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Version: Demo

Exam A

QUESTION 1

A desktop computer is exhibiting artifacts on the screen after prolonged use. A technician has already updated the video drivers and ran all operating system updates. Which of the following is the MOST likely cause for this?

- A. Defective cabling
- B. Outdated system BIOS
- C. Incorrect GPU firmware
- D. Overheating GPU

Correct Answer: D

Explanation

QUESTION 2

Which of the following types of cables are MOST likely to be used to connect to an external hard drive? (Select TWO).

- A. Molex
- B. SPDIF
- C. eSATA
- D. HDMI
- E. USB 3.0
- F. CAT6e

Correct Answer: CE

Explanation

QUESTION 3

A user wants to store a personal video to view at a later time. Which of the following types of media is the LEAST expensive with a maximum capacity of 750MB?

- A. USB drive
- B. DVD-R
- C. Blu-Ray
- D. CD-R

Correct Answer: D

Explanation

QUESTION 4

A user is asking for recommendations on building a PC that will primarily be used for gaming. Which of the following should the technician recommend? (Select TWO).

- A. 7.1 sound card
- B. CAD video card
- C. Virtualization support
- D. Thunderbolt expansion cards
- E. RAID controller
- F. High-end video card

Correct Answer: AF

Explanation

QUESTION 5

A user is watching streaming video on a home network, but experiences buffering and delays when there are too many people on the network. Which of the following is MOST likely to resolve the issue?

- A. Disable SSID broadcast
- B. Setup UPnP
- C. Enable QoS
- D. Configure DMZ

Correct Answer: C

Explanation

QUESTION 6

A technician is troubleshooting a desktop PC. When the power button is pressed, the fan momentarily spins and the PC does not boot. Which of the following components is MOST likely the problem?

- A. CPU
- B. CMOS battery
- C. RAM
- D. Power supply

Correct Answer: D

Explanation

QUESTION 7

A technician is troubleshooting performance issues with a desktop PC and hears clicking noises coming from inside the case. Which of the following is the MOST likely cause?

- A. Low voltage power supply
- B. Failing magnetic hard drive
- C. Corrupted Solid State Drive
- D. Overheated RAM

Correct Answer: B
Explanation

QUESTION 8

Ann, a business traveler, calls her company's help desk reporting that she cannot connect to the hotel's Internet. Which of the following is the FIRST troubleshooting step the help desk technician should advise?

- A. Verify WiFi is enabled
- B. Check the proxy settings
- C. Contact the hotel's front desk
- D. Boot into Safe Mode

Correct Answer: A
Explanation

QUESTION 9

A computer is running very slowly and there is a clicking sound coming from the tower. Which of the following is the BEST course of action?

- A. Format the drive and install the OS.
- B. Partition the drive. Format the drive and install the OS.
- C. Backup data. Format and install the OS.
- D. Backup data. Replace the drive and install the OS.

Correct Answer: D
Explanation

QUESTION 10

A computer will not load Windows and displays the error message "Operating system not found". Which of the following tools should the technician use to troubleshoot the issue?

- A. bootrec
- B. diskpart
- C. format
- D. sfc

Correct Answer: A
Explanation

QUESTION 11

A user states there are multiple small black dots on an LCD screen. Which of the following should be done to resolve the issue?

- A. Replace monitor.
- B. Replace video card.
- C. Replace video cable.
- D. Replace power supply.

Correct Answer: A
Explanation

QUESTION 12

Which of the following ports is used for a secure browser connection for an online purchase?

- A. 23
- B. 80
- C. 110
- D. 443
- E. 3389

Correct Answer: A
Explanation

QUESTION 13

When troubleshooting a motherboard that has no power, which of the following steps would the technician do FIRST?

- A. Use a multimeter tester.
- B. Use a post card tester.
- C. Replace the motherboard with a new one.
- D. Make sure the computer is plugged in.

Correct Answer: D
Explanation

QUESTION 14

A technician has a computer with three hard drives and wants to create a RAID array with parity.

Which of the following RAID configurations should be installed?

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

Correct Answer: C
Explanation

QUESTION 15

A client has requested the use of an AMD CPU on a workstation computer. Which of the following motherboard sockets MUST be utilized for this customer's PC?

- A. FM2
- B. Socket H
- C. ZIF
- D. 2011

Correct Answer: A
Explanation

QUESTION 16

A customer is building a high-end gaming PC and is seeking an appropriate power supply unit. Which of the following feature-sets of a power supply should be installed? (Select THREE).

- A. Mini-ITX form factor
- B. High number of connectors
- C. 24-pin main connector
- D. 20-pin main connector
- E. 350-450 watts of power
- F. Dual 12v rails

Correct Answer: BCF
Explanation

QUESTION 17

A technician is tasked with installing a printer for use in a department with ten users in a wireless-only environment while directly connected to the network. Which of the following network modes should the technician utilize in the printer setup?

- A. Ad hoc
- B. Bluetooth
- C. Ethernet
- D. Infrastructure

Correct Answer: D
Explanation

QUESTION 18

A technician is reviewing the output of an ipconfig command. Which of the following listed IP addresses forwards traffic to another network or subnet?

- A. DHCP server
- B. DNS servers
- C. Subnet mask
- D. Default gateway

Correct Answer: D
Explanation

QUESTION 19

After installing a new wireless router in a home office, a user's remote clients have lost the ability to access the FTP server on the user's home office LAN. Which of the following features in the router MUST be configured before the clients can regain secure access?

- A. QoS
- B. Port triggering
- C. Port forwarding
- D. MAC filtering

Correct Answer: C
Explanation

QUESTION 20

After upgrading a customer's motherboard and CPU, the PC will not boot. The technician can hear a single long beep lasting 4-5 seconds. This beep repeats until the unit is powered off. Which of the following is the MOST likely cause of this alarm?

- A. The technician has shorted out the motherboard.
- B. The technician has not properly seated the RAM.
- C. The technician has not connected the keyboard.
- D. The power supply is insufficient for the upgrade.

Correct Answer: B

Explanation

QUESTION 21

A user has a virtual machine that is running slowly and needs to increase performance. Which of the following components, when upgraded, would have the MOST significant impact?

- A. RAM
- B. Video card
- C. Optical drive
- D. Cooling

Correct Answer: A

Explanation

QUESTION 22

A user has requested a technician to upgrade a small form factor open source PC to facilitate video capture. Which of the following should be used?

- A. IDE sound card
- B. PCIe video card
- C. Riser card
- D. PS/2 adapter

Correct Answer: C

Explanation

QUESTION 23

Under normal circumstances, which of the following wireless standards provides the slowest transfer speed at 2.4GHz?

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

Correct Answer: B

Explanation

QUESTION 24

A brownout has occurred within a building. A technician is repairing a workstation which has a power light, but is not displaying anything on the screen and is not making any sounds during boot up. Which of the following should be used to further troubleshoot the workstation?

- A. Loop back plug
- B. POST card
- C. Power supply tester
- D. Multimeter

Correct Answer: B

Explanation

QUESTION 25

A user, Ann, logs in to her computer and receives an error that states "this IP address is already in use". All computers are assigned dynamic IP addresses. When following best practices, which of the following commands should the technician run? (Select TWO).

- A. ipconfig
- B. ipconfig /release
- C. ipconfig /flushdns
- D. ipconfig /renew
- E. ipconfig /?
- F. ipconfig /all

Correct Answer: BD

Explanation

QUESTION 26

A technician has noticed that a client has an unsecured wireless network. Which of the following is the BEST security encryption type to protect the wireless network from intrusion?

- A. WEP2
- B. WEP
- C. WPA2
- D. WPS

Correct Answer: C

Explanation

QUESTION 27

A user reports that the mouse is not working properly. The technician notices on the user's workstation that the mouse cursor spins for several minutes before the technician can use the mouse. Which of the following is the cause of the issue?

- A. Failed Operating System
- B. Faulty mouse

- C. Faulty CPU
- D. Not enough memory

Correct Answer: D
Explanation

QUESTION 28

A technician is notified that a laptop is not booting. It is discovered that there are no system lights, sounds, or display when the power button is pressed. Which of the following should the technician attempt FIRST in the troubleshooting process?

- A. Connect an external monitor into the laptop to determine if the LCD has failed.
- B. Boot the system from either a boot CD or other removable media type.
- C. Disconnect the AC and battery power and hold the power button for several seconds.
- D. Remove any hard drives or optical drives, RAM, and any wireless cards or USB devices from the laptop.

Correct Answer: C
Explanation

QUESTION 29

A technician receives a report from a client that is having issues with colors on a monitor. The technician notices that the monitor does not appear to have any red hues. The technician sees that the monitor has two types of inputs, VGA is currently in use, and the HDMI cable is not. The technician powers down the system and switches from using the VGA cable to the HDMI cable and the issue is resolved. Which of the following was MOST likely the issue?

- A. One of the pins on the VGA cable was damaged.
- B. The monitor did not natively support VGA input.
- C. The PC was originally configured to output to HDMI.
- D. The video card drivers were out of date.

Correct Answer: A
Explanation

QUESTION 30

A client has an issue with large files taking a long time to open or save. As time goes by, the issue worsens. The client has hundreds of GBs of files that are still in the process of backing up. The technician has verified that the hard drive is healthy and there are no signs of failure. Which of the following troubleshooting steps should the technician perform NEXT?

- A. Install the latest drivers from the hardware vendor.
- B. Perform a scan of the drive for file fragmentation.
- C. Run chkdsk on the workstation's hard drive.
- D. Reformat the drive and reinstall the OS.

Correct Answer: B
Explanation

QUESTION 31

Which of the following is the purpose of DHCP?

- A. Resolves host names to IP addresses
- B. Assigns MAC address hosts on a network
- C. Resolves host names to MAC addresses
- D. Ability to automate the IP schema to hosts

Correct Answer: D
Explanation

QUESTION 32

Which of the following HD PC connector types are used for connecting dual monitors to a workstation? (Select TWO).

- A. VGA
- B. HDMI
- C. SPDIF
- D. Coaxial
- E. DVI
- F. S-video

Correct Answer: BE
Explanation

QUESTION 33

Which of the following is required during the installation of a digitizer?

- A. Must be connected to the Internet
- B. Must be cleaned
- C. Must have the latest software installed
- D. Must be calibrated

Correct Answer: D
Explanation

QUESTION 34

A technician replaces a defective 250GB hard drive in a desktop with a 2TB hard drive. After installation, the computer detects the new 2TB drive as a 250GB drive. Which of the following should the technician do to fix this issue?

- A. Reinstall the drive
- B. Patch the OS
- C. Upgrade the driver
- D. Flash the BIOS

Correct Answer: D
Explanation

QUESTION 35

Which of the following RAM types can continue working if there is corrupt data?

- A. Non-parity
- B. Dual channel
- C. Buffered
- D. ECC

Correct Answer: D
Explanation

QUESTION 36

A technician has a desktop with two hard drives. The technician would like to configure a RAID array such that one drive can fail, but data can still be accessed. Which of the following RAID types should the technician install?

- A. 0
- B. 1
- C. 5
- D. 6

Correct Answer: B
Explanation

QUESTION 37

A technician is troubleshooting an expansion card in a computer that allows the computer to receive faxes over a VoIP line. The telephone line connected to the expansion card is MOST likely which of the following cable types?

- A. Coaxial
- B. CAT3
- C. CAT6
- D. Multi-mode fiber
- E. Single-mode fiber

Correct Answer: C
Explanation

QUESTION 38

A technician works for a company that has virtual servers and virtual desktops. The company hires a user who only needs to access the virtual desktops. Which of the following is the MOST cost-effective workstation to purchase?

- A. Thin client
- B. Gaming PC
- C. CAD PC
- D. Thick client

Correct Answer: A
Explanation

QUESTION 39

Which of the following cables can transmit Gigabit speeds? (Select TWO).

- A. CAT3
- B. CAT4
- C. CAT5
- D. CAT5e
- E. CAT6

Correct Answer: DE
Explanation

QUESTION 40

A user has a laptop and is trying to connect to a wireless network but is unable to see any SSIDs. Which of the following would be the FIRST thing that the technician should do?

- A. Connect the laptop to a wired connection
- B. Reboot the nearest access point
- C. Try to connect another device
- D. Check that the wireless radio is not turned off

Correct Answer: D
Explanation

QUESTION 41

A technician is troubleshooting a workstation's hard drive with multiple read/write failures. Which of the following can be used to repair the hard drive?

- A. format
- B. diskpart
- C. defrag
- D. chkdsk

Correct Answer: D
Explanation

QUESTION 42

Which of the following components of a motherboard is responsible for communications between CPU and RAM?

- A. North Bridge
- B. South Bridge
- C. PCIe slot
- D. CMOS battery

Correct Answer: A
Explanation

QUESTION 43

An operating system running from a portable flash drive needs fast read/write speeds. Which of the following technologies is BEST suited to support this?

- A. SATA3
- B. FireWire 800
- C. USB 3.0
- D. eSATA

Correct Answer: C
Explanation

QUESTION 44

A technician needs to enable remote connections to a workstation that is to be accessed from an external network. Which of the following settings on the router needs to be configured?

- A. Network Address Translation
- B. Quality of Service
- C. Port forwarding
- D. Client-side DHCP

Correct Answer: C
Explanation

QUESTION 45

A technician has been dispatched to work on a printer and must perform the following tasks: remove jam, clean heads, replace cartridge, and calibrate. Which of the following printer types will the technician be servicing?

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

Correct Answer: D
Explanation

QUESTION 46

A user attempts to turn on a computer and receives no response. The user calls the technician to report the computer is not booting and a faint smell of something burning. Which of the following tools will BEST help to identify the issue?

- A. ESD strap
- B. PSU tester
- C. Cable tester
- D. Loopback plug

Correct Answer: B
Explanation

QUESTION 47

Which of the following display types is typically found on tablets and monitors with wide viewing angles?

- A. Cathode Ray Tube
- B. In-Plane Switching
- C. Twisted Nematic
- D. Organic LED

Correct Answer: B
Explanation

QUESTION 48

Which of the following cable connection types is an example of a mini DIN?

- A. BNC
- B. PS/2
- C. RCA
- D. DB9

Correct Answer: B
Explanation

QUESTION 49

Turning off DHCP on a SOHO wireless router will require manual entry of which of the following workstation settings? (Select TWO).

- A. HOSTS file IP addresses
- B. HIPS server IP address
- C. Proxy server IP address
- D. DNS server IP address
- E. Gateway IP address

Correct Answer: DE
Explanation

QUESTION 50

A user reports a long delay when attempting to open a large, often used database file on the local drive. Which of the following tools would MOST likely be used to resolve this issue?

- A. defrag
- B. system restore
- C. sfc
- D. diskpart

Correct Answer: A
Explanation

QUESTION 51

A computer technician wants to boot up a computer using a USB flash drive. After inserting the USB drive and powering on the computer, it does not boot to the flash drive and instead boots to the OS on the hard drive. Which of the following is MOST likely the cause?

- A. The boot order in the BIOS is incorrect
- B. The hard drive is not formatted
- C. There is a disc in the optical drive
- D. There is insufficient memory

Correct Answer: A
Explanation

QUESTION 52

A customer wants a computer for performing a single-threaded task as quickly as possible. Which of the following CPU characteristics is the MOST important?

- A. Clock speed
- B. Hyperthreading
- C. Fan speed
- D. Number of cores

Correct Answer: A
Explanation

QUESTION 53

Which of the following connectors provide power to the system board? (Select TWO).

- A. IDE
- B. SATA
- C. Molex
- D. 4-pin 12v
- E. 24-pin ATX
- F. 6-pin PCIe

Correct Answer: DE
Explanation

QUESTION 54

Which of the following is an advantage of using DHCP for network addressing?

- A. Simplified configuration
- B. More addresses are available

- C. Faster connection speeds
- D. Lower latency times

Correct Answer: A
Explanation

QUESTION 55

A user reports that every time a document is printed to a laser printer, the document lettering smudges, making it unreadable. Which of the following is the cause?

- A. The print server is receiving error codes.
- B. The toner cartridge is leaking.
- C. The fuser is not functioning properly.
- D. The ink has not fully dried.

Correct Answer: C
Explanation

QUESTION 56

A user is requesting a cable to charge and transfer data for an Apple mobile device. Which of the following connection types would satisfy the user's requirements?

- A. MicroUSB
- B. Molex
- C. MiniUSB
- D. Lightning

Correct Answer: D
Explanation

QUESTION 57

A user wants to share access to the Internet from a smartphone to another mobile device. Which of the following Internet connection types should be used?

- A. Bluetooth
- B. IR
- C. Tethering
- D. DSL

Correct Answer: C
Explanation

QUESTION 58

A network technician is in the process of setting up a university lab. The lab requires 23 workstations; the workstations will need to be segregated from the rest of the network, with no wireless access, while limiting collisions. Which of the following will satisfy these requirements while being the LEAST expensive?

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

Correct Answer: B
Explanation

QUESTION 59

A network technician is in charge of creating the network cut sheet for an existing building. Some of the ports have been labeled, but some of the labels are unreadable. Which of the following tools would be BEST used to identify termination location?

- A. Tone generator and probe
- B. Loopback plug
- C. Cable tester and certifier
- D. Punchdown tool

Correct Answer: A
Explanation

QUESTION 60

A user reports that a laptop is turning on but the battery is not charging and the laptop power icon indicates it is not plugged in. The user inspects the power adapter; the green light is on and plugged into the laptop. Which of the following is the MOST likely cause of the issue?

- A. DC jack
- B. CMOS battery
- C. LCD inverter
- D. Faulty battery

Correct Answer: A
Explanation

QUESTION 61

A user, Joe, is watching a training education video and notices dark pin-sized dots in the same location on his laptop LCD screen. Which of the following is the cause of this issue?

- A. Distorted image
- B. Dead pixels
- C. Pixelation
- D. Incorrect color palette

Correct Answer: B
Explanation

QUESTION 62

A workstation has a network link light, but it cannot access internal network resources. Which of the following is the MOST likely cause of the issue?

- A. Slow transfer speeds
- B. IP address conflict
- C. Incorrect gateway
- D. Packet collisions

Correct Answer: B
Explanation

QUESTION 63

When upgrading RAM in a laptop, which of the following would a technician need to check FIRST in the manufacture's specifications?

- A. Compatibility between CPU and memory module
- B. Maximum capacity of the motherboard
- C. Number of slots available on the motherboard
- D. Maximum capacity of each RAM module

Correct Answer: B
Explanation

QUESTION 64

A user notices the printed pages from a network laser printer are creased and pressed. Which of the following should the technician check FIRST when troubleshooting this problem?

- A. Fuser
- B. Paper exit path
- C. Rollers
- D. Scanner assembly

Correct Answer: C
Explanation

QUESTION 65

A user wants to connect a laptop to the office LAN, charge the battery, and have a dual screen setup. Which of the following would BEST solve this user's requirements?

- A. Digitizer
- B. Thunderbolt
- C. Docking station
- D. Desktop mode

Correct Answer: C
Explanation

QUESTION 66

Android smartphones are typically different from other smartphone devices in that:

- A. Android devices use apps that are more secure than other devices.
- B. Android devices use open source operating systems.
- C. Android devices can only operate with a proprietary operating system.
- D. Android devices can receive apps from different sources.

Correct Answer: B
Explanation

QUESTION 67

A user has a laptop on a docking station that is used as a primary workstation. Whenever the user undocks the laptop to go to a meeting, the laptop powers off after only a few minutes. Which of the following should the technician MOST likely replace?

- A. Motherboard
- B. Battery
- C. Docking station
- D. Display

Correct Answer: B
Explanation

QUESTION 68

A technician needs to run a cable for a new computer and the requirement is CAT6. Which of the following wiring connectors should the technician use when terminating the cable?

- A. BNC
- B. RJ-12
- C. RJ-45
- D. ST
- E. F-connector

Correct Answer: C
Explanation

QUESTION 69

A user reports an inkjet printer is constantly feeding two sheets of paper for every page printed. Which of the following would be the MOST likely reason?

- A. Poor paper quality
- B. Incorrect paper size
- C. Defective duplexer
- D. Worn feed rollers

Correct Answer: A
Explanation

QUESTION 70

A customer has a Windows 7 laptop that is a few years old. The customer reports that the laptop performance is slow. A technician checks the laptop and finds it has the maximum 8GB of RAM, an i5 processor, and a 5400 RPM magnetic hard drive. Which of the following is the BEST way the technician can improve the performance of the laptop?

- A. Upgrade the memory in the laptop to 16GB.
- B. Replace the 5400 RPM hard drive with a SSD.
- C. Replace the i5 processor with an i7 processor.
- D. Upgrade the operating system to Windows 8.1.

Correct Answer: B
Explanation

QUESTION 71

Members of a sales team travel frequently with their laptops. The members have reported that hotel WiFi is unreliable and insecure. Which of the following devices could the IT department recommend to use instead of hotel WiFi?

- A. NIC teaming
- B. WWAN hotspot
- C. NFC enabled tablet
- D. Bluetooth tethering

Correct Answer: B
Explanation

QUESTION 72

A customer asks a technician to upgrade a desktop computer to support the DVI-D interface. Which of the following PC expansion cards would the technician upgrade?

- A. FireWire card
- B. Network card
- C. Thunderbolt card
- D. Video card
- E. Sound card

Correct Answer: D
Explanation

QUESTION 73

A technician needs to physically secure a laptop while it is in the hotel room. Which of the following items would be used for this purpose?

- A. Encrypt the hard drive
- B. Cable lock
- C. Multifactor authentication
- D. Docking station

Correct Answer: B
Explanation

QUESTION 74

Ann, a user, wants to host a gaming server on her SOHO network. Which of the following features on the SOHO router would need to be configured?

- A. Channels
- B. DHCP
- C. Port forwarding
- D. Firmware

Correct Answer: C

Explanation

QUESTION 75

A technician is troubleshooting a printer that is displaying a paper jam error message. The technician attempts to clear the jam but there is not any actual paper stuck in the printer. Which of the following is MOST likely causing this problem?

- A. Defective sensors
- B. Defective rollers
- C. Defective power adapter
- D. Defective print cartridges

Correct Answer: A

Explanation

QUESTION 76

A user is on a business trip with a company issued Windows 7 laptop and is unable to connect to the corporate WLAN. To temporarily reconfigure the settings, which of the following must the technician must access?

- A. Start/Control Panel/Network and Sharing Center/Change Adapter Settings/Wireless Network Connection Properties
- B. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Profile Types
- C. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Create an ad hoc network
- D. Start/Control Panel/Network and Sharing Center/Manage Wireless Networks/Add/Manually create a network profile

Correct Answer: A

Explanation

QUESTION 77

Which of the following enables touch functionality on a laptop display?

- A. IPS
- B. Digitizer
- C. Inverter
- D. OLED

Correct Answer: B

Explanation

QUESTION 78

A user's iPhone will not power on. Which of the following should the technician do FIRST to isolate the problem?

- A. Plug the phone into a known good charger
- B. Remove and reseal the battery
- C. Replace the screen glass assembly
- D. Replace the battery and charge the phone

Correct Answer: A

Explanation

QUESTION 79

A user reports that the mobile device in use has a very dim display. Which of the following is a possible solution for this issue?

- A. Perform a soft reset
- B. Adjust configurations/settings
- C. Reinstall the OS
- D. Replace the power cord

Correct Answer: B

Explanation

QUESTION 80

A technician is working on a server with high latency on the mapped network drive. Upon entry into the server room, the technician suspects an issue with one of the drives in the array. Which of the following would the technician do to easily solve the problem?

- A. Reseat the drive cable in the array.
- B. Replace the RAID controller.
- C. Replace the faulty drive in the array.
- D. Reinstall the RAID drivers.

Correct Answer: C

Explanation

QUESTION 81

A technician has set a laptop display to a resolution that was not supported and now cannot see the desktop. Which of the following diagnostic options would the technician choose to correct the issue?

- A. VGA mode
- B. Driver rollback
- C. Restore from backup
- D. Recovery console

Correct Answer: A
Explanation

QUESTION 82

A customer asks a technician for a device that has the capability to easily connect a laptop to an external monitor, keyboard, mouse, and charge the battery. Which of the following devices should the technician recommend to the customer?

- A. Lightning
- B. KVM switch
- C. USB 3.0
- D. Docking station

Correct Answer: D
Explanation

QUESTION 83

A laptop has a network port that is not working consistently and wireless is out of range. Which of the following would the technician do to quickly get the laptop back on the wired network?

- A. Use a USB to RJ-45 dongle
- B. Enable Bluetooth
- C. Enable NIC teaming
- D. Replace the motherboard

Correct Answer: A
Explanation

QUESTION 84

A smartphone user experiences difficulty removing the back cover of the device. Once finally removed, the battery appears to have swollen. The battery is still functional, but requires more frequent charging than it used to. Which of the following should the user do NEXT?

- A. Remove the battery and let it cool for 24 hours
- B. Fully discharge and then fully recharge the battery
- C. Short the battery terminals with a paper clip
- D. Replace the battery with a new one

Correct Answer: D
Explanation

QUESTION 85

Which of the following is the benefit of a modern tablet as compared to an e-Reader?

- A. A tablet has a longer battery life
- B. A tablet has the ability to host web services
- C. A tablet has better backlighting for reading in the dark
- D. A tablet has the ability to run graphically intense applications

Correct Answer: D
Explanation

QUESTION 86

A technician has been requested to replace an Intel CPU with an AMD CPU on a laptop. Which of the following components will need to be replaced as the technician prepares to complete the order?

- A. System board
- B. Inverter
- C. Memory
- D. DC jack

Correct Answer: A
Explanation

QUESTION 87

Which of the following components is responsible for converting light into digital information?

- A. Microphone
- B. Digitizer
- C. Inverter
- D. Webcam

Correct Answer: D
Explanation

QUESTION 88

A customer brings a laptop in for repair, because the screen image is upside down. Which of the following is the BEST solution?

- A. Change the screen orientation
- B. Replace the video card
- C. Connect an external monitor

D. Update the video card drivers

Correct Answer: A
Explanation

QUESTION 89

A company wants to use a laptop as a public kiosk in the lobby. Which of the following should the technician MOST likely recommend in order to secure the laptop?

- A. Use a cable lock
- B. Enable data-at-rest software
- C. Enable a screensaver with password
- D. Install a retina scanner

Correct Answer: A
Explanation

QUESTION 90

Which of the following types of devices MOST likely uses electronic ink technology?

- A. Smartphone
- B. Phablet
- C. e-Reader
- D. Tablet

Correct Answer: C
Explanation

QUESTION 91

Which of the following types of expansion slots is MOST frequently found in blade servers?

- A. PCIe
- B. PCI
- C. PCI-X
- D. miniPCI

Correct Answer: C
Explanation

QUESTION 92

A user attending a conference needs to print something from a tablet immediately. Which of the following is the QUICKEST way for the technician to establish a connection for the user to print?

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

Correct Answer: D
Explanation

QUESTION 93

Joe, a technician, is troubleshooting an issue with a PC suddenly losing network connectivity. He has confirmed that the cable is plugged in and has swapped it with a known working cable. Joe then pings the IP address of 127.0.0.1 and receives no response. Which of the following could be the cause of the issue? (Select TWO).

- A. The computer has the wrong DNS server configured.
- B. The TCP drivers are corrupted.
- C. The cable has been unplugged from the patch panel.
- D. The routing table on the router is corrupted.
- E. There is RF interference on the cable.
- F. The NIC is no longer functioning properly.

Correct Answer: BF
Explanation

QUESTION 94

Joe, a user, receives a wireless router from his ISP with a pre-set password and configuration. He can connect to the router fine via Ethernet but cannot see the wireless signal on any of his devices. The LEDs on the router indicate that a wireless signal is broadcasting. Which of the following settings on the router does Joe need to adjust to enable the devices to see the wireless signal?

- A. DHCP
- B. IPv6
- C. DMZ
- D. SSID

Correct Answer: D
Explanation

QUESTION 95

A user is searching for a piano keyboard to connect to a PC. The user would like the keyboard to communicate with the PC. Which of the following features should the user look for on a piano keyboard to BEST facilitate this?

- A. MIDI
- B. USB
- C. TCP
- D. HDMI

Correct Answer: A
Explanation

QUESTION 96

Which of the following memory types is primarily used in laptops?

- A. SDRAM
- B. DDR2
- C. ECC
- D. SODIMM

Correct Answer: D
Explanation

QUESTION 97

A technician is planning a hardware upgrade of a workstation. The technician would like to upgrade the video card, sound card, and NIC and add a USB 3.0 card. The technician is concerned about power consumption by the expansion cards. Which of the following upgrades would MOST likely require also upgrading the power supply?

- A. Video card
- B. USB 3.0 card
- C. Sound card
- D. Network card

Correct Answer: A
Explanation

QUESTION 98

Which of the following cable types should be installed to minimize toxic fumes in the event of a fire?

- A. Fiber
- B. STP CAT6
- C. Plenum
- D. Coaxial

Correct Answer: C
Explanation

QUESTION 99

A laptop logon screen can barely be seen, despite adjusting the display's brightness setting. Which of the following display components is defective?

- A. Backlight
- B. Digitizer
- C. Inverter
- D. Polarizer

Correct Answer: A
Explanation

QUESTION 100

A user reports that all printouts to a locally attached printer show only garbled characters. Which of the following tools should a technician use to troubleshoot the issue?

- A. Programs and Features
- B. Performance Monitor
- C. System Configuration
- D. Device Manager

Correct Answer: D
Explanation

QUESTION 101

Which of the following would a company use to limit traffic between subnets on a network?

- A. Repeater
- B. Bridge
- C. Hub
- D. Switch

Correct Answer: B
Explanation

QUESTION 102

A technician needs to connect a fiber cable to a distribution panel that has a round barrel connection. Which of the following would be required?

- A. SC
- B. LC
- C. BNC
- D. ST

Correct Answer: D
Explanation

QUESTION 103

A technician is tasked with finding and labeling where a network connection terminates in a patch panel. Which of the following tools would be BEST for the technician to use?

- A. Ethernet cable tester
- B. Tone generator and probe
- C. RJ-45 loopback plug
- D. Patch panel punchdown tool

Correct Answer: B
Explanation

QUESTION 104

A technician is tasked with replacing all the APs in an office building for greater speeds. The current location of APs allowed for total coverage of WiFi throughout the office. Which of the following 802.11 standards should be used?

- A. a
- B. ac
- C. b
- D. g
- E. n

Correct Answer: B
Explanation

QUESTION 105

A customer has a printer that needs to be installed and wants to be able to print on both sides of the paper. Which of the following needs to be considered?

- A. Orientation
- B. Duplexing
- C. Collating
- D. Scaling

Correct Answer: B
Explanation

QUESTION 106

A technician is tasked with upgrading the hard drives of a high-end workstation to SSD. The drives must be configured in a RAID array, but the RAID card does not support SSD. Which of the following would the technician verify in order to use the new drives?

- A. Controller firmware
- B. Power requirements
- C. File system type
- D. System BIOS

Correct Answer: A
Explanation

QUESTION 107

A user calls the help desk to inform the technician that the desktop laser printer has bad memory and needs to be replaced. After some inquiry, the technician discovers that the user is receiving an "insufficient memory" error when trying to print photos. After verifying that print spooling has been enabled, which of the following is the BEST course of action for the technician? (Select TWO).

- A. Clear all temp files from the printer's spool folder on the user's PC
- B. Replace the desktop laser printer due to faulty onboard RAM
- C. Remove and reload the laser printer driver from the user's PC
- D. Recommend that the user print the photos using an inkjet printer
- E. Suggest that the user lower the size or resolution of the photos

Correct Answer: DE
Explanation

QUESTION 108

A client's computer is not connecting to a website. Which of the following commands will allow the technician to view the route/number of hops between the host and remote systems?

- A. nbtstat
- B. tracert
- C. nslookup

D. netstat

Correct Answer: B
Explanation

QUESTION 109

A technician is building a new PC and notices that it has 8 DIMM sockets labeled 0 through 7. Four are white and four are blue. Which of the following should the technician do FIRST?

- A. Install the memory in the four white slots
- B. Install the memory in the four blue slots
- C. Consult the motherboard documentation
- D. Install the memory in slots 0 through 3
- E. Fill all slots with memory

Correct Answer: C
Explanation

QUESTION 110

Which of the following Internet connection types is a digital form that runs over standard telephone wiring?

- A. Fiber
- B. Dial-up
- C. Cable
- D. DSL

Correct Answer: D
Explanation

QUESTION 111

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
Explanation

Explanation/Reference:

Reference. <http://answers.yahoo.com/question/index?qid=20080514013404AAOuXkS>

QUESTION 112

DRAG DROP

Drag and drop the following speeds to the appropriate wireless standard. Tokens may be used more than once.

Select and Place:

Wireless Standard	MAX Speed	
802.11a	<input type="text"/>	11Mbps
		45Mbps
802.11b	<input type="text"/>	54Mbps
		110Mbps
802.11g	<input type="text"/>	180Mbps
		600Mbps
802.11n	<input type="text"/>	1200Mbps

Select and Place:

Wireless Standard	MAX Speed	
802.11a	<input type="text"/>	11Mbps
		45Mbps
802.11b	<input type="text"/>	54Mbps
		110Mbps
802.11g	<input type="text"/>	180Mbps
		600Mbps
802.11n	<input type="text"/>	1200Mbps

Correct Answer:

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