

## CompTIA 220-801 Questions & Answers

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CompTIA 220-801 Questions & Answers

Exam Name: CompTIA A+ Certification Exam

For Full Set of Questions please visit: <http://www.certkey.com/220-801.html>

## **Certkey**

### **QUESTION 1**

Which of the following will provide the BEST protection against power failures and data loss?

- A. Auto-switching power supply
- B. Uninterruptible power supply
- C. Line conditioner
- D. Surge suppressor

**Correct Answer:** B

**Section:** (none)

**Explanation**

### **QUESTION 2**

Which of the following tools are commonly used to remove dust and debris from inside a computer? (Select TWO).

- A. Cotton and alcohol
- B. Vacuum
- C. Compressed air
- D. Anti-bacterial surface cleaner
- E. Feather duster

**Correct Answer:** BC

**Section:** (none)

**Explanation**

### **QUESTION 3**

Which of the following devices might need drivers installed so that it can be recognized by the operating system and function properly?

- A. Speakers
- B. Monitors
- C. Scanners
- D. Projectors

**Correct Answer:** C

**Section:** (none)

**Explanation**

### **QUESTION 4**

Which of the following properties of TCP/IP is used to differentiate the network and the host portions of an IP address?

- A. DNS address
- B. Default gateway
- C. Subnet mask
- D. DHCP lease

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 5**

A user is trying to setup a small office home office (SOHO) wireless network and does not want any neighbors to be able to discover the network. Which of the following parameters would MOST likely be configured?



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- A. Configure a proxy server address
- B. Enable WEP encryption
- C. Disable SSID broadcast
- D. Configure DMZ settings

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 6**

Which of the following would provide continuous power to various devices connected to it during a power surge or outage?

- A. Line conditioner
- B. Power strip
- C. Battery backup
- D. Surge suppressor

**Correct Answer: C**

**Section: (none)**

**Explanation**

**QUESTION 7**

Which of the following network topologies would MOST likely be used to provide redundancy at each network device to support data transmissions?

- A. Mesh
- B. Ring
- C. PBX
- D. Bus

**Correct Answer: A**

**Section: (none)**

**Explanation**

**QUESTION 8**

Which of the following memory features allows for the protection against random inconsistencies in the transfer of the data?

- A. Low latency
- B. Dual channel
- C. ECC
- D. Single channel

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 9**

Which of the following storage media would be used to build a RAID 5 array?

- A. Dual layer DVDs
- B. SATA HDDs
- C. Flash drives
- D. Blu-ray discs

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 10**

Which of the following video cable types would be MOST likely to experience gradual, degraded signal quality over a long distance?

- A. HDMI
- B. DisplayPort
- C. VGA
- D. DVI

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 11**

A DVI-D cable is generally used for which of the following computer functions?

- A. Delivering audio only
- B. Delivering audio & video
- C. Delivering video only
- D. Delivering an analog signal

**Correct Answer:** C

**Section:** (none)

## **Explanation**

### **QUESTION 12**

An IP address of 10.10.1.180 would be considered part of which of the following address classes?

- A. Class A
- B. Class B
- C. Class C
- D. Class D

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 13**

Which of the following 802.11 wireless standards provides the LOWEST maximum theoretical throughput?

- A. A
- B. B
- C. G
- D. N

**Correct Answer:** B

**Section:** (none)

**Explanation**

### **QUESTION 14**

Basic Internet web traffic generally travels on which of the following ports?

- A. 25 and 53
- B. 53 and 8080
- C. 80 and 443
- D. 110 and 53

**Correct Answer:** C

**Section:** (none)

**Explanation**

### **QUESTION 15**

Which of the following printer types needs to have toner replaced as part of the normal maintenance cycle?

- A. Inkjet
- B. Thermal
- C. Impact
- D. Laser

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 16**

Which of the following protocols would be MOST important in preserving digital evidence of criminal activity during an investigation?

- A. Change control management
- B. Chain of custody
- C. Channel escalation
- D. MSDS documents

**Correct Answer: B**

**Section: (none)**

**Explanation**

**QUESTION 17**

After installing a new serial port card in a computer, the communication parameters need to be configured. Which of the following is the MOST common communication configuration for a serial port?

- A. Eight data bits, even parity, two stop bits
- B. Seven data bits, no parity, one stop bit
- C. Eight data bits, no parity, one stop bit
- D. Seven data bits, even parity, one stop bit

**Correct Answer: C**

**Section: (none)**

**Explanation**

**QUESTION 18**

A technician has installed a digital display. Which of the following is TRUE about the native resolution of a digital display?

- A. It has the slowest refresh rate.
- B. It causes the display to use pixel interpolation.
- C. It is the lowest resolution.
- D. It provides the best quality display.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**QUESTION 19**

Which of the following describes the use of the DNS protocol as it relates to a TCP/IP network?

- A. Provides remote connectivity to resources on the network
- B. Provides separate control and data connections between network resources
- C. Provides mapping of user friendly names to network resources
- D. Provides automated addressing to resources on the network

**Correct Answer: C**

**Section: (none)**

**Explanation**

**QUESTION 20**

Which of the following wireless protocols is limited to operating in the 5 GHz range ONLY?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 21**

Which of the following describes the expected properties of an asynchronous digital subscriber line service?

- A. The data upload speed is faster than the data download speed.
- B. The data download speed is faster than the data upload speed.
- C. The data upload speed is the same as the data download speed.
- D. The data throughput speed direction can be selected based on the user's discretion.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 22**

When installing a printer in Windows, which of the following is the purpose of the Additional Drivers button on the Sharing tab in the printer's properties?

- A. To add additional drivers to emulate a different printer
- B. To add additional drivers for other printers on the computer
- C. To add additional drivers for other operating systems
- D. To add additional drivers for different printing modes

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 23**

Which of the following features can be configured with keyboards to assist users with disabilities?

- A. Pointer trails
- B. Magnifier
- C. Sticky keys
- D. Character map

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 24**

Which of the following media types is LEAST likely to be affected by electromagnetic interference?

- A. Coaxial
- B. Fiber
- C. Wireless B
- D. HSPA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 25**

Which of the following network types BEST represents a network centered around one individual?

- A. LAN
- B. PAN
- C. Cloud
- D. MAN

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 26**

Which of the following laptop accessories would MOST likely be used to support multiple displays when the laptop hardware does not have multiple video outputs?

- A. Docking station
- B. VGA to DVI converter
- C. Adjustable monitor arm
- D. PCMCIA card

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 27**

Which of the following is MOST likely to be reset during a standard printer maintenance?

- A. Print job cache
- B. Paper and tray settings
- C. Page count
- D. Job queue

**Correct Answer:** C

**Section:** (none)

**Explanation**



**QUESTION 28**

When unable to get an IP address from a server, which of the following represents an APIPA address that a PC might receive?

- A. 10.0.1.111
- B. 65.71.1.111
- C. 169.254.1.111
- D. 192.168.1.111

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 29**

Which of the following features makes logical processor cores appear as physical cores to the operating system?

- A. XD-bit
- B. Hyperthreading
- C. MMU virtualization
- D. 64-bit architecture

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

Which of the following is typically installed by connecting multiple DVI and USB cables to it?

- A. Touch screen
- B. LCD panel
- C. Webcam
- D. KVM

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 31**

A user on a wireless network has the IP address 169.254.155.2 but cannot connect to the Internet. Which of the following should the user check on the wireless router?

- A. WPA
- B. DHCP
- C. WINS
- D. DNS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 32**

Which of the following devices converts digital signals to analog ones?

- A. Modem
- B. Switch
- C. Hub
- D. Router

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 33**

A user discovers that color laser prints are printing slightly off-color. Which of the following should help restore the appropriate colors?

- A. Use different paper
- B. Replace the fuser
- C. Replace the duplexer
- D. Calibrate the printer

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 34**

ECC memory is primarily used in which of the following computers?

- A. Tablet
- B. Desktop
- C. Server
- D. Laptop

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 35**

A technician must trace a network cable from a user's desk to the punch down block in the wiring closet. Which of the following tools would be the BEST choice?

- A. Cable tester
- B. Multimeter
- C. Loopback plug
- D. Toner probe

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 36**

A DSL modem MOST commonly uses which of the following media?

- A. Cable TV coax
- B. Fiber optic cable
- C. Wireless adapter
- D. Household telephone lines

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 37**

Which of the following printer types uses an imaging drum?

- A. Laser
- B. Impact
- C. Inkjet
- D. Thermal

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 38**

A PC technician must upgrade memory from 2 GB to 4 GB in twenty Windows 7 notebook computers. Some of the laptops have DDR2 memory, and some have DDR3. The memory purchased for the upgrade is DDR3. Which of the following is the MOST likely outcome of this upgrade?

- A. The DDR2 notebooks will work with DDR3 provided the DDR2 is installed in the first DIMM positions.
- B. The DDR3 notebooks are the only ones that will accept the new memory.
- C. The DDR2 memory will fit into the DIMM positions and work.
- D. The DDR3 memory will not work correctly unless the CAS (CL) values are the same.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 39**

Which of the following are components of an "active" CPU cooling solution?

- A. A heatsink and thermal compound.
- B. A heatsink, radiator, and thermal compound.
- C. A heatsink, attached fan, and thermal compound.
- D. A heatsink, case fan, and thermal compound.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 40**

Which of the following memory form factors is MOST commonly found in laptops?

- A. SDRAM
- B. SODIMM
- C. RAMBUS
- D. DIMM

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 41**

A technician is asked to recommend hardware for a new computer for a graphic artist company that regularly uses 3-D animation software. Which of the following components should be chosen to BEST meet the customer's needs?

- A. Specialized video card
- B. Multi-core processor
- C. TV tuner/recorder
- D. Tape backup drive

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 42**

Which of the following should a technician configure to limit access to a small office home office (SOHO) wireless network by the computer's NIC hardware identification?

- A. Encryption
- B. MAC filtering
- C. SSID broadcast
- D. DHCP

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 43**

Which of the following ports are commonly used to send/receive email? (Select TWO).

- A. 25
- B. 53
- C. 80
- D. 110
- E. 443

**Correct Answer:** AD

**Section:** (none)

## **Explanation**

### **QUESTION 44**

Which of the following encryption types is the LEAST secure?

- A. WPA
- B. AES
- C. TKIP
- D. WEP

**Correct Answer:** D

**Section:** (none)

## **Explanation**

### **QUESTION 45**

Which of the following is the FIRST component to transfer heat away from a processor?

- A. Thermal paste
- B. Case fan
- C. Liquid cooling
- D. Heatsink

**Correct Answer:** A

**Section:** (none)

## **Explanation**

### **QUESTION 46**

Which of the following PC expansion cards needs to be installed to record from a game console?

- A. Video capture
- B. High-end graphics
- C. Network
- D. RAID controller

**Correct Answer:** A

**Section:** (none)

## **Explanation**

### **QUESTION 47**

Which of the following connectors is used to connect a DSL modem to a wall outlet?

- A. RJ-45
- B. LC
- C. RJ-11
- D. SC

**Correct Answer:** C

**Section:** (none)

## **Explanation**

**QUESTION 48**

Which of the following network devices would be MOST likely to perform Network Address Translation (NAT)?

- A. Router
- B. Switch
- C. Hub
- D. Modem

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 49**

Chain of custody needs to be kept intact for which of the following reasons?

- A. To ensure data preservation during evidence inspection
- B. To ensure that the evidence is not left at the scene
- C. To ensure evidence is admissible in legal proceeding
- D. To ensure evidence is returned to proper owner

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 50**

Which of the following would BEST segment a LAN while providing additional network ports?

- A. Access point
- B. Modem
- C. Switch
- D. Hub

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 51**

Which of the following RAID levels extends the size of a volume without providing reliability or mirroring?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 52**

Which of the following media types is BEST for backups of very large storage systems?

- A. Blu-Ray
- B. CD-ROM
- C. DVD
- D. Tape

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 53**

Best business practices in IT include.

- A. always suggesting the fastest route to fix the problem.
- B. following up with a customer to verify satisfaction.
- C. always suggesting the least expensive option.
- D. offering all possible choices to a customer.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 54**

A technician needs to configure a wireless small office home office (SOHO) network to provide IP addresses to devices on the network. Which of the following features should be enabled?

- A. MAC filtering
- B. DHCP
- C. SSID broadcast
- D. Port forwarding

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 55**

A technician is looking to install a 3.5 inch desktop hard drive into an external enclosure. Which of the following input interfaces would provide the MOST throughput for the drive?

- A. USB 2.0
- B. IEEE 1394
- C. Bi-Directional Parallel
- D. eSATA

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 56**

A consultant has been asked to install the brightest possible projector into an office conference room that has a lot of natural sunlight. Which of the following specifications would BEST meet the client's needs?

- A. Highest possible resolution
- B. High lumens
- C. High contrast
- D. HDMI 1.4 compatibility

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 57**

A technician is diagnosing a laser printer that is consistently having issues picking up paper from the first tray. Which of the following items would the technician replace FIRST?

- A. Toner
- B. Transfer belt
- C. Rollers
- D. Imaging drum

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 58**

Which of the following resolution modes, by design, provides the BEST possible visual quality on a flat screen LCD monitor?

- A. SVGA
- B. Digital
- C. XGA
- D. Native

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 59**

The process of voltage control to limit the volume of liquid delivered is used in:

- A. laser printers.
- B. thermal printers.
- C. impact printers.
- D. inkjet printers.

**Correct Answer:** D

**Section:** (none)

**Explanation**



**QUESTION 60**

Which of the following should a technician configure on a small office home office (SOHO) wireless router so IP addresses are automatically assigned to devices on the wireless network?

- A. MAC filtering
- B. DHCP
- C. NAT
- D. DNS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 61**

A technician has just installed two memory modules on a motherboard that supports DDR3 RAM with the bus speed up to 1600 MHz. The specifications of memory are DDR3 1066 MHz for one module and DDR3 1333 MHz for another. On which of the following bus speeds will the system function?

- A. 800 MHz
- B. 1000 MHz
- C. 1066 MHz
- D. 1600 MHz

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 62**

A customer states that since the new firewall has been installed, the customer has not been able to send email. Which of the following ports on the firewall should be checked?

- A. 21
- B. 25
- C. 110
- D. 443

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 63**

A technician notices that the PC is not receiving an IP address. Which of the following tools would the technician use to troubleshoot the computer's NIC?

- A. Loopback plugs
- B. ESD mat
- C. Cable tester
- D. Toner probe

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**QUESTION 64**

A client wants to store video and music in one central location and stream it to multiple devices. Which of the following would BEST fill this need?

- A. Home theater
- B. Virtualization workstation
- C. Home server
- D. Gaming

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**QUESTION 65**

Which of the following topologies would cause the network to be segmented if any one machine went offline?

- A. Bus
- B. Mesh
- C. Star
- D. Hybrid

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**QUESTION 66**

A standard Internet mail account receives incoming messages on which of the following ports?

- A. 80
- B. 110
- C. 143
- D. 443

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**QUESTION 67**

Which of the following special function keys might prevent a user from connecting to the Internet?

- A. Wireless
- B. Screen lock
- C. Volume
- D. Bluetooth

**Correct Answer:** A

**Section: (none)**

**Explanation**

**QUESTION 68**

When configuring a new hard drive for use in a hot swappable environment, which of the following connection types should be used?

- A. PATA
- B. eSATA
- C. IDE
- D. SATA

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 69**

Which of the following hard drives has the BEST shock resistance?

- A. IDE
- B. NAS
- C. SATA
- D. SSD

**Correct Answer: D**

**Section: (none)**

**Explanation**

**QUESTION 70**

Which of the following communication standards requires line-of-site with no obstacles in order to operate properly?

- A. Bluetooth
- B. IR
- C. RF
- D. WiFi

**Correct Answer: B**

**Section: (none)**

**Explanation**

**QUESTION 71**

A customer asked the technician to upgrade the RAM in a laptop. Upon inspection of the RAM bay, the technician only found one RAM slot, however the laptop is specified to have two. Where would the other memory slot be typically located?

- A. Inside the display bezel
- B. Second hard drive bay
- C. Above the PC card slot

D. Under the keyboard

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 72**

Which of the following typically cannot be upgraded in a laptop?

- A. Video card
- B. Hard drive
- C. RAM
- D. Wireless card

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 73**

A user calls the helpdesk because a solution that was previously suggested by another technician did not solve the user's issue. Which of the following is the MOST appropriate response?

- A. "Please hold while I transfer you to the previous technician, so a proper solution can be met."
- B. "Please explain the issue and I will work to resolve it."
- C. "My supervisor is the appropriate person to speak with about your issue."
- D. "Let me help you to resolve this issue, since that technician does not know how to fix it."

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 74**

A user calls to report that a notice keeps appearing on their screen whenever they try to pull down video clips from a website. The notice says "This category is being blocked because it is streaming media. Please click continue to use your assigned quota time". The technician is aware that a new web filtering application was recently implemented which assigns a 120 minute quota on streaming media and a message appears allowing the user to continue. Which of the following is the BEST response for the technician to give the user?

- A. "If you read the entire notice screen it clearly states that you should click continue. Did you read the entire notice?"
- B. "Since video takes a large amount of bandwidth, management has implemented a policy to limit what each user can download and watch."
- C. "A new application was introduced to help improve and manage the network. The video should appear once you select continue on the message."
- D. "Are these video clips work related? What specific website are you trying to download the videos from?"

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 75**

After responding immediately to a dispatch, a technician arrives to resolve the customer's issue. The customer appears to be angry that they have waited so long for a response. Which of the following is the BEST course of action for the technician to take?

- A. Inform the manager of the customer's behavior and then focus on completing the task in an expedited manner.
- B. Empathize with the customer's urgency and inform them that the current service level agreement allows for an eight hour response time.
- C. Empathize with the customer and focus on completing the task in an expedited manner. Upon closure, document the situation and inform the manager.
- D. Contact dispatch immediately and request to speak to a manager to determine the breakdown in the response time.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**QUESTION 76**

A technician realizes the problem a customer is having before the customer is done explaining all the symptoms. Which of the following is the BEST action for the technician to take?

- A. Continue listening to the customer's explanation until they are finished then refer them to a website so the customer can find the proper resolution.
- B. Ask the customer to repeat the problem and all the symptoms several times in order for the technician to verify all the facts.
- C. Finish listening to the customer's explanation without interrupting if it will not take an excessive amount of time.
- D. Politely tell the customer that the technician knows the proper solution and that no further explanation is necessary.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 77**

In which of the following situations is it appropriate for an IT service provider to make copies of a customer's confidential data?

- A. If the technician determines it necessary, for backup purposes
- B. It is never appropriate to copy a customer's data
- C. If the content is public knowledge
- D. With the customer's permission, for backup purposes

**Correct Answer: D**

**Section: (none)**

**Explanation**

**QUESTION 78**

Which of the following components would MOST likely be utilized in a virtualization server? (Select TWO).

- A. Maximum memory
- B. High-end sound card
- C. High-end video card
- D. Dual-rail 1000w PSU
- E. Quad core CPU

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 79**

Which of the following expansion cards would provide support for additional internal storage?

- A. Video capture
- B. Modem
- C. USB port
- D. RAID controller

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 80**

In a laser printer, which of the following components uses heat to apply the toner onto the page?

- A. Fuser assembly
- B. Pickup roller
- C. Transfer roller
- D. Imaging drum

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 81**

Which of the following panel types consumes the MOST power?

- A. Plasma
- B. LCD
- C. LED with no backlight
- D. LED with backlight

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 82**

A user is suspected of engaging in prohibited activity on their workstation. Which of the following should be done FIRST?

- A. Inform a supervisor or management.
- B. Disable network access for the user.
- C. Search the workstation for evidence.
- D. Call the authorities to question the user.

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 83**

Which of the following describes the process laser printers use to secure toner to paper?

- A. Bonding
- B. Transferring
- C. Duplexing
- D. Fusing

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 84**

Which of the following will provide the FASTEST boot times for a laptop user?

- A. Solid state drive
- B. High capacity battery
- C. eSATA hard drive
- D. Increased RAM

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 85**

Which of the following devices is MOST likely to outperform a 15,000 rpm SAS hard drive in read speed?

- A. Compact flash
- B. SSD
- C. Tape
- D. SD

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 86**

The technician has identified prohibited content on a PC. Which of the following would be the FIRST action that the technician should take?

- A. Walk away
- B. Turn off the PC
- C. Report it
- D. Search for more

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 87**

A technician needs to access the system BIOS at boot time on a PC. Which of the following are possible BIOS access keys? (Select TWO).

- A. F2
- B. F12
- C. F8
- D. Delete
- E. Function ?F4
- F. Control ?Home

**Correct Answer:** AD

**Section:** (none)

**Explanation**

#### **QUESTION 88**

A technician installs a biometric device using the manufacturer supplied driver. After confirming the device functions properly, the technician performs Windows and antivirus updates. Which of the following would BEST explain why the biometric device no longer functions?

- A. The recently updated antivirus scanning software is interfering with the proper operations of the biometric device.
- B. A virus that specifically targets retinal scanning software infected the PC because the user was late applying new definitions.
- C. The recently installed Windows updates overwrote the manufacturer's supplied biometric device driver.
- D. The biometric device needs to be recalibrated due to environmental conditions involved with the installation.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 89**

Which of the following describes the function of a hub in a network?

- A. Broadcasts packets it receives to specific connections
- B. Determines whether a packet belongs on an internal or external network
- C. Converts a packet for transmission from one network to another network
- D. Broadcasts packets it receives to all connections



**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**QUESTION 90**

Which of the following describes the function of a switch in a network?

- A. Transmits packets it receives to specific connections
- B. Converts a packet for transmission from one network to another network
- C. Determines whether a packet belongs on an internal or external network
- D. Broadcasts packets it receives to all connections

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**QUESTION 91**

A technician has replaced a riser inside a server and the riser is failing again after reboot. Which of the following should have been used when initially replacing the riser?

- A. Compressed air
- B. Vacuum cleaner
- C. Proper cable management
- D. ESD mat

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**QUESTION 92**

Which of the following video types has a DB-15 connector?

- A. S-video
- B. DVI-A
- C. DVI-D
- D. VGA

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**QUESTION 93**

A user wants to secure their home wireless network and allow only certain devices access to the network. Which of the following measures would be the MOST effective means of limiting access?

- A. Turn off DHCP
- B. Use MAC filtering
- C. Disable DMZ
- D. Turn off SSID broadcasting

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**QUESTION 94**

Which of the following features of a CPU socket is designed to make installation of a CPU easier?

- A. Plug and Play
- B. Lower latency
- C. Zero insertion force
- D. Heatsinks

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 95**

Which of the following connection types is MOST likely to be used to connect an internal hard drive to a computer?

- A. IDE
- B. DVI
- C. Parallel
- D. eSATA

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**QUESTION 96**

Which of the following does a technician need to do before giving a PC, which has been confiscated for prohibited activity, to another department?

- A. Identify prohibited activity on PC
- B. Document change of custody
- C. Report prohibited activity
- D. Preserve data

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**QUESTION 97**

Which of the following should be considered when building a standard PC?

- A. Capacity of the hard drive
- B. RAID level that will be used
- C. Requirements for applications
- D. Amount of RAM

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**QUESTION 98**

A technician is working on a PC but does not have their grounding strap. Which of the following would be the BEST method the technician should use to ground themselves?

- A. Hold the metal of the case
- B. Hold on to the power cord
- C. Take off their shoes
- D. Unplug the PC

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**



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**QUESTION 99**

A supervisor has asked a technician to share the multifunction device that is directly connected to a PC. The PC is running Windows XP Professional. Which of the following steps are valid options to allow the technician to complete this task?

- A. Type "appwiz.cpl" at the run line and install the printer as a shared device.
- B. Start >All Programs >Control Panel >Network Connections >Right click on desired printer and go to "Sharing". Select the option to share the printer and give it a share name.
- C. Start >All Programs >Control Panel >Scanners and Cameras >Right click on desired device and go to "Sharing". Select the option to share the device and give it a share name.
- D. Start >All Programs >Control Panel >Printers and Faxes >Right click on desired printer and go to "Sharing". Select the option to share the printer and give it a share name.

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 100**

A customer has asked a technician to install a new USB printer that is supported by Windows 7. The PC is running Windows 7 Professional. Which of the following is the correct method to complete the installation?

- A. Connect the new USB printer and power it on. Windows 7 will automatically detect and add the new printer.
- B. Add the printer driver to the %SystemDir%\System32\Drivers folder, then connect and power on the printer.
- C. Click Start >All Programs >Control Panel >Printers and Faxes >Right click on desired printer and select

"install".

D. Configure the BIOS to boot from USB devices first. Connect and power on the printer. Boot the computer.

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 101**

A user's laptop screen is extremely dim. A technician attempts to alter the brightness using function keys and the BIOS, but the screen never changes in brightness. Which of the following is MOST likely the cause?

- A. Battery failure
- B. Bulb failure
- C. Display driver is corrupted
- D. Backlight failure

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 102**

Which of the following expansion slots is characterized by having an x16 speed?

- A. CNR
- B. PCI
- C. PCIe
- D. AGP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 103**

Which of the following is a benefit of using ECC memory?

- A. Corrects memory errors
- B. Allows 64-bit operating systems
- C. Prevents disk errors
- D. Uses lower voltage

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 104**

Which of the following connection types has the LONGEST transmission limitation in terms of distance?

- A. USB 3.0
- B. CAT6

- C. Fiber
- D. CAT5

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 105**

Which of the following is LEAST likely to be considered a consumer replaceable part in a laptop?

- A. RAM
- B. LCD screen
- C. Optical drive
- D. Hard drive

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 106**

Which of the following speeds BEST represents the speed of the memory when installing DDR2 at 800 MHz and DDR2 at 600 MHz?

- A. 600 MHz
- B. 700 MHz
- C. 800 MHz
- D. 1400 MHz

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 107**

Which of the following RAM types is LEAST likely to work optimally when installed in dual channel mode?

- A. SDRAM
- B. RAMBUS
- C. DDR2
- D. DDR3

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 108**

Which of the following would a technician MOST likely upgrade on a laptop?

- A. Video card
- B. RAM

- C. Wireless antenna
- D. LCD screen

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 109**

A technician documents the findings of illegal material that was found on a workstation. Which of the following should the technician do NEXT when storing the workstation?

- A. Set all users to administrators
- B. Destroy the hard drive
- C. Reimage the workstation and deploy
- D. Adhere to the chain of custody

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 110**

A company is receiving a large number of laptop theft reports in the corporate buildings. Which of the following is the MOST cost-efficient way to discourage theft of laptops?

- A. A CCTV system
- B. A cable lock
- C. A badge reader
- D. A retina scanner

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 111**

Which of the following would a technician MOST likely perform to prevent a tripping hazard?

- A. Use an ESD mat
- B. Proper cable management
- C. Use plenum graded cable
- D. Proper documentation

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 112**

A new security flaw and fix has been published about a laptop's OS. Which of the following can be implemented to prevent exploitation?

- A. Enable screen lock
- B. Patching policy
- C. User training
- D. Enable hard drive encryption

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 113**

Which of the following cable types is commonly used for analog/digital television transmission?

- A. UTP
- B. CAT3
- C. RG-6
- D. SC

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **QUESTION 114**

Which of the following ports **MUST** be open to connect to a PC using RDP?

- A. 21
- B. 80
- C. 443
- D. 3389

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 115**

Which of the following display connections has 15-pins?

- A. RGB
- B. VGA
- C. DVI
- D. HDMI

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 116**

Which of the following features of Windows allows a device to have a default IP address if a DHCP server is not available?

- A. APIPA
- B. ARP
- C. IPv6
- D. DNS

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 117**

Which of the following wireless standards is backwards compatible with 802.11g?

- A. 802.11a
- B. 802.11b
- C. 802.11n
- D. 802.1q

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **QUESTION 118**

Which of the following types of RAM can be used in a dual channel configuration?

- A. SDRAM
- B. RAMBUS
- C. DDR
- D. DIMM

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **QUESTION 119**

Which of the following is the BEST protocol to use for securely transferring large files?

- A. Telnet
- B. SSH
- C. SFTP
- D. FTP

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **QUESTION 120**

Which type of fire extinguishing technology should be used when encountering an electrical fire?

- A. Class B fire extinguishers
- B. Overhead sprinkler system



- C. Water-based fire extinguishers
- D. Non-water based extinguishers

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 121**

Which of the following is representative of a class C address type?

- A. 10.15.1.4
- B. 169.254.125.15
- C. 172.20.15.5
- D. 192.168.1.15

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 122**

A client wants a technician to install more RAM on their graphics workstation. The client has provided a 4 GB SODIMM and had problems installing it. Which of the following is the probable reason for this?

- A. Graphic workstations require flash memory
- B. The memory is incompatible for the workstation
- C. Graphic workstations require solid state memory
- D. The workstation has no available memory slots

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 123**

Which of the following **MUST** be performed when installing a PCI sound card for use instead of the onboard sound?

- A. Install drivers
- B. Install additional memory
- C. Configure the jumpers
- D. Flash the BIOS

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 124**

Which of the following hard drive types would be considered the **MOST** likely to survive a fall?

- A. SCSI

- B. Solid State
- C. IDE
- D. SATA

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 125**

Which of the following are the MOST important factors to address when a technician is choosing the components for a CAD workstation? (Select THREE).

- A. Large drive space allocation
- B. Powerful sound card
- C. Multiple network cards
- D. Multiple large HD monitors
- E. Powerful video card
- F. Maximum RAM
- G. Powerful processor

**Correct Answer:** EFG

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 126**

Which of the following is the speed limitation for CAT3 wiring?

- A. 1 Mbps
- B. 10 Mbps
- C. 100 Mbps
- D. 1000 Mbps

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 127**

If a technician is trying to remote into a computer through a firewall, which of the following ports, by default, MUST be forwarded?

- A. 21
- B. 25
- C. 110
- D. 3389

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 128**

Which of the following wireless network standards provides the FASTEST throughput?

- A. A
- B. B
- C. G
- D. N

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 129**

Which of the following allows a technician to enable support for a USB 1.1 device?

- A. MBR
- B. HCL
- C. BIOS
- D. AGP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 130**

Which of the following connectors from a power supply should be used with a graphics expansion card?

- A. 8-pin 12 volt
- B. PCIe 6-pin
- C. 20-pin
- D. SATA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 131**

An end user requires a computer to support computer aided drafting and computer aided modeling. Which of the following component packages should a technician recommend to the end user?

- A. Powerful processor, high-end graphics card, and maximum RAM
- B. File streaming, printer sharing, and a RAID array
- C. Surround sound audio, compact form factor, HDMI output
- D. Processor and RAM that meets minimum Windows requirements

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 132**

After installing a bar code reader, which of the following is commonly done to configure the reader?

- A. Scan in program codes
- B. Enable the code reader in the BIOS
- C. Use Device Manager to enable I/R ports
- D. Adjust jumper switches

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 133**

Which of the following expansion slots would support the HIGHEST transfer speeds for high-end graphics cards? (Select TWO).

- A. PCIe
- B. AGP 8x
- C. PCI
- D. ISA
- E. AGP

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 134**

Which of the following represents a connector that supports the connection of external devices? (Select TWO).

- A. IEEE1394
- B. eSATA
- C. EIDE
- D. SATA
- E. IDE

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**QUESTION 135**

Which of the following are the MOST important considerations when configuring a PC that will be used for a CAD / CAM workstation? (Select TWO).

- A. Gigabit NIC
- B. HDMI output
- C. Maximum RAM
- D. Powerful processor
- E. High end audio output

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**QUESTION 136**

Which of the following input devices allows multiple PCs to share a common display?

- A. Router
- B. Bridge
- C. KVM
- D. Wireless keyboard

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 137**

Which of the following connectors would be found on a twisted pair cable?

- A. RJ-45
- B. BNC
- C. SC
- D. ST

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 138**

Which of the following allows for the FARTHEST transmission distance for data?

- A. Bluetooth
- B. Single-mode fibre
- C. RG-6 cable
- D. CAT6 cable

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 139**

The helpdesk technician has been tasked to reinstall the OS on a desktop and has already inserted the OS install disk in the CD-ROM. Which of the following would MOST likely need to be configured within the BIOS to continue reinstalling the OS?

- A. BIOS password
- B. Flash BIOS for firmware upgrade
- C. Boot sequence

D. Clock speeds

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 140**

A user is requesting assistance in building a custom made PC for home theater use to connect to their existing large LCD screen. Which of the following components should MOST likely be recommended? (Select TWO).

- A. Large IDE hard drive
- B. HDMI output
- C. Dual monitors
- D. RAID array
- E. TV tuner

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**QUESTION 141**

In older laptop screens, the backlight is powered by which of the following?

- A. A CCFL lamp
- B. A gas
- C. LEDs
- D. OLED

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 142**

An outline of an image can be viewed on a laptop screen, but it is very dim and the screen appears almost black. This can be caused by a failing. (Select TWO).

- A. inverter.
- B. LCD.
- C. plasma screen.
- D. CRT.
- E. OLED.

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 143**

The wireless antenna is typically located inside the laptop's:

- A. rear panel.
- B. keyboard.
- C. display bezel.
- D. bottom bezel.

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **QUESTION 144**

A technician performed a clean install of Windows XP on a laptop and finds that the Bluetooth on/off switch is not working. Which of the following will BEST resolve this issue?

- A. Replacing the keyboard
- B. Installing service pack 3
- C. Reinstalling the operating system with Windows XP Media Center
- D. Installing the Bluetooth stack/driver

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 145**

Which of the following connection types would MOST commonly be found on a laptop to display out to an external monitor? (Select TWO).

- A. PS/2
- B. Serial
- C. VGA
- D. RCA
- E. HDMI

**Correct Answer:** CE

**Section:** (none)

**Explanation**

#### **QUESTION 146**

A laptop running a Windows operating system has a key that is supposed to launch Internet Explorer, but is not functioning. Which of the following will resolve this?

- A. Installing Bluetooth drivers from a manufacturer's website
- B. Installing ACPI drivers from a manufacturer's website
- C. Installing Hotkey drivers from a manufacturer's website
- D. Installing AHCI drivers from a manufacturer's website

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 147**

Which of the following printers requires manual alignment?

- A. Laser
- B. Dot matrix
- C. Inkjet
- D. Thermal

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 148**

A user has a parallel printer and wants to share it on the company network. Which of the following devices would the user need?

- A. A port replicator
- B. A splitter
- C. A wireless router
- D. A print server

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 149**

Which of the following cable types uses a 9-pin connector?

- A. Parallel
- B. Ethernet
- C. USB
- D. Serial

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 150**

Which of the following has a MAXIMUM transmission speed of 10 Mbps?

- A. CAT3
- B. CAT5
- C. CAT5e
- D. CAT6

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 151**

Thermal paste is used between the CPU and heatsink to:



- A. make the heatsink easier to remove when replacing the CPU.
- B. aid in the transfer of energy from the CPU to the heatsink.
- C. act as a fire retardant should the CPU overheat.
- D. keep the heatsink in place on the CPU.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 152**

Which of the following devices is necessary to provide power to a laptop LCD screen?

- A. PCMCIA card
- B. Backlight
- C. Inverter
- D. PCI-E card

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **QUESTION 153**

A user would like to share a local USB printer with several users in the office. Which of the following methods would BEST accomplish this?

- A. Install shared PCL drivers
- B. Install a USB hub
- C. Install a print server
- D. Enable print sharing

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 154**

Which of the following memory types comes in the SIMM variety?

- A. SDRAM
- B. DDR3
- C. DDR2
- D. RDRAM

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 155**

Which of the following would benefit MOST from the use of dual monitors?

- A. Gaming PC
- B. Home theater PC
- C. A/V editing station
- D. Thin client

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 156**

Which of the following cable types carries an analog video signal across three separate physical channels?

- A. Component
- B. RCA
- C. DVI-analog
- D. VGA

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 157**

Which of the following can ONLY be installed when a laptop is turned off and disconnected from all power sources?

- A. PCMCIA device
- B. Express card 54 device
- C. SODIMM chip
- D. USB expansion hub

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 158**

A technician is installing a new laser printer on a workstation that has Windows 7 Professional x86 installed. Which type of printer driver is needed to complete the installation?

- A. 16-bit
- B. 32-bit
- C. 64-bit
- D. 86-bit

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 159**

Before installing a new expansion card, which of the following should a technician consider? (Select TWO).

- A. CPU type
- B. Free hard drive space
- C. Power supply wattage
- D. Amount of RAM
- E. Bus type

**Correct Answer:** CE

**Section:** (none)

**Explanation**

#### **QUESTION 160**

A user wants to purchase a new computer to use word processing software only. Which of the following computer types should be recommended?

- A. Thin client
- B. CAD workstation
- C. Home server
- D. Gaming PC

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 161**

A user with an inkjet printer states that all their color printouts are missing red ink. The inkjet printer has a cartridge for each of the CMYK colors, and the user recently replaced the magenta cartridge. Which of the following should the technician do NEXT?

- A. Purchase a maintenance kit
- B. Use a different weighted paper
- C. Verify printer cables are connected
- D. Perform printer head cleaning

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 162**

A technician notices an impact printer has run out of ink. Which of the following should the technician do NEXT?

- A. Power cycle the printer
- B. Replace the ribbon
- C. Rewind the ribbon
- D. Replace the print head

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 163**

A technician has recently purchased a maintenance kit to be installed in a laser printer. Which of the following will be included in the maintenance kit?

- A. Pickup rollers
- B. Paper tray
- C. Toner
- D. Compressed air

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 164**

A technician needs to replace a desktop computer's power supply. Which of the following should the technician do FIRST?

- A. Check for environmental concerns
- B. Review local regulations for disposal procedures
- C. Read MSDS documentation
- D. Remove watch and all jewelry

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 165**

A technician observes another technician trying to steal a company laptop. Which of the following should the first technician do NEXT?

- A. Confront the technician stealing the laptop
- B. Preserve the laptop for evidence
- C. Report through proper channels
- D. Document the incident

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 166**

A user needs a new gaming computer which can be both fast and quiet. Which of the following should MOST likely be installed to meet the user's requirements?

- A. Liquid-based cooling system
- B. Passive cooling system
- C. Thermal paste
- D. Low RPM fans

**Correct Answer:** A

**Section: (none)**

**Explanation**

**QUESTION 167**

Which of the following should a technician check FIRST on the laptop if the system's battery is not being charged?

- A. CMOS battery
- B. DC-in jack
- C. AC-in jack
- D. Breaker for the wall jack

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 168**

A keyboard has been replaced on a laptop. Which of the following is the MOST likely cause that the keyboard does not work?

- A. The keyboard data cable was not connected properly.
- B. The keyboard is not compatible with the laptop.
- C. The keyboard needs updated drivers.
- D. The keyboard is defective.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**QUESTION 169**

Which of the following is the MAIN purpose of cleaning the printer during the imaging process?

- A. It prolongs the toner cartridge's lifecycle
- B. It takes off any residual toner left after development
- C. It keeps the printer clean and prolongs its usable life
- D. It increases the speed of the print process

**Correct Answer: B**

**Section: (none)**

**Explanation**

**QUESTION 170**

Which of the following can be used to change fan speeds?

- A. Device manager
- B. BIOS
- C. Power options
- D. Action center

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**QUESTION 171**

A client wants to take their old VCR tapes and put them on a DVD. Which of the following expansion cards would need to be installed in a computer to perform this task?

- A. TV tuner
- B. Video graphics
- C. Sound
- D. Video capture

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**QUESTION 172**

Which of the following socket types is for an Intel CPU?

- A. F
- B. 940
- C. AM3
- D. 1156

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**QUESTION 173**

Which of the following socket types is for an AMD CPU?

- A. 940
- B. 775
- C. 1155
- D. 1366

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 174**

Which of the following cable types is MOST often found in Plain Old Telephone Service (POTS)?

- A. RG-6
- B. CAT3
- C. RG-59
- D. Multi-mode

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**QUESTION 175**

Besides the CPU, which of the following components might have their own heatsink?

- A. Audio card
- B. RAID controller
- C. Graphics card
- D. Hard drive

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**QUESTION 176**

Which of the following is the BEST type of cable to prevent EMI?

- A. STP
- B. Fiber
- C. Plenum
- D. UTP

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**QUESTION 177**

A workgroup of five PCs uses a shared printer. A customer says they cannot print to the printer but can access shares on another PC used for common files. The printer appears to be powered on. Which of the following would be the MOST likely cause of the issue?

- A. Printer PC is off network
- B. Printer is low on toner
- C. Printer needs to be restarted
- D. Device drivers are corrupted

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**QUESTION 178**

A CAD/CAM user requires faster onscreen refresh rates. Which of the following slots allows for faster graphic performance?

- A. AGP
- B. AGP x8
- C. PCIe
- D. PCI

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 179**

Which of the following is MOST likely to contain hazardous voltages?

- A. CD-ROM drive
- B. External USB drive
- C. Inkjet printer
- D. CRT display

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 180**

A technician encounters prohibited materials on a computer located in a common area that is used by several employees. Which of the following should be done FIRST?

- A. Remove the item from the computer
- B. Show to others so they can be a witness
- C. Copy the item to an external website
- D. Report the incident to management

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 181**

A technician is preparing to install a new wireless printer for use in an environment with several wireless networks installed. Which will be used to determine the wireless network that the printer will be available from?

- A. DNS
- B. SSID
- C. WPA
- D. VPN

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 182**

Which of the following RAM modules has a PC rating of 10600?

- A. DDR
- B. SDRAM
- C. DDR3
- D. DDR2



**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 183**

Which of the following types of RAM is typically used to improve reliability?

- A. Double sided
- B. ECC
- C. SODIMM
- D. RDRAM

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 184**

Which of the following uses Intel's core i CPUs? (Select TWO).

- A. F
- B. 1366
- C. 775
- D. 1155
- E. AM3

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**QUESTION 185**

A network consisting of numerous geographically dispersed networks that cover a large physical distance is referred to as a:

- A. WLAN.
- B. LAN.
- C. WAN.
- D. MAN.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**QUESTION 186**

Which of the following Internet connection types would be MOST commonly used by a customer who travels frequently?

- A. ISDN
- B. Satellite

- C. Cellular
- D. Line of site wireless

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **QUESTION 187**

Which of the following has the FASTEST connection speed?

- A. Cable
- B. Dial-Up
- C. ISDN
- D. WiMAX

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 188**

For best performance, a high-end graphics card should be installed in which of the following slots?

- A. PCIe x16
- B. AGP 4x
- C. PCI x2
- D. PCI

**Correct Answer:** A

**Section:** (none)

**Explanation**

#### **QUESTION 189**

A motherboard contains four memory slots. Two of the slots are colored blue and two of the slots are colored black. Which of the following would be the correct way to populate memory in the slots for best performance?

- A. Slower memory in both blue slots and faster memory in both black slots
- B. Memory that matches in speed and size in either both blue slots and both black slots
- C. Faster memory in both blue slots and slower memory in both black slots
- D. Place memory in either both black slots or both blue slots but not both at the same time

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 190**

Which of the following RAM types are compatible with PC2700 and maintain the same performance?

- A. PC 2400
- B. PC 3200

- C. PC2 4200
- D. PC2 5300

**Correct Answer:** B

**Section:** (none)

**Explanation**

**QUESTION 191**

Which of the following should be the FIRST items to be removed when replacing the system board on a laptop? (Select TWO).

- A. Keyboard
- B. Battery
- C. LCD
- D. Palm rest
- E. AC power adapter

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 192**

A user states that when printing to a shared printer nothing happens and the user has verified that the printer is turned on. Which of the following is the MOST likely cause?

- A. The print server does not have network connectivity.
- B. The ISP service is currently not available.
- C. The user's print drivers are corrupted.
- D. The printer is low on toner.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**QUESTION 193**

A technician is helping set up a new networking closet and notices that the humidity level is low in the room. Which of the following should be installed FIRST before rack mounting equipment?

- A. A dehumidifier
- B. A fire suppression system
- C. ESD strap
- D. Grounding bars

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 194**

Which of the following is MOST likely needed when installing a new POS thermal printer?

- A. RJ-11
- B. Operating system disk
- C. RG-58
- D. Drivers

**Correct Answer:** D

**Section:** (none)

**Explanation**

**QUESTION 195**

Which of the following connection types is MOST commonly used to connect external hard drives to a PC? (Select TWO).

- A. SATA
- B. PATA
- C. IDE
- D. eSATA
- E. USB

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 196**

Which of the following BEST represents a hardware requirement for building a PC that will specialize in gaming? (Select TWO).

- A. Large hard drive space
- B. Specialized cooling
- C. HDMI output
- D. TV tuner
- E. High-end graphics card

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**QUESTION 197**

Which of the following BEST represents a hardware requirement for building a PC that will specialize in being a Home Server? (Select TWO).

- A. Virtualization support
- B. Touch screen interface
- C. Gigabit Ethernet
- D. RAID array
- E. Dual monitors

**Correct Answer:** CD

**Section: (none)**

**Explanation**

**QUESTION 198**

In reference to express card types (e.g. Express Card 34 and Express Card 54), which of the following BEST describes what the numbers indicate?

- A. Size of the memory allocation
- B. Size of the expansion slot
- C. The IEEE specification that it originated from
- D. Number of available communication channels

**Correct Answer: B**

**Section: (none)**

**Explanation**

**QUESTION 199**

Which of the following RAID levels requires ONLY two drives and provides mirroring?

- A. RAID 0
- B. RAID 1
- C. RAID 5
- D. RAID 10

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 200**

Which of the following standards or encryption types is the MOST secure for wireless networking?

- A. WEP
- B. AES
- C. TKIP
- D. DES

**Correct Answer: B**

**Section: (none)**

**Explanation**

**QUESTION 201**

When configuring a POS system, which of the following peripheral devices would MOST likely need to be installed? (Select THREE).

- A. Optical mouse
- B. Handheld digitizer
- C. Barcode reader
- D. Touchscreen
- E. Document scanner

- F. Keyboard
- G. External USB drive

**Correct Answer:** BCD

**Section:** (none)

**Explanation**

#### **QUESTION 202**

A coworker has reported that someone has engaged in prohibited activity. The supervisor has asked the technician to quarantine the PC until police arrive. Which of the following should the technician do? (Select TWO).

- A. Allow the user to continue working
- B. Check for viruses
- C. Re-image the hard drive
- D. Document time/date for later reference
- E. Prevent users from accessing the PC
- F. Turn off PC

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 203**

A user has forgotten their BIOS password on their computer. Which of the following would a technician use to allow the user access to their PC?

- A. Remove the BIOS chip on the PC
- B. Re-flash the BIOS
- C. Run password cracking software on the user's PC
- D. Set the password clear jumper on the motherboard

**Correct Answer:** D

**Section:** (none)

**Explanation**

#### **QUESTION 204**

Before beginning hardware repair work on a PC, which of the following is the FIRST step?

- A. Install an uninterruptible power supply (UPS).
- B. Disconnect power from the PC.
- C. Ensure all Windows updates have been installed.
- D. Degauss the monitor.

**Correct Answer:** B

**Section:** (none)

**Explanation**

#### **QUESTION 205**

Which of the following devices would MOST likely require a serial adapter to be installed on a modern PC?

- A. External modem
- B. TV tuner
- C. Mouse
- D. Keyboard

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 206**

Which of the following are components of an "active" CPU cooling solution?

- A. A heatsink and thermal compound.
- B. A heatsink, radiator, and thermal compound.
- C. A heatsink, attached fan, and thermal compound.
- D. A heatsink, case fan, and thermal compound.

**Correct Answer:** C

**Section:** (none)

**Explanation**

#### **QUESTION 207**

Which of the following types of Ethernet should be used if a technician has no choice but to run cable along fluorescent lighting arrays in a suspended ceiling?

- A. STP
- B. RG-6
- C. PVC
- D. UTP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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