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Version: Demo

QUESTION 1
A first time PC owner drops off their brand new PC for service, reporting that it is slow and the memory should be 12GB according to the box but only reports 4GB. The RAM voltage was set improperly; one chip needed to be reseated and the BIOS had to be set to use the triple channel architecture. When picking up the PC the customer asks what was wrong. Which of the following would be the MOST appropriate response for this customer?

A. "Your PC's memory was installed incorrectly. I removed it and put it back in. Additionally the XMP profile needed to be adjusted for TCA."
B. "It was very complicated and technical in nature. If you do not mess with the settings, it should be fine from now on."
C. "You had the DDR3-1600 set up wrong; you set it for 1.5v and single channel."
D. "The PC's memory, or RAM, needed to have the correct settings applied to be utilized correctly. It should work fine now."

Correct Answer: D

QUESTION 2
A technician would like to load an operating system CD on startup. Which of the following settings would a technician change in the BIOS?

A. Enable TPM
B. Enable BIOS password
C. Disable TPM
D. Boot sequence

Correct Answer: D

QUESTION 3
During which of the following phases of the imaging process is the latent image exposed to toner?

A. Charging
B. Developing
C. Exposing
D. Transferring

Correct Answer: B

QUESTION 4
Which of the following is an APIPA address?

A. 10.10.x.x
B. 169.254.x.x
C. 192.168.x.x
D. 255.x.x.x

Correct Answer: B

QUESTION 5
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

QUESTION 6
Which of the following configurations would be set after installing a new modem card?

A. Proxy server settings
B. Workgroup name
C. COM port number
D. Expansion port

Correct Answer: C

QUESTION 7
Which of the following devices would need to be configured to block specific ports and protocols from entering the network?

A. Bridge
B. Firewall
C. Port replicator
D. Gateway

Correct Answer: B

QUESTION 8
Which of the following is the appropriate interface to connect an optical mouse and keyboard to a computer?

A. IEEE 1394
B. USB
C. Serial
D. eSATA

Correct Answer: B

QUESTION 9
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

QUESTION 10
Which of the following memory types is MOST commonly found in Pentium 4 class and newer desktop PCs?

A. SIMM
B. RAMBUS
C. SODIMM
D. DIMM

Correct Answer: D

QUESTION 11
A workstation would MOST likely be connected to an office network using which of the following cable types?

A. eSATA
B. Bluetooth
C. SCSI
D. Ethernet

Correct Answer: D

QUESTION 12
Which of the following parts of a laptop screen provides illumination for the LCD?

A. Inverter
B. Backlight
C. Inverter connector cable
D. Bezel

Correct Answer: B

QUESTION 13
Which of the following safety devices would be employed to prevent static discharge between a computer and a technician?

A. Non-Magnetic screwdriver
B. Voltmeter
C. Electrical tape
D. ESD mat

Correct Answer: D

QUESTION 14
To configure two drives for MAXIMUM performance, which of the following RAID types hould be used?

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

Correct Answer: A

QUESTION 15
A technician is tasked with selecting components to build a computer that will be used for computer aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select TWO).

A. Triple channel memory
B. MIDI sound card
C. TV tuner
D. Onboard graphics
E. Socket 1366 CPU

Correct Answer: AE
Explanation:
http://www.tomshardware.com/forum/306223-28-socket-1155-1366
http://www.tomshardware.com/forum/292783-30-triple-channel-dual-channel

QUESTION 16
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

QUESTION 17
Which of the following printing technologies uses piezoelectric pressure pads to produce small bubbles that are moved to the paper?

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

Correct Answer: D

QUESTION 18
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

QUESTION 19
Which of the following is MOST likely to have a physical switch on a laptop that allows it to be turned off without going into the BIOS?

A. External display
B. Webcam
C. Overclocking
D. Wireless

Correct Answer: D

QUESTION 20
Which of the following will help protect against brown outs?

A. Power supply
B. Anti-static strap
C. Surge suppressor
D. Battery backup

Correct Answer: D

QUESTION 21
ECC memory is primarily used in which of the following computers?

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

Correct Answer: C

QUESTION 22
Which of the following protocols would an email client use?

A. HTTP
B. SNMP
C. POP3
D. SFTP

Correct Answer: C

QUESTION 23
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

QUESTION 24
Which of the following should a technician check FIRST before upgrading the RAM in a laptop?

A. The speed of the FSB
B. The motherboard specifications
C. The BIOS manufacturer
D. The operating system version

Correct Answer: B

QUESTION 25
A technician has replaced a bad internal WLAN card in a Windows 7 Professional laptop. The WLAN card is listed in Device Manager as enabled and working. Which of the following should be done NEXT to use the card?

A. Change the security passphrase of the network.
B. Configure encryption on the router.
C. The SSID of the network must be added to the connection.
D. The firmware and drivers must be updated to the latest version.

Correct Answer: C

QUESTION 26
A technician is not able to boot to Windows OS. A "Non-bootable device found" message appears on the screen when the computer restarts. Which of the following is the MOST possible cause of the error message?

A. MBR is corrupt on the HDD.
B. HDD is set to Cable Select.
C. The operating system is corrupt.
D. A bootable HDD is not recognized in the BIOS.

Correct Answer: D

QUESTION 27
A printer is not pulling paper out of the paper tray. Which of the following is the MOST possible cause of the problem?

A. Pickup rollers
B. Print head
C. Drum
D. Fuser

Correct Answer: A

QUESTION 28
Which of the following connector types is found on coaxial cables?

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

Correct Answer: A

QUESTION 29
Which of the following is the correct pin out for T568B?

A. Orange/white, orange, green/white, blue, blue/white, green, brown/white, brown
B. Blue, blue/white, orange/white, orange, brown/white, brown, green/white, green
C. Green/white, green, orange/white, blue, blue/white, orange, brown/white, brown
D. Orange/white, orange, brown/white, brown, green/white, green, blue, blue/white

Correct Answer: A

QUESTION 30
Which of the following lists the correct non-overlapping channels in 2.4 GHz?

A. 1, 6, 11
B. 2, 4, 6, 8, 10
C. 3, 6, 9
D. 5, 11

Correct Answer: A

QUESTION 31
A home user working outside an office reports that their laptop is no longer connecting to the Internet. Which of the following would a technician recommend to check FIRST?

A. Windows Firewall settings
B. DHCP settings
C. Disable HomeGroup
D. Wireless on/off switch

Correct Answer: D

QUESTION 32
A technician installed a new docking station for a user and they have lost the ability to connect to the network. Which of the following is the MOST likely reason?

A. DHCP is disabled
B. The network is down
C. Device drivers are not loaded
D. The product is not compatible

Correct Answer: C

QUESTION 33
Which of the following expansion slots uses a serial connection?

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

Correct Answer: C

QUESTION 34
Which of the following provides the MOST storage capacity?

A. Floppy diskette
B. Blu-ray
C. DVD
D. CD-ROM

Correct Answer: B

QUESTION 35
Which of the following provides the BEST protection from brown outs?

A. Surge suppressor
B. Computer power supply with built in surge protections
C. Motherboard with built-in surge protection
D. Uninterruptible power supply

Correct Answer: D

QUESTION 36
Proper lifting technique for heavy items is:

A. To use gloves to pick up the item.

B. To squat and lift from the legs.
C. To have two people bend down and pick the item up.
D. To bend down and lift the item up.

Correct Answer: B

QUESTION 37
When a grounding strap is not available, a technician can ground by touching the computer's:

A. Power supply.
B. CPU fan.
C. Memory chips.
D. Motherboard.

Correct Answer: A

QUESTION 38
A technician needs to configure a computer with an external storage drive. Which of the following interfaces would provide the FASTEST throughput?

A. USB 2.0
B. eSATA
C. CAT5
D. FireWire

Correct Answer: B

QUESTION 39
Which of the following connector types uses a single RCA style connector?

A. DVI
B. VGA
C. RGB
D. Composite video

Correct Answer: D

QUESTION 40
A technician replaces a computer's NIC with a wireless card. The user wants to save the NIC. Which of the following should the technician use to preserve the NIC?

A. ESD mat
B. ESD wrist strap
C. Sealable plastic bag
D. Anti-static bag

Correct Answer: D

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