper for each print. Which of the following may be the cause?

- A. The paper is sticking to the corona wire and causing the jam.
- B. Humidity is causing the paper to stick together.
- C. A4 paper is being used and may not be supported by laser printers.
- D. The fusion roller is dirty and pulling too many sheets of paper.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Which of the following types of printers uses a chemical reaction that occurs when portions of the paper are subjected to heat?

- A. laser
- B. solid ink
- C. thermal wax
- D. thermal

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

Which of the following may cause a scanner not to scan but still turn the scan light on?

- A. The USB cable is not connected.
- B. The scan head motor is malfunctioning.
- C. The power supply is not connected.
- D. The USB cable is incorrect.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

Which of the following should be checked when troubleshooting printer problems?

- A. IRQ settings
- B. power-on self test (POST) beep codes
- C. cable connections
- D. serial port

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

After servicing a laptop, the system will not perform power-on self test (POST). Which of the following may not be seated correctly? (Select TWO).

- A. keyboard
- B. system fan
- C. CPU
- D. memory module
- E. hard drive

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Which of the following would be the main purpose of the Fn key on a laptop?

- A. Expand functionality of the keyboard
- B. Toggle the laptop between power modes
- C. Allow Windows-based shortcut paths
- D. Expand the desktop to a second monitor

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

A technician has upgraded the memory of a laptop from 256MB to 512MB but Windows reports that only

480MB of memory is available. Which of the following may be the cause?

- A. The laptop may not support double sided, high density memory.
- B. The laptop is using the missing system memory to shadow the BIOS.
- C. The laptop may not support DDR SODIMMs.
- D. The laptop is using the missing system memory as shared video memory.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Which of the following tabs in the Windows XP Power Options applet configures a laptop to go into hibernation when the LCD panel is closed?

- A. Power Schemes
- B. Power Meter
- C. Advanced
- D. Hibernate

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

To prevent damage, loss of data, or operating system instability which of the following would be the proper method of removing a USB device?

- A. Use the Safely Remove Hardware Wizard for Windows.
- B. Disable the device in Device Manager and then physically remove the device.
- C. Use the Add/Remove Hardware Applet in Control Panel to safely remove the device.
- D. Remove the device physically and Windows will automatically adjust system resources accordingly.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

Which of the following can be used to determine the amount of physical memory installed in a laptop? (Select TWO).

- A. Check System Information in the Accessibility folder.
- B. Check Device Manager Snap-in.
- C. Check the BIOS.
- D. Check System Information.
- E. Type WINVER in the command prompt.

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

Which of the following would be a valid way to determine the CPU speed of a laptop running Windows XP? (Select THREE).

- A. Check the BIOS setting.
- B. Check System Information.
- C. Check the Component Services Snap-in.
- D. Control Panel > System Properties.
- E. Control Panel > Security Center.
- F. Command prompt > type VER to obtain version information.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

A technician receives a laptop computer for repair. The work order states that the wireless network device has stopped working. The technician should check whether the:

- A. alternating current (AC) device is working properly.
- B. operating system supports wireless network devices.
- C. wireless device is using wireless G or B.
- D. wireless device is turned off.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

After a technician upgrades a laptops memory, Windows XP reports less memory than was installed. Which of the following is MOST likely the cause?

- A. The upgraded RAM is defective.
- B. Windows XP needs to be re-installed.
- C. The laptop uses shared video memory.
- D. The laptop needs to be upgraded to Windows XP Professional.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

Infrared device functionality is dependant on which of the following?

- A. light intensity in room
- B. humidity of room
- C. line of sight
- D. room temperature

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

Which of the following is the procedure for installing an external monitor on a laptop?

- A. Turn the laptop off, connect the external monitor and reboot the laptop.
- B. Connect the external monitor and reboot the laptop until the screen displays on the monitor.
- C. Turn on the external monitor and connect the monitor to the laptop.
- D. Connect the external monitor and press the appropriate display keys on the laptop.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

Diagnostics on a laptop that is under warranty indicate a failed motherboard. Which of the following would be the BEST action to take?

- A. Install a motherboard that will support the same memory and CPU specifications.
- B. Repair the motherboard and run extended diagnostics.
- C. Obtain a new laptop that is not expensive and fits the laptop case.
- D. Obtain and replace a motherboard for the model that is being repaired.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

A technician receives a laptop work order stating that the mouse pointer from the touchpad is moving randomly around the screen. Which of the following should the technician do FIRST?

- A. Reboot the computer.
- B. Replace the touchpad.

- C. Clean the touchpad.
- D. Update the driver.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

A technician receives a computer that has a corrupt device driver. The technician is able to boot the computer into safe mode. Which of the following would be the FIRST step to take when replacing the faulty driver?

- A. Insert the windows CD-ROM and run the restore wizard.
- B. Re-install the driver with the setup CD-ROM.
- C. Uninstall the device driver in Device Manager.
- D. Disable the device in Device Manager.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

Which of the following describes a security device that validates a users identity based on unique personal characteristics?

- A. key card
- B. USB security key
- C. biometric
- D. smart card

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

A technician is building a new computer for a client and installing an IDE hard drive. The technician should attach the new hard drive to:

- A. an 80 pin ribbon cable.
- B. a 40 pin ribbon cable.
- C. a 34 pin ribbon cable.
- D. a 6 pin round cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Which of the following would be a valid way to determine the CPU speed of a laptop running Windows XP? (Select THREE).

- A. Check the BIOS setting.
- B. Check System Information.
- C. Check the Component Services Snap-in.
- D. Control Panel > System Properties.
- E. Control Panel > Security Center.
- F. Command prompt > type VER to obtain version information.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

Which of the following is an important part of the cooling system for a computer?

- A. case bezel
- B. slot covers
- C. hyperthreading
- D. drive bezel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

Which of the following is the voltage that an ATX molex connector delivers to an IDE device? (Select TWO).

- A. -3.3 Volts
- B. 5 Volts
- C. 12 Volts
- D. 24 Volts
- E. 120 Volts

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Exam C

QUESTION 1

A technician working on a monitor should not:

- A. wear rubber soled shoes.
- B. discharge all capacitors.
- C. wear an anti-static wrist strap.
- D. put on rubber gloves.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

Which of the following would be the safest environmental condition for working on multiple systems at one time?

- A. A clean, carpeted room with air purifiers and dehumidifiers.
- B. A tiled room in a warehouse with outside ventilation.
- C. A clean, carpeted room with anti-static mats and wrist straps.
- D. A tiled room with anti-static mats and wrist straps.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which of the following would be a potential risk to a low humidity environment while working on computer systems?

- A. Increased likelihood of electrostatic discharge (ESD).
- B. An increase in airborne abrasive materials.
- C. Galvanic effects on dissimilar metals.
- D. An increase in airborne contaminants.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

A technician is replacing the video adapter on a desktop. Which of the following actions should the technician take FIRST?

- A. Locate the proper card slot for the video display adapter.
- B. Unplug the power cord from the monitor.

- C. Unplug the power cord from the computer.
- D. Remove the original video display adapter from the computer.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Which of the following represents a safety hazard?

- A. carpet
- B. a concrete floor
- C. liquid on the floor
- D. a tiled floor

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

When servicing a printer, a technician touches the back of the printer and the computer at the same time and receives a voltage shock. The technician discovers that there is a 120 volt alternating current (AC) between the computer and the printer. Which of the following actions should the technician take?

- A. Report the incident to an electrician.
- B. Open both wall outlets to determine whether there is a short.
- C. Replace the printer power supply.
- D. Replace the computer power supply.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

During the servicing of a desktop PCI card, which of the following may cause the motherboard to short out? (Select TWO).

- A. Power is still supplied to the system.
- B. PCI plug-n-play is disabled in the BIOS.
- C. An anti-static wrist strap is not utilized.
- D. A fan becomes dislodged and the system cannot cool properly.
- E. The PCI card is installed in a different slot and the original slot is not covered.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Which of the following would be the LAST step to take when installing a network printer?

- A. Print the test page.
- B. Print a blank sheet of paper.
- C. Ping the printer's IP address.
- D. Reboot the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

A computer that can host dual PCI-Express video cards is said to be:

- A. SLI compatible.
- B. MLI ready.
- C. NLI compatible.
- D. NVEX ready.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

A user reports that when trying to print a document nothing comes out of the printer and states that the only printer in the printer dialog box is 'Microsoft Office Document Image Writer.' The technician should understand that the problem is that the printer:

- A. driver is corrupt.
- B. is not turned on.
- C. cable is unplugged.
- D. has not been installed on the user's computer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

A technician is building a new computer for a client and installing an IDE hard drive. The technician should attach the new hard drive to:

- A. an 80 pin ribbon cable.

- B. a 40 pin ribbon cable.
- C. a 34 pin ribbon cable.
- D. a 6 pin round cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

A technician receives a laptop that is running out of battery power more quickly than expected. Which of the following can the technician do to correct the problem?

- A. Stop using the battery and use alternating current (AC) power for the laptop.
- B. Replace the battery by purchasing a new battery from the manufacturer.
- C. Replace the AC adaptor by purchasing a new adapter from the manufacturer.
- D. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 4.7GB.
- B. 2.1GB.
- C. 700MB.
- D. 9.4GB.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

Which of the following is used to produce the best LCD image on a laptop?

- A. Active matrix
- B. Active scanning
- C. Dual scan
- D. Passive matrix

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

Which of the following types of batteries provides the longest running time for portable devices?

- A. alkaline
- B. nickel-cadmium (NiCd)
- C. lithium ion (Li-ion)
- D. nickel metal-hydride (NiMH)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. hostname and path name
- B. HTTP server address on Address Bar
- C. SMTP server address
- D. DHCP server information

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Defragment the computer's hard drive.
- B. Notify all users.
- C. Close all open files.
- D. Remove share privileges.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

To force a user to use Ctrl-Alt-Delete to log into the computer, a technician can go to Control Panel then:

- A. Accessibility options.
- B. Security Center.
- C. User accounts and the Advanced tab.
- D. Windows Firewall.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

Which of the following devices uses a PCI card for secured login?

- A. biometric devices
- B. thumb print reader
- C. smart card readers
- D. retinal scanner

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

An advantage to using smart cards is that smart cards:

- A. are inexpensive.
- B. can be disabled if lost or stolen.
- C. can be shared by multiple users.
- D. are easily hidden from potential attackers.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which of the following is an example of biometrics?

- A. encryption level
- B. password length
- C. key fob
- D. fingerprint scan

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Which of the following passwords would be considered the MOST secure?

- A. pass1
- B. PSwd1!
- C. password1
- D. pass!

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Which of the following would be the maximum number of devices in a single chain that USB technology will allow?

- A. 98
- B. 120
- C. 127
- D. 254

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

A technician receives a computer that cannot connect to a network. Which of the following commands would the technician use to determine whether the network interface card (NIC) is obtaining an IP address?

- A. TELNET
- B. IPCONFIG
- C. PING
- D. MSCONFIG

Correct Answer: B

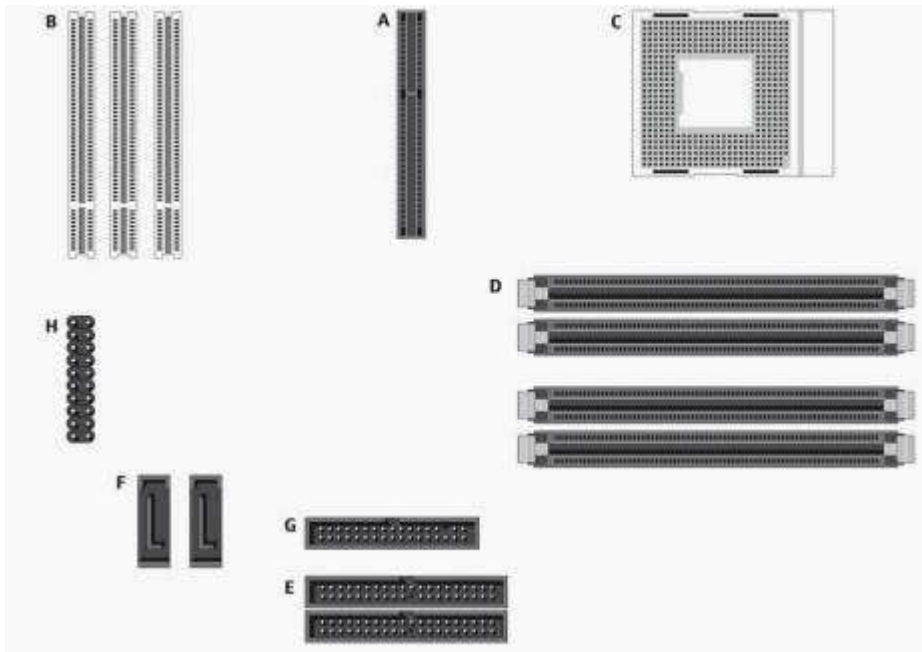
Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

The serial ATA slots in the attached diagram are identified with the letter:



- A. A.
- B. C.
- C. E.
- D. F.

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26

Which of the following contains the computer hardware configuration information?

- A. BIOS
- B. CPU
- C. RAM
- D. CMOS

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27

When preparing a new hard drive for data storage, the drive must be:

- A. low-level formatted.
- B. partitioned and then formatted.
- C. surface scanned.

D. defragmented.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

Which of the following is the minimum number of hard drives required for a RAID 0 configuration?

- A. 1
- B. 2
- C. 3
- D. 4

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Which of the following would be the maximum recommended length of a serial cable?

- A. 50 feet (15 meters)
- B. 100 feet (30 meters)
- C. 25 feet (7.5 meters)
- D. 15 feet (4.5 meters)

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

Which of the following devices measures voltage?

- A. inductive toner
- B. cable tester
- C. loopback plug
- D. multimeter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

Which of the following would be the minimum recommended amount of free space required on a hard drive for

disk defrag to run?

- A. 20 percent
- B. 15 percent
- C. 10 percent
- D. 5 percent

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Which of the following takes scattered pieces of a file and puts the pieces next to each other on the hard drive?

- A. Disk Defragmenter
- B. Disk Cleanup
- C. Disk Recovery
- D. Disk Management

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

A work order states that a customer used Windows updates and after rebooting the computer, the video driver was corrupted and the computer was in safe mode. Which of the following would be the BEST action to take?

- A. Go back to Windows update and specify the correct video driver.
- B. Download and install the correct video driver from the manufacturer's web site.
- C. Remove the video driver and reboot the computer.
- D. Use the Driver Roll Back feature in Device Manager.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

Which of the following will help protect an operating system from vulnerability?

- A. Monitoring what is displayed on the screen.
- B. Using the operating systems email program only to open attachments.
- C. Perform updates from the manufacturers website regularly.
- D. Download free anti-virus programs from the Internet.

Correct Answer: C

Section: (none)

Explanation**Explanation/Reference:****QUESTION 35**

A newly installed graphics card is not working. A technician should FIRST:

- A. check whether the monitor is turned on.
- B. verify the BIOS settings.
- C. determine whether the display settings are correct
- D. check that the drivers are loaded into system.

Correct Answer: A

Section: (none)

Explanation**Explanation/Reference:****QUESTION 36**

Which of the following describes a RAID 0 configuration?

- A. Parking the hard drives.
- B. Striping the hard drives.
- C. Mirroring the hard drives.
- D. Looping the hard drives.

Correct Answer: B

Section: (none)

Explanation**Explanation/Reference:****QUESTION 37**

Alcohol should not be used to clean computer components because alcohol will:

- A. evaporate.
- B. stain the components.
- C. create fumes.
- D. corrode the components.

Correct Answer: D

Section: (none)

Explanation**Explanation/Reference:****QUESTION 38**

When troubleshooting a wireless IrDA connection, a technician should check: (Select TWO).

- A. for the correct channel setting.
- B. whether the link points are too close.

- C. for obstructions between link points.
- D. for correct security settings.
- E. for the correct COM port setting.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

Which of the following is MOST likely the cause of frequent CPU failures?

- A. overheating
- B. resource conflicts
- C. incorrect installation
- D. incompatibility

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

A work order states that a computers sound does not work. When opening Device Manager and checking the Sounds and Audio Devices a black exclamation point on a yellow field is observed. This indicates that the device:

- A. has been disabled.
- B. is not functioning properly.
- C. driver is missing.
- D. is dead.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

An ultra-DMA 100 drive is attached to a system and working but wont run in ultra-DMA 100 mode. Which of the following is MOST likely the cause?

- A. The operating system does not support this mode.
- B. The cable is too long for this mode.
- C. An 80-conductor cable is not being used.
- D. The jumpers arent configured correctly.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

The 4-pin plug on a PC power supply delivers which of the following voltages to the components?

- A. 5 and 12 volts
- B. 7 volts
- C. 9 and 14 volts
- D. 10 volts

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

After a floppy drive is replaced, the LED indicator on the drive stays lit. Which of the following may be the cause?

- A. There is a disk stuck in the drive.
- B. The drive is defective.
- C. The ribbon cable is reversed.
- D. The drive is not attached to the system.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

Which of the following RAID configurations takes advantage of mirroring?

- A. RAID 5
- B. RAID 2
- C. RAID 1
- D. RAID 0

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

A computer with two IDE drive controller ports can support which of the following number of devices?

- A. 2
- B. 4

- C. 6
- D. 8

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

Which of the following would be a reason for updating the BIOS?

- A. The updated version will enable new features on the system.
- B. The update increases system memory.
- C. The updated version is newer than the version currently installed.
- D. The update will increase hard drive space.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

When installing a new CPU in a motherboard, a technician observes that the CPU is not seating properly. Which of the following would be the BEST action to take?

- A. Turn the CPU over and see whether any pins are bent and that the CPU is oriented correctly on the board.
- B. Leave the CPU in place and clamp the heatsink and fan over the CPU to hold it in place.
- C. Press firmly on the CPU until the CPU is seated in the holder and close the handle.
- D. Discard the CPU and install a new CPU.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

A technician receives a work order requesting the installation of an NLX motherboard into a micro ATX case. Which of the following should the technician recognize?

- A. The system will not start up.
- B. The case is too small for the motherboard.
- C. The motherboard was not meant for this style of case.
- D. A standard ATX power supply will not be able to connect to the NLX adapter.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

When installing a new Plug and Play sound card, a technician should turn off and unplug the computer; remove the computer's cover; locate the sound card slot, insert and secure the card in the slot and:

- A. plug in and turn on the computer; let Windows recognize the new hardware and install the driver.
- B. plug in the computer; let Windows recognize the new hardware and plug in the speakers.
- C. let Windows recognize the new hardware; install the driver and plug in the speakers.
- D. turn on and plug in the computer; let Windows recognize the new hardware and install the driver.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Which of the following would be the BEST way to apply thermal grease to a CPU?

- A. Place on scratches and uneven areas
- B. Spread a small amount evenly
- C. Apply in a thick layer
- D. Around the edges of the CPU

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

Which of the following is the greatest advantage of flash drive technology compared with traditional hard drive technologies?

- A. No moving parts
- B. Lower cost
- C. Acceptance
- D. Greater storage capacity

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

To prevent overheating, a technician should place a working computer in a location that:

- A. is close to a breaker box.
- B. is air-tight.
- C. is free of dust.

D. has plenty of light.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

A computer has a supervisor password enabled in the BIOS. Which of the following should a technician attempt to remove this password?

- A. Use a copper wire to bridge the CMOS battery and ATX power connector.
- B. Remove the main capacitor on the motherboard for several minutes.
- C. Remove the CPU for several minutes.
- D. Remove the CMOS battery and power connector for several minutes.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

Which of the following should be considered when upgrading memory? (Select TWO).

- A. BIOS version
- B. CPU speed
- C. memory slot color
- D. type of memory
- E. speed of memory

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

Which of the following should be used to ensure good airflow in a computer?

- A. Place a house fan on top of the computer.
- B. Replace internal fans periodically.
- C. Make sure all I/O slots are covered.
- D. Remove side panels.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

Which of the following connectors might be used on a video card to connect a monitor? (Select TWO).

- A. VGA
- B. serial
- C. DVI
- D. IEEE1394/Firewire
- E. PS/2

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

A new computer is displaying the wrong amount of memory. Which of the following may be the cause?

- A. A USB device is using some memory.
- B. The CPU is using some memory.
- C. An onboard video card is using some memory.
- D. The module is installed backwards.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

A computer is sent for repair and the work order indicates that the computer has no video during power-on self test (POST). Which of the following actions should the technician take FIRST?

- A. Determine whether the problem can be replicated.
- B. Remove the computer cover and reseal the video card.
- C. Remove the computer cover and replace the video card.
- D. Determine the type of video card that is in the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

Windows System Restore is used to:

- A. restore files and folders that have been permanently deleted.
- B. re-install the Windows operating system.
- C. restore the operating system to a previous date.
- D. restore all the drivers back to the original state.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

Which of the following is an important part of the cooling system for a computer?

- A. hyperthreading
- B. heatsink
- C. case bezel
- D. drive bezel

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

A technician receives a computer for repair with a work order stating, erratic behavior please resolve. Which of the following can be done to diagnose the problem?

- A. Replace all system components.
- B. Boot the system and run DEFRAG.
- C. Strip the system down to the essential components and systematically replace components until the system is stable.
- D. Treat the system as though the system were new and format the hard drive; load a base operating system and run burn-in routines.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A. Recommend the use of smaller graphics.
- B. Replace the toner cartridge.
- C. Recommend connecting fewer users to the printer.
- D. Check the amount of memory installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

Which of the following would be a valid way to determine the CPU speed of a laptop running Windows XP? (Select THREE).

- A. Check the BIOS setting.
- B. Check System Information.
- C. Check the Component Services Snap-in.
- D. Control Panel > System Properties.
- E. Control Panel > Security Center.
- F. Command prompt > type VER to obtain version information.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

During the servicing of a desktop PCI card, which of the following may cause the motherboard to short out? (Select TWO).

- A. Power is still supplied to the system.
- B. PCI plug-n-play is disabled in the BIOS.
- C. An anti-static wrist strap is not utilized.
- D. A fan becomes dislodged and the system cannot cool properly.
- E. The PCI card is installed in a different slot and the original slot is not covered.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

A workstation consistently powers off after a few minutes of operation. Which of the following may be the cause?

- A. The CPU is overheating.
- B. The CD-ROM drive is not connected.
- C. The processor is not seated properly.
- D. The system cannot cool the multiple I/O devices installed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

A technician needs to transfer data as quickly as possible. Which of the following devices should the technician choose?

- A. Extended Capabilities Port (ECP) / Enhanced Parallel Port (EPP)
- B. PS/2
- C. USB 2.0
- D. standard serial port

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

Which of the following would be a reason for updating the BIOS?

- A. The updated version will enable new features on the system.
- B. The update increases system memory.
- C. The updated version is newer than the version currently installed.
- D. The update will increase hard drive space.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

Which of the following should be considered when upgrading memory? (Select TWO).

- A. BIOS version
- B. CPU speed
- C. memory slot color
- D. type of memory
- E. speed of memory

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Exam D

QUESTION 1

A customer has security concerns about classified local data being compromised if the laptop is stolen. The customer's laptop has Windows 2000 utilizing the FAT16 file system. Which of the following actions should be taken?

- A. Have the customer convert to NTFS and enable data encryption.
- B. Tell the customer that a laptop should not be used for classified data.
- C. Configure the wireless adapter to only connect to secure networks.
- D. Upgrade the operating system to Windows XP Home.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

To force a user to use Ctrl-Alt-Delete to log into the computer, a technician can go to Control Panel then:

- A. Accessibility options.
- B. Security Center.
- C. User accounts and the Advanced tab.
- D. Windows Firewall.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

Which of the following would be the MOST effective way to monitor access to secure areas?

- A. key lock
- B. visitor log
- C. key card
- D. combination lock

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

A retinal scanner is an example of which of the following security methods?

- A. strong encryption
- B. biometrics
- C. smart cards

D. smart key

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

Which of the following describes a security device that validates a users identity based on unique personal characteristics?

- A. key card
- B. USB security key
- C. biometric
- D. smart card

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A. Recommend the use of smaller graphics.
- B. Replace the toner cartridge.
- C. Recommend connecting fewer users to the printer.
- D. Check the amount of memory installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Which of the following makes toner stick to paper?

- A. drum assembly
- B. fuser assembly
- C. pickup roller assembly
- D. corona transfer wire

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

Which of the following should be done to prevent paper jams in a printer? (Select TWO).

- A. Ensure that the printers head gap is appropriate for the type of media used.
- B. Set the printing preferences to the highest quality in Print Properties.
- C. Install the paper tray correctly.
- D. Use the highest quality paper.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

A laser printer has a vertically repetitive print defect. Before attempting to repair the printer, a technician should determine:

- A. which application was used to print the document.
- B. which paper tray was used to print the document.
- C. which driver was used to print the document.
- D. the distance between the spots.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 10

A laser printer crumples the paper while printing. Which of the following is MOST likely the cause?

- A. The paper tray does not contain enough paper.
- B. The pickup roller assembly needs adjusting or replacement.
- C. The laser is defective.
- D. The corona wire is defective.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

When installing an inkjet printer for the first time, which of the following should be done FIRST?

- A. Select the new printer as the default printer.
- B. Run the printhead alignment within the Tools folder of the printer.
- C. Ensure that the printer is set for bi-directional printing.
- D. Print a test page from the Printer icon under the printers tab.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

Which of the following places a positive charge on the drum during the use of a laser printer?

- A. corona wire
- B. developer roller
- C. transfer wire
- D. fuser

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

A shipping department is reporting that a laser printer in the receiving area is becoming jammed because the printer attempts to pull several sheets of paper for each print. Which of the following may be the cause?

- A. The paper is sticking to the corona wire and causing the jam.
- B. Humidity is causing the paper to stick together.
- C. A4 paper is being used and may not be supported by laser printers.
- D. The fusion roller is dirty and pulling too many sheets of paper.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

A technician must power off a computer before connecting and disconnecting the printer cables for which of the following printer interfaces?

- A. IEEE 1394/Firewire
- B. serial
- C. parallel
- D. USB 2.0

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

Which of the following places toner on paper?

- A. corona transfer wire
- B. fuser assembly
- C. pickup roller assembly
- D. drum assembly

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

A technician receives a dot matrix printer for repair and the work order states that the printer is only printing one-half of each character. Which of the following should the technician replace?

- A. print head
- B. print nozzle
- C. injector
- D. fuser

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Which of the following applies a charge to the paper?

- A. pickup roller assembly
- B. drum assembly
- C. corona transfer wire
- D. fuser assembly

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

Which of the following would be an ideal environment for a laser printer?

- A. Concrete manufacturing warehouse floor with outside ventilation.
- B. Tiled manufacturing warehouse floor with outside ventilation.
- C. Locked in a cabinet inside a carpeted office space.
- D. Non-carpeted office with a filtered ventilation system.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

When connecting a laser printer to a network for the first time, a technician should FIRST:

- A. configure the network settings on the printer.
- B. enable the printer in the BIOS.
- C. configure the printer as bi-directional in Windows.
- D. ensure the cable is set to TCP/IP.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

When using a scanner for the first time, the scanner makes a grinding noise and will not scan. Which of the following is MOST likely the cause?

- A. The scanner is disabled in Windows.
- B. The USB cable is not connected to the scanner correctly.
- C. The scanner needs to be unlocked.
- D. The scanner is defective.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

A laser printer is sent for repair and the work order indicates that there is an image printing problem. Which of the following should a technician do FIRST to confirm this problem?

- A. Run the calibration feature on the laser printer.
- B. Run a self-test image page from the printer.
- C. Clean the corona wire and return printer.
- D. Print a test page from a computer.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Which of the following printers prints multi-part forms at once?

- A. ink jet
- B. thermal

- C. impact
- D. laser

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Which of the following would be the safest environmental condition for working on multiple systems at one time?

- A. A clean, carpeted room with air purifiers and dehumidifiers.
- B. A tiled room in a warehouse with outside ventilation.
- C. A clean, carpeted room with anti-static mats and wrist straps.
- D. A tiled room with anti-static mats and wrist straps.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

When lifting a heavy load, which of the following should be implemented?

- A. Lift to waist while bending.
- B. Bend at the knees and lift with your legs.
- C. Lift with the arms while bending.
- D. Bend at the waist and lift with the back.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

A technician working on a monitor should not:

- A. wear rubber soled shoes.
- B. discharge all capacitors.
- C. wear an anti-static wrist strap.
- D. put on rubber gloves.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

A technician receives a CRT monitor needing diagnostics. Which of the following safety precautions should the technician take after opening the case?

- A. Obtain a safety clearing from the floor supervisor.
- B. Put on an anti-static wrist strap.
- C. Ensure that the CRT has been discharged.
- D. Ensure that the grounding strap is connected to the CRT.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

Which of the following would be essential to use when removing internal components from a computer?

- A. vacuum / cleaning pads
- B. loopback plugs
- C. multimeter
- D. anti-static pad and wrist strap

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

A power supply has failed in a computer due to a motherboard cable being cut. Which of the following should be done to repair the computer?

- A. Tape the end of the wire to prevent short circuits.
- B. Replace the power supply.
- C. Splice the broken wire.
- D. Rerun the cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

Laser printers are class one laser and should not be:

- A. shined on any part of the body.
- B. shined onto the skin.
- C. shined into the eyes.
- D. touched.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

A technician is building a new computer for a client and installing an IDE hard drive. The technician should attach the new hard drive to:

- A. an 80 pin ribbon cable.
- B. a 40 pin ribbon cable.
- C. a 34 pin ribbon cable.
- D. a 6 pin round cable.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

When a user would like to access a file server with Universal Name Convention (UNC), which of the following information is needed?

- A. hostname and path name
- B. HTTP server address on Address Bar
- C. SMTP server address
- D. DHCP server information

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Which of the following is used to produce the best LCD image on a laptop?

- A. Active matrix
- B. Active scanning
- C. Dual scan
- D. Passive matrix

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

A technician receives a laptop that is running out of battery power more quickly than expected. Which of the following can the technician do to correct the problem?

- A. Stop using the battery and use alternating current (AC) power for the laptop.
- B. Replace the battery by purchasing a new battery from the manufacturer.
- C. Replace the AC adaptor by purchasing a new adapter from the manufacturer.
- D. Note on the work order that the laptop is losing battery capabilities and the laptop must be replaced.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

A user reports that when trying to print a document nothing comes out of the printer and states that the only printer in the printer dialog box is 'Microsoft Office Document Image Writer.' The technician should understand that the problem is that the printer:

- A. driver is corrupt.
- B. is not turned on.
- C. cable is unplugged.
- D. has not been installed on the user's computer.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 4.7GB.
- B. 2.1GB.
- C. 700MB.
- D. 9.4GB.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which of the following would be the LAST step to take when installing a network printer?

- A. Print the test page.
- B. Print a blank sheet of paper.
- C. Ping the printer's IP address.
- D. Reboot the computer.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

Before removing a shared folder from a computer on a network, which of the following should be done FIRST?

- A. Defragment the computer's hard drive.
- B. Notify all users.
- C. Close all open files.
- D. Remove share privileges.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

Which of the following types of batteries provides the longest running time for portable devices?

- A. alkaline
- B. nickel-cadmium (NiCd)
- C. lithium ion (Li-ion)
- D. nickel metal-hydride (NiMH)

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

A computer that can host dual PCI-Express video cards is said to be:

- A. SLI compatible.
- B. MLI ready.
- C. NLI compatible.
- D. NVEX ready.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

The correct way to clean a CD would be with a soft cloth:

- A. in a circular motion.

- B. and mineral water.
- C. and chemical solvent.
- D. from hub to edge.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

A computer has been upgraded with a new hard drive and after reassembling the computer and turning the computer on, the drive LED remains lit and an error message during power-on self test (POST) states, 'No Drive Present.' Which of the following would MOST likely be the cause?

- A. The motherboard was damaged and needs replacing.
- B. The floppy drive was not reconnected.
- C. A configuration disk was left in the floppy drive.
- D. The ribbon cable has been installed incorrectly.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

Which of the following would be a reason to use the standard formatting option after installing Windows XP in a repaired computer?

- A. A standard format yields a little extra drive space when complete.
- B. The drive is new and a quick format will fail.
- C. The integrity of the hard drive is unknown.
- D. To ensure a complete format.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

While installing updated device drivers in Windows XP Professional, a dialog box appears that indicates that the driver is not digitally signed. Which of the following should be done?

- A. Discontinue installation of the device because continuing could damage the computer.
- B. Use a text editor to change all 0s to 1s in the header information of the INF file.
- C. Continue the driver installation but monitor for any unusual activity.
- D. Acquire a Microsoft digital signature for the device through a third party website.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

When formatting a hard disk drive, which of the following creates the organization structures on the disk including the tracks and beginning points for each sector on the track?

- A. high-level formatting
- B. quick format
- C. low-level formatting
- D. formatting with NTFS

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

Which of the following supports the second generation Athlon 64 FX?

- A. Socket 939
- B. Socket 775
- C. Socket 754
- D. Socket 462

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

Dust accumulation inside a computer can cause:

- A. excessive energy consumption.
- B. insulation for the CPU.
- C. a decrease in memory speed.
- D. premature component failure.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

When experiencing video problems, which of the following should be performed FIRST to ensure that the monitor is not causing the problem?

- A. Attach the monitor to a known-good computer.

- B. Check for the latest video drivers.
- C. Replace the monitor.
- D. Install a known-good video adapter.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 48

A technician is performing preventive maintenance on the hardware components in a workstation. Which of the following actions should the technician take?

- A. Remove the case front and clean the air vents.
- B. Remove the processor and clean the pins with an eraser.
- C. Unplug the capacitors from the board and clean the contacts.
- D. Remove the processor and clean any dust that has collected between the processor and the heatsink.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 49

Loopback plugs are used for testing:

- A. firewire ports.
- B. graphic ports.
- C. PS/2 ports.
- D. serial ports.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 50

Which of the following RAID configurations takes advantage of mirroring?

- A. RAID 5
- B. RAID 2
- C. RAID 1
- D. RAID 0

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 51

A motherboard has memory slots that accept 168-pin memory modules.
Which of the following types of memory can be used with this motherboard?

- A. RAMBUS
- B. SIMM
- C. SO-DIMM
- D. DIMM

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 52

Which of the following is a jumper configuration for an IDE hard drive? (Select TWO).

- A. termination and device ID
- B. cable select
- C. SATA
- D. master

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 53

A technician needs to transfer data as quickly as possible. Which of the following devices should the technician choose?

- A. Extended Capabilities Port (ECP) / Enhanced Parallel Port (EPP)
- B. PS/2
- C. USB 2.0
- D. standard serial port

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 54

Which of the following is a type of motherboard? (Select TWO).

- A. IDE controller board
- B. SATA controller board
- C. micro ATX

- D. PCI daughter board
- E. standard ATX

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 55

When installing a new CPU in a computer, which of the following is required?

- A. Re-install the operating system.
- B. Install heatsink compound.
- C. Format the hard drive.
- D. Repartition the hard drive.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 56

A technician receives a computer for repair and observes that the fan on the power supply is not moving. Which of the following should the technician do?

- A. Move the power supply voltage switch to 220 volts.
- B. Add an additional fan to help cool the computer.
- C. Replace the cable that attaches the power supply to the motherboard.
- D. Replace the power supply.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 57

The red line on an IDE cable specifies pin:

- A. one.
- B. 24.
- C. 40.
- D. 80.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 58

A technician is working on a new computer running Windows XP and the hard drive is formatted at 20GB but is an 80GB hard drive. There is not another partition and no extra space can be found under Windows explorer. Which of the following would be the BEST way to partition the remainder of the hard drive without data loss?

- A. Run FDISK.
- B. Use the Disk Management tool.
- C. Add another hard drive and use that available space.
- D. Back up all important data to an external drive then reformat the hard drive.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 59

A new CPU has been installed and when the computer boots up, the computer runs for several minutes and then restarts. Which of the following may be the cause?

- A. The CPU fan is not plugged in correctly.
- B. The CPU is incompatible with that motherboard.
- C. The CPU is dual core.
- D. The new drivers for the CPU have not been installed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 60

Which following components is MOST likely to suffer thermal failure?

- A. network interface card (NIC)
- B. sound card
- C. CPU
- D. fan

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 61

When servicing a printer, a technician touches the back of the printer and the computer at the same time and receives a voltage shock. The technician discovers that there is a 120 volt alternating current (AC) between the computer and the printer. Which of the following actions should the technician take?

- A. Report the incident to an electrician.
- B. Open both wall outlets to determine whether there is a short.

- C. Replace the printer power supply.
- D. Replace the computer power supply.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 62

Which of the following would be the maximum number of devices in a single chain that USB technology will allow?

- A. 98
- B. 120
- C. 127
- D. 254

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 63

When troubleshooting a wireless IrDA connection, a technician should check: (Select TWO).

- A. for the correct channel setting.
- B. whether the link points are too close.
- C. for obstructions between link points.
- D. for correct security settings.
- E. for the correct COM port setting.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 64

Which of the following would be the BEST way to apply thermal grease to a CPU?

- A. Place on scratches and uneven areas
- B. Spread a small amount evenly
- C. Apply in a thick layer
- D. Around the edges of the CPU

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 65

A technician receives a computer for repair with a work order stating, erratic behavior please resolve. Which of the following can be done to diagnose the problem?

- A. Replace all system components.
- B. Boot the system and run DEFRAG.
- C. Strip the system down to the essential components and systematically replace components until the system is stable.
- D. Treat the system as though the system were new and format the hard drive; load a base operating system and run burn-in routines.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 66

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A. Recommend the use of smaller graphics.
- B. Replace the toner cartridge.
- C. Recommend connecting fewer users to the printer.
- D. Check the amount of memory installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 67

Which of the following would be a valid way to determine the CPU speed of a laptop running Windows XP? (Select THREE).

- A. Check the BIOS setting.
- B. Check System Information.
- C. Check the Component Services Snap-in.
- D. Control Panel > System Properties.
- E. Control Panel > Security Center.
- F. Command prompt > type VER to obtain version information.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 68

A laser printer has a vertically repetitive print defect. Before attempting to repair the printer, a technician should

determine:

- A. which application was used to print the document.
- B. which paper tray was used to print the document.
- C. which driver was used to print the document.
- D. the distance between the spots.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 69

A dual-layer DVD-R disc has a maximum data capacity of:

- A. 4.7GB.
- B. 2.1GB.
- C. 700MB.
- D. 9.4GB.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 70

When installing a new CPU in a motherboard, a technician observes that the CPU is not seating properly. Which of the following would be the BEST action to take?

- A. Turn the CPU over and see whether any pins are bent and that the CPU is oriented correctly on the board.
- B. Leave the CPU in place and clamp the heatsink and fan over the CPU to hold it in place.
- C. Press firmly on the CPU until the CPU is seated in the holder and close the handle.
- D. Discard the CPU and install a new CPU.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 71

Which of the following is used to produce the best LCD image on a laptop?

- A. Active matrix
- B. Active scanning
- C. Dual scan
- D. Passive matrix

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 72

The correct way to clean a CD would be with a soft cloth:

- A. in a circular motion.
- B. and mineral water.
- C. and chemical solvent.
- D. from hub to edge.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Exam E

QUESTION 1

A bad IDE hard drive needs to be replaced. A technician has been told that this will be the only hard drive in the computer. The replacement hard drive jumper should be set on:

- A. slave and connected on the secondary IDE controller.
- B. slave and connected on the primary IDE controller.
- C. master and connected on the secondary IDE controller.
- D. master and connected on the primary IDE controller.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 2

A technician receives a work order that states a new SATA hard drive is to replace a defective one. After unwrapping the new hard drive and finishing the physical installation, which of the following should the technician do next?

- A. Ensure that the jumpers indicate the drive is the master on the channel.
- B. Set the drive as the primary boot in BIOS.
- C. Partition and format the hard drive.
- D. Low-level format the hard drive

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 3

A technician is troubleshooting a CD/DVD drive. There is a disk in the drive and the tray wont eject. Which of the following actions should the technician take FIRST?

- A. Place the end of a paper clip in the emergency eject pinhole on the CD/DVD drive.
- B. Shutdown, restart and verify that the BIOS recognizes the drive and try again.
- C. Pry the tray open with a small, flat head screwdriver.
- D. Replace the CD/DVD drive.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 4

After installing PC133 memory the computer shows PC100 memory when booted. Which of the following would be the FIRST action to take?

- A. Determine whether the memory and system bus is set to 133MHz.

- B. Check the memory to verify that the memory is PC100.
- C. Return the memory for a replacement.
- D. Upgrade the CPU.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 5

In which of the following locations would a technician set the LBA mode for a hard drive?

- A. Device Manager
- B. System BIOS
- C. Disk Manager
- D. Jumper Settings

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 6

A computer is making a loud clicking noise and will not boot. Which of the following may be the cause?

- A. USB hub
- B. fan
- C. hard drive
- D. video card

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 7

Regularly defragmenting a hard drive can:

- A. cause files to disappear.
- B. prevent performance loss.
- C. increase available RAM.
- D. damage the CPU.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 8

A workstation consistently powers off after a few minutes of operation. Which of the following may be the cause?

- A. The CPU is overheating.
- B. The CD-ROM drive is not connected.
- C. The processor is not seated properly.
- D. The system cannot cool the multiple I/O devices installed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 9

When troubleshooting a power supply, a technician should FIRST: (Select TWO).

- A. determine whether capacitors have the correct charge.
- B. check the voltage across the transformer.
- C. check for shorts in each cable.
- D. determine whether the vent openings and fans are clean.
- E. check that the line voltage switch is set correctly.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:



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QUESTION 10

When rebooting a computer running Windows XP Home, a technician observes an error message stating, 'illegal I/O port address.' Which of the following can be done to resolve this error?

- A. Upgrade the CPU on the motherboard.
- B. Upgrade the motherboard BIOS.
- C. Upgrade to Windows XP Professional.
- D. Return to Windows 2000 Professional.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 11

A computer that will not power on and a technician suspects that the problem is the power supply. Which of the following tools would help to verify whether the power supply is the problem?

- A. loopback plug
- B. cable tester
- C. punch down tool
- D. multimeter

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 12

To prevent loss of data due to a power outage: (Select TWO).

- A. plug the computer into an uninterruptible power supply (UPS).
- B. set power options to always on.
- C. regularly save open documents.
- D. replace the CMOS battery.
- E. plug the computer into a surge suppressor.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

QUESTION 13

Which of the following may cause a problem with proper airflow?

- A. An exhaust fan at the rear of case
- B. Open space inside the case
- C. Tie-wrapping of loose cables
- D. Leaving the expansion slots open

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 14

A technician receives a work order stating that Windows XP is reporting that the RAM installed in the computer is less than what the BIOS reports having. Which of the following is MOST likely the cause?

- A. The computer uses a shared video card.
- B. The BIOS is defective and needs to be replaced.
- C. The RAM is defective and needs to be replaced

D. Windows is reporting the wrong amount and needs to be re-installed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 15

A customer is experiencing intermittent lockups and rebooting symptoms, memory errors and occasional malfunction of the USB peripherals. Which of the following is MOST likely the cause?

- A. The power supply is too small or defective.
- B. The wrong type of memory is installed.
- C. There is motherboard chipset incompatibility.
- D. The wrong type of USB driver is installed.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 16

An ultra-DMA 100 drive is attached to a system and working but won't run in ultra-DMA 100 mode. Which of the following is MOST likely the cause?

- A. The operating system does not support this mode.
- B. The cable is too long for this mode.
- C. An 80-conductor cable is not being used.
- D. The jumpers aren't configured correctly.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 17

Which of the following should be used to clean a computer? (Select TWO).

- A. compressed air
- B. distilled water to wash inside components
- C. chemical degreaser
- D. feather duster
- E. office vacuum

Correct Answer: AE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 18

A technician receives a laptop computer for repair and the work order states that when attempting to log on the numbers 1533 are typed rather than the letters jill. Which of the following should the technician do to correct this problem?

- A. Re-install the operating system.
- B. Install language support.
- C. Replace the keyboard.
- D. Disable the Fn key.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 19

A customer has an older laptop and wants to have the processor upgraded to make the laptop run faster. Which of the following would be the BEST action to take?

- A. Fill out a work order for the customer and upgrade the laptop.
- B. Inform the customer that upgrading RAM would be a better option.
- C. Tell the customer that the laptop cannot be upgraded to increase performance and a new laptop should be purchased.
- D. Inform the customer to avoid using the laptop on battery power and performance will improve.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 20

Which of the following technologies is used for an LED connection between two laptops?

- A. Ethernet
- B. Bluetooth
- C. infrared
- D. wireless

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 21

Which of the following is MOST likely to be an infrared device?

- A. printer
- B. cellular telephone

- C. headset
- D. keyboard

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 22

Which of the following would be the BEST method to use to determine whether a laptop battery is seated correctly?

- A. Shake the battery housing while the computer is on.
- B. Remove the battery while the computer is plugged in.
- C. Turn the computer on with the alternating current (AC) cord unplugged.
- D. Change the advanced power management settings in the BIOS.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 23

Which of the following would be the way to prevent the Num Lock LED from being turned on automatically when a laptop is booted?

- A. Go into the Windows Keyboard applet and deselect the 'Num Lock on boot' option.
- B. Create a Windows profile to disable the feature during power-on self test (POST).
- C. Hold the function Num Lock key down during POST.
- D. Turn the feature off in the BIOS.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 24

When inserting a second hard drive into the laptop's external drive bay, the system will not boot. The MOST likely cause is that the drive:

- A. is not compatible with the laptop.
- B. is disabled in Windows.
- C. jumper is set as master.
- D. is defective.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 25

Which of the following would be the cause if a system utilizing a shared memory bus system that had its memory upgraded continues to have performance issues when using a graphic-intensive application?

- A. The CPU acceleration needs to be configured to the maximum setting.
- B. The screen refresh rate needs to be set to the minimum possible settings.
- C. The shared system can only utilize a fixed amount of memory from system bus.
- D. The Enable Write combining option needs to be selected in the Troubleshooting tab of the Advanced setting in the Control Panel Display applet.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 26

A technician receives a laptop work order stating that the mouse pointer from the touchpad is moving randomly around the screen. Which of the following should the technician do FIRST?

- A. Reboot the computer.
- B. Replace the touchpad.
- C. Clean the touchpad.
- D. Update the driver.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 27

A user reports that the display on the laptop appears blurred. Which of the following is MOST likely the cause?

- A. More video memory needs to be allocated.
- B. The LCD is not running in its native resolution.
- C. The drivers are improperly installed.
- D. LCD monitors do not appear blurred.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 28

A technician is working on a laptop that is powered on but has a black LCD screen. Which of the following should the technician do to start troubleshooting the laptop?

- A. Replace the LCD inverter.

- B. Connect an external monitor to the laptop.
- C. Replace the LCD screen.
- D. Connect a video tuner to the laptop.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 29

A technician is upgrading the memory on a laptop that has a front-side bus speed of 333MHz. Which of the following memory module types has the minimum data transfer rate necessary to support this upgrade?

- A. PC533
- B. PC333
- C. DDR333
- D. DDR266

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 30

The display on a recently repaired tablet computer is not functioning but the VGA port is functioning. Which of the following is MOST likely the cause?

- A. The digitizer needs replacing.
- B. The wireless antenna is not shielded properly.
- C. The system board needs replacing.
- D. The video ribbon cable is not seated properly.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 31

A retinal scanner is an example of which of the following security methods?

- A. strong encryption
- B. biometrics
- C. smart cards
- D. smart key

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 32

Which of the following printers prints multi-part forms at once?

- A. ink jet
- B. thermal
- C. impact
- D. laser

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 33

The correct way to clean a CD would be with a soft cloth:

- A. in a circular motion.
- B. and mineral water.
- C. and chemical solvent.
- D. from hub to edge.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 34

A technician needs to transfer data as quickly as possible. Which of the following devices should the technician choose?

- A. Extended Capabilities Port (ECP) / Enhanced Parallel Port (EPP)
- B. PS/2
- C. USB 2.0
- D. standard serial port

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 35

When servicing a printer, a technician touches the back of the printer and the computer at the same time and receives a voltage shock. The technician discovers that there is a 120 volt alternating current (AC) between the computer and the printer. Which of the following actions should the technician take?

- A. Report the incident to an electrician.

- B. Open both wall outlets to determine whether there is a short.
- C. Replace the printer power supply.
- D. Replace the computer power supply.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 36

Which of the following would be the maximum number of devices in a single chain that USB technology will allow?

- A. 98
- B. 120
- C. 127
- D. 254

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 37

When troubleshooting a wireless IrDA connection, a technician should check: (Select TWO).

- A. for the correct channel setting.
- B. whether the link points are too close.
- C. for obstructions between link points.
- D. for correct security settings.
- E. for the correct COM port setting.

Correct Answer: CE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 38

Which of the following would be the BEST way to apply thermal grease to a CPU?

- A. Place on scratches and uneven areas
- B. Spread a small amount evenly
- C. Apply in a thick layer
- D. Around the edges of the CPU

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

QUESTION 39

A technician receives a computer for repair with a work order stating, erratic behavior please resolve. Which of the following can be done to diagnose the problem?

- A. Replace all system components.
- B. Boot the system and run DEFRAG.
- C. Strip the system down to the essential components and systematically replace components until the system is stable.
- D. Treat the system as though the system were new and format the hard drive; load a base operating system and run burn-in routines.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 40

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A. Recommend the use of smaller graphics.
- B. Replace the toner cartridge.
- C. Recommend connecting fewer users to the printer.
- D. Check the amount of memory installed.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

QUESTION 41

Which of the following would be a valid way to determine the CPU speed of a laptop running Windows XP? (Select THREE).

- A. Check the BIOS setting.
- B. Check System Information.
- C. Check the Component Services Snap-in.
- D. Control Panel > System Properties.
- E. Control Panel > Security Center.
- F. Command prompt > type VER to obtain version information.

Correct Answer: ABD

Section: (none)

Explanation

Explanation/Reference:

QUESTION 42

When troubleshooting a power supply, a technician should FIRST: (Select TWO).

- A. determine whether capacitors have the correct charge.
- B. check the voltage across the transformer.
- C. check for shorts in each cable.
- D. determine whether the vent openings and fans are clean.
- E. check that the line voltage switch is set correctly.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

QUESTION 43

When using an ink jet printer, a user reports that colors seem to be missing intermittently. Which of the following is MOST likely the cause?

- A. The printer needs to be calibrated.
- B. There is a problem with the document being printed.
- C. The print head is clogged.
- D. An incorrect paper type is being used.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 44

Before servicing a laptop, which of the following precautions must be taken?

- A. The alternating current (AC) adapter must be unplugged.
- B. The laptop battery must be installed.
- C. The laptop must be placed in a stand by state.
- D. The laptop must be placed in a hibernate state.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

QUESTION 45

A technician receives a computer for repair with a work order stating, erratic behavior please resolve. Which of the following can be done to diagnose the problem?

- A. Replace all system components.
- B. Boot the system and run DEFRAG.
- C. Strip the system down to the essential components and systematically replace components until the system is stable.
- D. Treat the system as though the system were new and format the hard drive; load a base operating system

and run burn-in routines.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 46

Which of the following would be the BEST method to use to determine whether a laptop battery is seated correctly?

- A. Shake the battery housing while the computer is on.
- B. Remove the battery while the computer is plugged in.
- C. Turn the computer on with the alternating current (AC) cord unplugged.
- D. Change the advanced power management settings in the BIOS.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

QUESTION 47

A retinal scanner is an example of which of the following security methods?

- A. strong encryption
- B. biometrics
- C. smart cards
- D. smart key

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:



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