

## COMPTIA 220-801 EXAM QUESTIONS & ANSWERS

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## COMPTIA 220-801 EXAM QUESTIONS & ANSWERS

Exam Name: CompTIA A+ Certification Exam

## **Certkiller**

### **QUESTION 1**

Which of the following is a public IP address?

- A. 10.0.0.1
- B. 62.10.1.1
- C. 172.16.0.1
- D. 192.168.1.1

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

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 3**

Which of the following is the **MAXIMUM** transfer speed of USB 2.0?

- A. 100 Mbps
- B. 400 Mbps
- C. 420 Mbps
- D. 480 Mbps

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

Which of the following connector types is only used for Coaxial?

- A. RJ-11
- B. ST
- C. F
- D. RJ-45

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 5**

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**

**Explanation/Reference:**

**QUESTION 6**

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**

**Explanation/Reference:**



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**QUESTION 7**

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 8**

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**

**Explanation/Reference:**

**QUESTION 9**

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**

**Explanation/Reference:**

**QUESTION 10**

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**

**Explanation/Reference:**

**QUESTION 11**

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**

**Explanation/Reference:**

#### **QUESTION 12**

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**

**Explanation/Reference:**

#### **QUESTION 13**

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 14**

Which of the following devices transmits data to all ports regardless of final destination?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 15**

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**

**Explanation/Reference:**

**QUESTION 16**

Which of the following expansion slots can ONLY be found on a desktop computer?

- A. PCI express
- B. Express Card 34
- C. Express Card 54
- D. PCMCIA

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 17**

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**

**Explanation/Reference:**

**QUESTION 18**

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**

**Explanation/Reference:**

#### **QUESTION 19**

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 20**

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**

**Explanation/Reference:**

#### **QUESTION 21**

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**

**Explanation/Reference:**

**QUESTION 22**

Which of the following standards would be used on a wireless router to support speeds up to 150 Mbps?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 23**

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**

**Explanation/Reference:**

**QUESTION 24**

Which of the following printer types uses an imaging drum?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 25**

A technician must replace a 10/100 NIC in a Windows XP PC. The failed NIC is no longer available and a substitute 1 GB NIC will be used.

Which of the following MUST be performed to accomplish the task?

- A. The drivers for the new 1 GB NIC must be installed.
- B. The NIC speed cannot exceed 10/100 and the PC must support digitally signed drivers.



- C. The PC must be rated to support the 1 GB NIC speed.
- D. The network cable must also be upgraded.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 26**

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**

**Explanation/Reference:**

#### **QUESTION 27**

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

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

**Correct Answer:** B

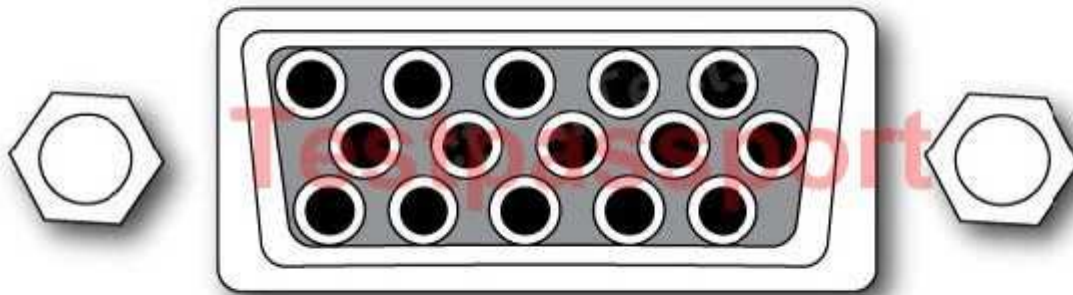
**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 28**

Click on the Exhibit button.



Which of the following describes the port type pictured in the image?

- A. VGA
- B. Serial
- C. Parallel
- D. DVI

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 29

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**

**Explanation/Reference:**

#### QUESTION 30

A technician is helping to purchase a new server to be used to roll out virtualized workstations. Which of the following components should be chosen to BEST meet the customer s needs? (Select TWO).

- A. Specialized video card

- B. Maximum memory
- C. Maximum-core processor
- D. Dual monitors
- E. Surround sound audio

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 31**

A computer turns on and a Date and Time Not Set message appears on the screen after the manufacturer logo.

Which of the following is the MOST possible cause?

- A. The computer was not shut down properly.
- B. The CMOS battery needs to be replaced.
- C. The OS has stopped synching with the NTP server.
- D. The system BIOS is corrupted.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 32**

Which of the following encryption types is the LEAST secure?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 33**

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**

**Explanation/Reference:**

**QUESTION 34**

Which of the following connector types is used on a CAT5 cable?

- A. RJ-45
- B. DB-9
- C. RJ-11
- D. RS-232

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 35**

Which of the following cables is fire retardant?

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

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 36**

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**

**Explanation/Reference:**

**QUESTION 37**

A client has a laptop screen and an external screen. Which of the following is the BEST way to toggle between the two or show both at the same time?

- A. Function keys on keyboard
- B. Task Manager

- C. Display settings in Control Panel
- D. Turn the monitors on and off

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 38**

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 39**

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**

**Explanation/Reference:**

#### **QUESTION 40**

Which of the following provides the BEST solution for customers needing quiet cooling options?

- A. Side panel slots
- B. Liquid based
- C. Additional fans
- D. Thermal paste

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 41**

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**

**Explanation/Reference:**

**QUESTION 42**

Which of the following provides the LEAST network security?

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

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 43**

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**

**Explanation/Reference:**

**QUESTION 44**

Which of the following would require the need for a POTS line?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

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**

**Explanation/Reference:**

**QUESTION 46**

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**

**Explanation/Reference:**

**QUESTION 47**

In addition to power and DVI, which of the following additional connections is needed to setup a fully functional touch screen LCD monitor?

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

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 48**

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**

**Explanation/Reference:**

**QUESTION 49**

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**

**Explanation/Reference:**

**QUESTION 50**

A technician needs to install an appropriate PSU into a new machine. The technician needs available power for a floppy drive, two older IDE hard disks, a single SATA hard disk, and an IDE optical drive. How many unique power connectors will the PSU need to accommodate the listed devices?

- A. 2
- B. 3
- C. 4
- D. 5

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 51**

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**

**Explanation/Reference:**

**QUESTION 52**

A technician servicing a user's computer notices the user has a lot of desktop icons linking to inappropriate websites.

Which of the following should the technician do NEXT?

- A. Report through proper channels
- B. Track the evidence
- C. Document all changes to the computer
- D. Preserve the data and device

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 53**

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**

**Explanation/Reference:**

**QUESTION 54**

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 55**

Which of the following can be implemented on a WAP to ensure that only certain client machines can access it?

- A. Wire encryption
- B. Disabling SSID
- C. MAC filtering
- D. Port forwarding

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 56**

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**

**Explanation/Reference:**

**QUESTION 57**

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**

**Explanation/Reference:**

**QUESTION 58**

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**

**Explanation/Reference:**

**QUESTION 59**

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**

**Explanation/Reference:**

**QUESTION 60**

Which of the following encryption methods is considered easily broken and should be avoided when configuring wireless security?

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

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 61**

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**

**Explanation/Reference:**

**QUESTION 62**

Which of the following should be recommended for cooling a high-end gaming PC? (Select TWO).

- A. Power saving NIC
- B. Passive cooling
- C. Additional case fans
- D. Liquid cooling system
- E. Lower wattage power supply

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 63**

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**

**Explanation/Reference:**

#### **QUESTION 64**

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 65**

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**

**Explanation/Reference:**

**QUESTION 66**

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**

**Explanation/Reference:**

**QUESTION 67**

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 68**

Which of the following printers requires manual alignment?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 69**

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**

**Explanation/Reference:**

**QUESTION 70**

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**

**Explanation/Reference:**

**QUESTION 71**

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**

**Explanation/Reference:**

**QUESTION 72**

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**

**Explanation/Reference:**

**QUESTION 73**

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**

**Explanation/Reference:**

**QUESTION 74**

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**

**Explanation/Reference:**

**QUESTION 75**

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 76**

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**

**Explanation/Reference:**

#### **QUESTION 77**

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**

**Explanation/Reference:**

#### **QUESTION 78**

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**

**Explanation/Reference:**

#### **QUESTION 79**

A technician wants to install a printer to use port LPT1, but the computer does not currently have such a port. Which of the following expansion cards should the technician install and configure to create an LPT1 port?

- A. Serial
- B. Video
- C. Audio
- D. Parallel

**Correct Answer:** D

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 80**

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**

**Explanation/Reference:**

**QUESTION 81**

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**

**Explanation/Reference:**

**QUESTION 82**

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 83**

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**

**Explanation/Reference:**

#### **QUESTION 84**

Which of the following would BEST protect equipment from a brown out?

- A. HVAC system
- B. Surge suppressor
- C. UPS
- D. Power strip

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 85**

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**

**Explanation/Reference:**

#### **QUESTION 86**

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 87**

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**

**Explanation/Reference:**

**QUESTION 88**

Which of the following should a technician do NEXT, if the laptop's internal speakers do not work, after replacing the motherboard due to a video issue?

- A. Update the video drivers
- B. Replace the speakers
- C. Check the speaker's connection to the motherboard
- D. Verify that the speakers are compatible with the replacement motherboard

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 89**

Which of the following computer components are located on the Northbridge? (Select TWO).

- A. Hard drive
- B. CPU
- C. Fan
- D. RAM
- E. Audio

**Correct Answer: BD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 90**

Which of the following 802.11 standards has the MAXIMUM throughput of 11 Mbps?

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 91**

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**

**Explanation/Reference:**

#### **QUESTION 92**

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**

**Explanation/Reference:**

#### **QUESTION 93**

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**

**Explanation/Reference:**

**QUESTION 94**

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**

**Explanation/Reference:**

**QUESTION 95**

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 96**

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**

**Explanation/Reference:**

**QUESTION 97**

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**

**Explanation/Reference:**

#### **QUESTION 98**

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**

**Explanation/Reference:**

#### **QUESTION 99**

Which of the following connectors is found on every desktop power supply?

- A. Berg
- B. SATA
- C. PCIe
- D. Molex

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 100**

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**

**Explanation/Reference:**

**QUESTION 101**

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**

**Explanation/Reference:**

**QUESTION 102**

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**

**Explanation/Reference:**

**QUESTION 103**

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 104**

Since calling in an issue two days ago, a user reports that they have not heard from a help desk technician. Which of the following is the MOST appropriate response?

- A. Let the user know that there is no record of the initial call.
- B. Let the user know that the problem will be escalated immediately.
- C. Let the user know that the technician will be out to resolve the problem tomorrow.
- D. Close the initial ticket that was issued and open a new help desk ticket for the user.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 105**

Which of the following is the FIRST step a technician should take to replace a network printer?

- A. Unplug the network printer then notify users.
- B. Notify all users before unplugging the printer.
- C. Save all print jobs, replace the printer and print all saved files.
- D. Delete all print jobs before replacing the printer.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 106**

Which of the following is the proper way to remove a PCMCIA card from a laptop running Windows XP?

- A. Click on the safely remove hardware icon, stop the device, and remove the card
- B. Push the eject button on the card slot
- C. Grasp the card firmly and slowly pull it from the slot on the laptop
- D. In the Control Panel, stop the device service, and then remove the card

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 107**

A surge suppressor is only capable of providing protection against which of the following environmental hazards?

- A. Electrostatic discharge
- B. Power blackouts



- C. Power spikes
- D. Power brown outs

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 108**

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**

**Explanation/Reference:**

#### **QUESTION 109**

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**

**Explanation/Reference:**

#### **QUESTION 110**

A technician is trying to connect the high-end 5.1 surround sound audio system to their Home Theater PC. Front and rear channels produce the sound but the subwoofer and the front speaker seem to be muted. Which of the following would the technician MOST likely check to resolve the issue?

- A. The power cable of the 5.1 surround sound audio system.
- B. The subwoofer and the front channel speaker drivers are installed properly.
- C. The subwoofer and the front channel speakers are not defective.
- D. The subwoofer and the front channel speaker s RCA cable connection to the computer s audio card.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 111**

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 112**

Which of the following needs to be configured on a wireless router to allow specific client machines to connect?

- A. Port forwarding
- B. WPS
- C. MAC filtering
- D. DMZ

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 113**

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**

**Explanation/Reference:**

**QUESTION 114**

Which of the following is required in order for BitLocker to be enabled?

- A. Drive encryption
- B. Group Policy
- C. Trusted platform module
- D. Power-on Password

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 115**

Which of the following networking standards can operate at two different channel widths on the same spectrum simultaneously?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 116**

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**

**Explanation/Reference:**

**QUESTION 117**

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**

**Explanation/Reference:**

**QUESTION 118**

Which of the following media has a capacity of 8.6 GB?

- A. CD
- B. DL DVD
- C. DL Blu-ray
- D. DVD

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 119**

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**

**Explanation/Reference:**

**QUESTION 120**

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 121**

A customer would like to upgrade their onboard fast Ethernet connection to connect to their new gigabit network at the gigabit speed.

Which of the following will enable them to do so?

- A. Convert the user to wireless.
- B. Install a 10/100/1000 NIC.
- C. Update the drivers for the onboard port.
- D. Flash the BIOS to unlock the Ethernet port.

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 122**

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**

**Explanation/Reference:**

**QUESTION 123**

A customer reports that their 4-year-old PC takes a long time to boot. The technician investigates and finds the BIOS is rediscovering the hardware environment at every boot. Which of the following will MOST likely fix this problem?

- A. Change out the CMOS battery on the motherboard.
- B. At the OS level, launch Device Manager and re-scan the hardware.
- C. Hit F9 while the computer is booting, but before the OS starts to load.
- D. Reset the BIOS using the CMOS reset jumper.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 124**

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 125**

Which of the following describes the MAIN difference between a plenum rated cable versus a non-plenum rated cable?

- A. A reduced production of hazardous fumes when subjected to fire
- B. The ability to be bent into tighter turning radiuses within conduit
- C. A reduced noise level when bundled in groups of 20 or more
- D. The ability to transmit data with fewer cross-talk interruptions

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 126**

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**

**Explanation/Reference:**

**QUESTION 127**

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**

**Explanation/Reference:**

**QUESTION 128**

A technician is repairing a printer in the payroll department that includes employees sensitive information. Which of the following should the technician do with the printed sensitive information documents that were used for testing?

- A. Keep printed items for future reference.

- B. Shred the printed documents.
- C. Leave the documents on the printer.
- D. Recycle all printed documents.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 129**

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**

**Explanation/Reference:**

#### **QUESTION 130**

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**

**Explanation/Reference:**

#### **QUESTION 131**

Which of the following connectors would terminate a POTS connection?

- A. BNC
- B. F
- C. RJ-45
- D. RJ-11

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 132**

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**

**Explanation/Reference:**

**QUESTION 133**

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 134**

Which of the following voltages is MOST likely to be supplied from a PC power supply unit? (Select TWO).

- A. 1V
- B. 1.7V
- C. 3.3V
- D. 5V
- E. 9V

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 135**

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**

**Explanation/Reference:**

#### **QUESTION 136**

Which of the following is the BEST example of the use of chain of custody?

- A. Technician uses a third party to hand over the PC to the proper authority.
- B. Technician remembers when and who they gave the PC to.
- C. Technician calls supervisor after PC has been transferred.
- D. Technician notes the date, time and who was given the PC.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 137**

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**

**Explanation/Reference:**

#### **QUESTION 138**

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:**

**QUESTION 139**

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 140**

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**

**Explanation/Reference:**

**QUESTION 141**

A corporate technician has been tasked with providing a thin client PC for a new employee. Which of the following configurations would be the MOST appropriate?

- A. A PC with the maximum amount of supported RAM
- B. A PC equipped with high end audio and video cards
- C. A PC that meets the minimum requirements for running an OS
- D. A PC with the most powerful processor

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 142**

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 143**

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**

**Explanation/Reference:**

#### **QUESTION 144**

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**

**Explanation/Reference:**

#### **QUESTION 145**

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**

**Explanation/Reference:**

**QUESTION 146**

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**

**Explanation/Reference:**

**QUESTION 147**

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**

**Explanation/Reference:**

**QUESTION 148**

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**

**Explanation/Reference:**

**QUESTION 149**

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**

**Explanation/Reference:**

#### **QUESTION 150**

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**

**Explanation/Reference:**

#### **QUESTION 151**

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**

**Explanation/Reference:**

#### **QUESTION 152**

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**

**Explanation/Reference:**

**QUESTION 153**

Which of the following are characteristics of transferring data using fiber as the medium? (Select TWO).

- A. Fiber can transmit data the farthest distance without requiring a repeater
- B. Fiber is the least susceptible to EMI
- C. Fiber is the most susceptible to changes in temperature and humidity, which can cause varying transmission speeds
- D. Fiber can transmit power as well as data, which will lead to cost savings
- E. Fiber is the least expensive means of transmitting data

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 154**

A user states that the display is not very bright on their laptop. Which of the following is the MOST likely location to adjust the brightness?

- A. In the Device Manager of the operating system
- B. In the BIOS
- C. Fn key
- D. In the video display drivers

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**



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