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QUESTION 1

Which of the following would need to be enabled on a mobile phone to share its Internet connection with multiple devices simultaneously?

- A. NFC
- B. Bluetooth
- C. Hotspot
- D. Tethering

Correct Answer: C

QUESTION 2

A customer struggles with the small print of most smartphones. The customer still likes the idea of using a smartphone for phone calls and work. Which of the following devices should the technician recommend to the customer?

- A. A tablet
- B. An e-Reader
- C. A phablet
- D. A smart watch

Correct Answer: C

QUESTION 3

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

QUESTION 4

A customer wants the thinnest laptop possible. Which of the following display technologies typically allows for thinner devices?

- A. IPS
- B. OLED
- C. LCD
- D. DisplayPort

Correct Answer: B

QUESTION 5

When a technician is planning to replace a laptop hard drive, the technician will need to:

- A. select a drive that is the correct form factor.
- B. choose the correct drive cache size for the laptop.
- C. also upgrade the memory.
- D. verify voltage requirements.

Correct Answer: A

QUESTION 6

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

QUESTION 7

A user has downloaded an image file and needs to install an application from the image. When trying to execute or open the file, an error is displayed. Which of the following should the user perform?

- A. Download a different file from the website
- B. Rename the extension of the file to a known extension
- C. Verify the MD5 hash of the downloaded file
- D. Mount the file as an emulated DVD

Correct Answer: D

QUESTION 8

A laptop is setup at a podium for a presentation but is set to extended desktop. The presenter would like it to show exactly what the laptop screen is showing. Which of the following would be the QUICKEST way to accomplish this?

- A. Look for the setting in control panel
- B. Toggle the dual display function key
- C. Change the screen orientation
- D. Reboot the laptop

Correct Answer: B

QUESTION 9

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

QUESTION 10

Recently a company updated their network infrastructure. A user reports that a laptop is experiencing slower network speeds since the update. Which of the following would the technician replace, rather than purchase a new device?

- A. Wireless NIC
- B. CPU
- C. RAM
- D. Hard drive

Correct Answer: A

QUESTION 11

A user has requested a device that could be used for web-conferences while away from work. The device will mainly be used for emailing, document reviewing, and phone calls. Which of the following mobile devices would a technician MOST likely recommend?

- A. Tablet
- B. Smart camera
- C. Phablet
- D. Web camera

Correct Answer: C

QUESTION 12

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

QUESTION 13

Wearable fitness tracking devices use which of the following technologies to determine user activity levels?

- A. Digitizer
- B. Gyroscope
- C. Accelerometer
- D. Inverter

Correct Answer: C

QUESTION 14

A user reports that the cursor jumps to random screen locations when typing on a laptop computer. Which of the following devices is MOST likely causing this?

- A. The touchpad
- B. The mouse wheel
- C. The multimedia keys
- D. The digitizer

Correct Answer: A

QUESTION 15

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

QUESTION 16

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

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

Correct Answer: D

QUESTION 17

A user wants to quickly share pictures between mobile devices. The devices will be in close proximity so the necessity of a third party service and/or another networking device is not required. Which of the following is the BEST option for this scenario?

- A. NFC

- B. USB
- C. IR
- D. WiFi

Correct Answer: A

QUESTION 18

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

QUESTION 19

A technician is working on a laptop with a failed Ethernet port caused by ESD. Which of the following is the simplest solution to restore network connectivity?

- A. Re-solder the network connector
- B. Replace the Ethernet daughter board
- C. Update the Ethernet driver
- D. Enable wireless and connect to the WAP

Correct Answer: D

QUESTION 20

A user, Ann, is preparing to travel abroad and wants to ensure that her laptop will work properly. Which of the following components of the laptop should be verified FIRST to ensure power compatibility before traveling?

- A. Wall adapter
- B. Battery
- C. Power supply
- D. Digitizer

Correct Answer: A