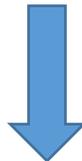


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QUESTION 1211

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

Answer: C

QUESTION 1212

Which of the following expansion slots uses a serial connection?

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

Answer: C

Explanation:

http://en.wikipedia.org/wiki/PCI_Express#Serial_bus

QUESTION 1213

Which of the following provides the MOST storage capacity?

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

Answer: B

QUESTION 1214

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

Answer: D

QUESTION 1215

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

Answer: B

QUESTION 1216

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

Answer: A

QUESTION 1217

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

Answer: B

QUESTION 1218

A customer has left a computer monitor on over the weekend and now notices slight discoloration of the screen. This is an example of _____.

- A. a failing backlight
- B. burn in
- C. a bad inverter
- D. dead pixels
- E. EMI

Answer: B

QUESTION 1219

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

Answer: A

QUESTION 1220

Which of the following is the form factor of a standard Parallel connector?

- A. DB-9
- B. DB-15
- C. DB-25
- D. DIN-6

Answer: C

QUESTION 1221

A company wants to conserve paper without limiting the ability to print. Which of the following settings needs to be configured?

- A. Orientation
- B. Duplex
- C. Collate
- D. Quality

Answer: B

QUESTION 1222

Ann, a user, boots her laptop and notices the screen flashes then turns black. It was working during her presentation yesterday. Which of the following troubleshooting steps should be completed?

- A. Use a multimeter to test voltage.
- B. Replace the laptop with a new one.
- C. Replace the battery.
- D. Connect an external display device.

Answer: D

QUESTION 1223

A user is reporting that a desktop computer with a RAID 1 array is running slowly. Upon performing a reboot, the technician sees S.M.A.R.T. errors during boot up. Which of the following tools would the technician use FIRST to troubleshoot the errors?

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

Answer: B

QUESTION 1224

A user creates a file in presentation software to be shown on a widescreen display. The user would like to adjust the aspect ratio of the slides in the presentation software so they display without extra black areas on the top, bottom, left, or right of the slides. Which of the following aspect ratios would BEST meet this requirement?

- A. 4:3
- B. 5:4
- C. 16:9
- D. 256:135

Answer: C

QUESTION 1225

A customer wants to connect a laptop to a mobile device's Internet for use in situations where there

is no Internet connectivity. Which of the following technologies would the technician recommend to the customer?

- A. IR
- B. NFC
- C. Hotspot
- D. Lightning

Answer: C

QUESTION 1226

Legacy software needs to be installed on a netbook. Which of the following is MOST likely needed in order to install the software?

- A. Lightning port
- B. Bluetooth adapter
- C. USB optical drive
- D. NFC chip

Answer: C

QUESTION 1227

Which of the following connectors can be used for video, audio, and storage devices?

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

Answer: D

QUESTION 1228

Which of the following are the BEST features to include in a Home Theater PC? (Select TWO.)

- A. Liquid Cooling
- B. VGA Output
- C. Dual Monitors
- D. Digital Audio
- E. HDMI Output
- F. NFC Capability

Answer: DE

QUESTION 1229

A user wants to enable hands-free for a smartphone in a car. Which of the following needs to be performed?

- A. Enable WiFi
- B. Driver installation
- C. Device pairing
- D. Enable NFC

Answer: C

QUESTION 1230

A customer wants to transfer data from the DVR to a DVD. Which of the following should be used on a workstation in order to extract the data for archiving?

- A. Optical drive
- B. Capture card
- C. Thunderbolt
- D. External storage

Answer: B

QUESTION 1231

A technician finds an external hard drive with the markings "IEEE 1394" on it. Which of the following cable types would be needed to view the contents of this drive?

- A. Ethernet
- B. eSATA
- C. FireWire
- D. MicroUSB

Answer: C

QUESTION 1232

A technician is installing a wireless router to be used as an access point. The company firewall will assign IP addresses to devices on the wireless network. Which of the following settings does the technician need to disable on the wireless router to accomplish this?

- A. NAT
- B. DMZ
- C. PAT
- D. DHCP

Answer: D

QUESTION 1233

A technician is installing Hyper-V and is getting an error that the software is not able to be installed. Which of the following processor characteristics should be checked?

- A. Cache size
- B. Virtualization support
- C. Number of cores
- D. Hyperthreading

Answer: B

QUESTION 1234

A server has been configured behind a firewall and a website has been deployed, but customers are unable to access the website. Which of the following should the technician do to ensure the customers can access the site?

- A. Place server in DMZ.
- B. Change DHCP settings.
- C. Enable port forwarding.
- D. Adjust QoS settings.

Answer: C

QUESTION 1235

Two drives in a RAID 5 have failed. Which of the following will the technician need to implement?

- A. Replace the failed drives and restore the data from backup to the RAID.
- B. Replace one of the failed drives and run the RAID repair.
- C. Replace the failed drives and format the RAID using the quick option.
- D. Replace one of the failed drives and repair the RAID using system utilities.

Answer: A

QUESTION 1236

A group of users need to connect directly to a printer with continuous access. Which of the following connection types will achieve this?

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

Answer: B

QUESTION 1237

A video projector shows the image from a laptop, but everything is colored blue. Which of the following is the MOST likely the cause?

- A. Dead pixels
- B. Video resolution
- C. Failing lamp
- D. VGA connection

Answer: D

QUESTION 1238

Which of the following devices is primarily intended to provide 24/7 diagnostic and biometric data regarding the user?

- A. Fitness monitor
- B. e-Reader
- C. Smartwatch
- D. Smartphone

Answer: A

QUESTION 1239

A technician is setting up a printer in a training room. The trainer needs to be able to print multiple copies of the training documentation for the classes. Which of the following should the technician configure on the printer to facilitate this?

- A. Scanning
- B. Collating
- C. Faxing
- D. Duplexing

Answer: B

QUESTION 1240

A technician is troubleshooting a desktop that is having intermittent issues with locking up and system errors. The technician suspects that the problem might be that not enough power is getting to the motherboard. Which of the following tools would a technician use to determine if the hypothesis is correct?

- A. POST card
- B. Loopback plug
- C. Multimeter
- D. Cable tester

Answer: C

QUESTION 1241

After migrating a network-based print queue to a new server, users are reporting that documents are not printing correctly and print jobs will error out or print garbled text. Which of the following actions will BEST resolve this issue for the affected users?

- A. Install the correct drivers on the server.
- B. Delete and reconnect to the print queue on the client machine.
- C. Restart the print queues on the print server.
- D. Reinstall the printer drivers on the client desktops.

Answer: A

QUESTION 1242

A user reports the cursor jumps around when typing in documents on a new laptop. Which of the following is MOST likely causing the issue?

- A. Touchpad settings
- B. Screen calibration
- C. Incompatible software
- D. Unsigned hardware

Answer: A

QUESTION 1243

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

Answer: B

QUESTION 1244

A user is attempting to print a color document but it will not print in color. Which of the following should the technician do FIRST to fix the problem?

- A. Reset printer IP address.
- B. Change color toner cartridge.
- C. Check grayscale setting.
- D. Reinstall printer driver.

Answer: C

QUESTION 1245

A technician has been tasked with setting up email on a user's phone. The user also wants the email to remain on the server. Which of the following ports would be BEST for setting up the phone?

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

Answer: C

QUESTION 1246

A technician is installing a network-enabled security system that features IP-based cameras. To access the system remotely, which of the following capabilities is MOST likely to require configuration?

- A. VPN passthrough
- B. QoS
- C. Static IPs
- D. Port forwarding

Answer: D

QUESTION 1247

A customer wants to copy a database that is 97 GB in size for multiple uses. Which of the following format specifications should the customer use?

- A. BD-RE DL
- B. BDXL
- C. BD-RE
- D. BD-R

Answer: A

QUESTION 1248

Which of the following ports is used when accessing a website with SSL encryption?

- A. 22
- B. 80
- C. 110
- D. 443

Answer: D

QUESTION 1249

A user reports the inability to access a company server using the FTP protocol. A technician finds other ports to the server seem to work normally. The technician has determined the problem is an incorrectly configured software firewall on the user's machine. Which of the following is MOST likely the cause?

- A. Incoming connections on port 445 are blocked.
- B. Outgoing connections on port 443 are blocked.
- C. Incoming connections on port 143 are blocked.
- D. Outgoing connections on port 80 are blocked.
- E. Outgoing connections on port 21 are blocked.

Answer: E

QUESTION 1250

A customer is reporting that after removing a laptop from the docking station and bringing it home, the cursor occasionally jumps around the screen while the customer is typing. Which of the following should the technician do to mitigate this issue?

- A. Disable the touch pad on the laptop
- B. Install new keyboard drivers for the laptop
- C. Install new drivers for the docking station
- D. Disable the keyboard on the laptop

Answer: A

QUESTION 1251

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

Answer: A

QUESTION 1252

A technician has upgraded the BIOS of a system that is running with multiple hard drives. Afterward, the system will not boot and displays an error message "Operating system not found". Which of the following is the FIRST thing the technician should inspect?

- A. The hard drive type settings in the BIOS
- B. The power supply connections to the hard drives
- C. The boot sequence settings in the BIOS
- D. The motherboard SATA connectors

Answer: C

QUESTION 1253

A PC has been randomly rebooting several times a day. The technician checks the case for overheating and finds the fans appear to be operating normally. Which of the following should the technician check NEXT?

- A. The motherboard for any sign of swollen capacitors
- B. The disk drive to determine if it is defragmented and operating properly
- C. The embedded NIC to ensure it has the latest firmware and drivers
- D. The RAM to confirm it is the correct type for the motherboard being used

Answer: A

QUESTION 1254

A user is reporting that a desktop monitor backlighting is very dim. Which of the following should be performed FIRST when troubleshooting the problem?

- A. Update drivers
- B. Reseat the video card
- C. Use OSD tools
- D. Replace the monitor

Answer: C

QUESTION 1255

A technician has just installed a new SOHO router. There are four people sharing the Internet connection, and whenever one specific user comes online and begins streaming media, browsing slows down for the other users. Which of the following settings can the technician adjust so the experience is universal for all users?

- A. DSL
- B. QoS
- C. VNC
- D. WAN

Answer: B

QUESTION 1256

A finance officer has submitted a request for a new wireless access point. The technician has set up the physical equipment and powered it on, but the router will not recognize it. Which of the following should the technician do to correct the problem?

- A. Install firmware updates
- B. Run Windows updates
- C. Perform RPM updates
- D. Use apt-get for updates

Answer: A

QUESTION 1257

A customer signed up for the mobile pay service to use with their first generation smartphone but it does not work at any place that supports the mobile pay service. Which of the following is missing from the customer's smartphone?

- A. RFID
- B. IMSI
- C. NFC chip
- D. Bluetooth

Answer: C

QUESTION 1258

A small office would like to offer Internet access to customers while onsite. However, customers should not be able to access any corporate data. Which of the following networking features would BEST enable this?

- A. Configure a guest wireless network
- B. Implement a DMZ
- C. Disable NAT on the wireless network
- D. Disable the SSID
- E. Assign static IPs for all devices

Answer: A

QUESTION 1259

There are 20 laptops in a room and they all need to connect wirelessly to the network. Which of the following would be the BEST device to use?

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

Answer: C

QUESTION 1260

For which of the following types of printers should a technician obtain a maintenance kit containing a fuser, transfer roller, and pickup rollers?

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

Answer: D

QUESTION 1261

A technician is building a workstation that is to be used as an HTPC and will sit next to the audio

receiver. Which of the following form factors would the technician MOST likely use because of its size?

- A. ATX
- B. Mini-ITX
- C. AT
- D. Micro-ATX

Answer: B

QUESTION 1262

A technician has connected a laptop to a television via HDMI cable. The entire display cannot be seen on the television. Which of the following settings should the technician modify?

- A. Keystone
- B. Resolution
- C. Privacy filter
- D. Frame rate

Answer: B

QUESTION 1263

A small company needs to print several color copies of the same contract to go to various departments and customers. Which of the following printers will be the QUICKEST?

- A. 3D printing
- B. Thermal printing
- C. Impact printing
- D. Laser printing

Answer: D

QUESTION 1264

Joe, a technician, is preparing to replace a laptop screen. This laptop has a touch screen to support Windows 8.1 in order to use the Metro tiles. Which of the following is the FIRST step the technician should perform?

- A. Remove the laptop bezel
- B. Document and label each cable and screw location
- C. Organize the replacement parts
- D. Refer to the manufacturer's documentation

Answer: D

QUESTION 1265

A user has received an error message when connecting to the wireless network. The error indicates the IP address being used by the user's system is already in use. A DHCP server is used on the network. After having the user disconnect from the wireless network, the technician is still able to ping the user's IP address. Which of the following is MOST likely the cause?

- A. The user has a statically assigned IP address in the DHCP server scope.
- B. The system's local firewall is blocking SYN/ACK traffic from the DHCP server.

- C. The DHCP server's scope has been exhausted and no additional IP addresses are available.
- D. The user is also connected to the wired network with a LAN cable.

Answer: A

QUESTION 1266

Which of the following features is an advantage of a switch over a hub?

- A. A switch routes packets instead of frames to different networks.
- B. A switch divides bandwidth among connected devices.
- C. A switch broadcasts the data frames to every connected device.
- D. A switch sends data frames to the correct connected device.

Answer: D

QUESTION 1267

A technician is planning on running multimode fiber and only needs the fiber runs to be 500 feet (152 meters) in distance. Which of the following connectors should the technician use?

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

Answer: C

QUESTION 1268

Which of the following devices does a technician need to calibrate as part of an installation?

- A. Mouse
- B. Touch screen
- C. Keyboard
- D. Video card

Answer: B

QUESTION 1269

A new employee has reported that print jobs are printing as garbled text. Which of the following is MOST likely the reason for this issue?

- A. The printer needs a maintenance kit installed
- B. The network cable on the printer is unplugged
- C. The workstation has the incorrect drivers installed
- D. The employee does not have the proper permissions

Answer: C

QUESTION 1270

Which of the following is an advantage of using static IP addresses for a business?

- A. High availability
- B. Simplifies IP management

- C. Lower security risk
- D. Scalability for upgrades

Answer: A

QUESTION 1271

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

Answer: A

QUESTION 1272

The Chief Executive Officer (CEO) of a company has requested outside access to a server within the company network so that sensitive documents can be worked on from home. Which of the following is the MOST appropriate tool to give the CEO the requested access?

- A. VNC
- B. Port forwarding
- C. Port triggering
- D. VPN

Answer: D

QUESTION 1273

A user is unable to show an Android smartphone display on a TV. Which of the following settings should the technician check to resolve this issue?

- A. Multi-window
- B. Air view
- C. Air browse
- D. Screen mirroring

Answer: D

QUESTION 1274

A network administrator has a requirement to implement a WiFi hot-spot for the public. Which of the following should be used for secure access?

- A. WEP and TKIP
- B. WPA2 and AES
- C. WPA and static IPs
- D. WPA2 and MAC filtering

Answer: B

QUESTION 1275

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

Answer: B

QUESTION 1276

A user has reported that the company notebook is performing some random mouse actions requiring the user to make a lot of typing corrections. How can the technician solve the issue for the user?

- A. Adjust the mouse settings so the mouse moves slower
- B. Reverse the buttons on the mouse pad
- C. Adjust the mouse settings so the mouse moves faster
- D. Use the function keys to disable the mouse pad

Answer: D

QUESTION 1277

A technician is building a workstation that will only be used to connect remotely to a server. Which of the following types of PC configurations is BEST suited for this task?

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

Answer: A

QUESTION 1278

The device that allows two different networks to communicate with one another is _____.

- A. a repeater
- B. a hub
- C. a router
- D. an access point

Answer: C

QUESTION 1279

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

Answer: D

QUESTION 1280

A user wants to implement a wireless router that will have the fastest data speeds and operate over the 5GHz frequency. Which of the following standards should the user select?

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

Answer: B

QUESTION 1281

A client, Joe, has reported issues with the back cover of his company-issued smartphone. Joe stated that it seems to either come off on its own, or will not seat properly on the phone. Which of the following is MOST likely the problem?

- A. The MicroSD card is not installed properly.
- B. The battery needs to be replaced.
- C. The charging port is bent.
- D. The smartphone has a non-OEM cover.

Answer: B

QUESTION 1282

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

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

Answer: C

QUESTION 1283

A customer needs a router that will be able to handle all incoming and outgoing networking traffic independent of the rest of the building. The customer would like the PCs to immediately connect to the Internet and network resources without any additional configuration. Which of the following should the technician do to meet the requirements?

- A. Configure the router for DHCP.
- B. Configure the router for NAT.
- C. Configure the router for port forwarding.
- D. Configure the router for QoS.

Answer: A

QUESTION 1284

Which of the following is used to facilitate communications with a user's smartphone in order to

make purchases and payments by proximity?

- A. Bluetooth
- B. IR
- C. NFC
- D. WPS

Answer: C

QUESTION 1285

A new company is thinking of upgrading its media workstation in the conference room. The computer will be predominantly used for graphically intensive presentations, slideshows, and video gaming tournaments. Which of the following BEST satisfies the needs of the company?

- A. High-end video, high-end audio, multicore processor
- B. Minimum RAM required, network connectivity, high-end cooling
- C. Media streaming, file sharing, gigabit NIC, dual monitors, TV tuner
- D. Network connectivity, TV tuner, surround sound audio, dual monitors

Answer: A

QUESTION 1286

A user wants to reduce the amount of paper consumed on a multi-function printer. Which of the following settings should be configured to achieve this outcome?

- A. Orientation
- B. Duplex
- C. Collate
- D. Economy ink

Answer: B

QUESTION 1287

A technician needs to set up a VPN for a small office. To ensure the network traffic is routed to the correct machine, which of the following MUST the technician do on the router to accommodate this?

- A. Port forwarding
- B. Port redundancy
- C. Port triggering
- D. Port selection

Answer: A

QUESTION 1288

A client, Ann, is having issues with a PC shutting down. There are no error messages displayed before the system powers off. Ann reports that this started after she installed and began using CAD software. The hard drive, video card, and RAM all meet the software requirements and have passed diagnostics. Which of the following is MOST likely the issue?

- A. The video card has 3D acceleration disabled.
- B. The hard drive is IDE instead of SATA.
- C. The hard drive needs to be repartitioned.

D. The PSU is underpowered for the system.

Answer: D

QUESTION 1289

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

Answer: D

QUESTION 1290

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

Answer: C

QUESTION 1291

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

Answer: A

QUESTION 1292

A technician connects a second monitor to a desktop. It is physically located to the right of the existing monitor, but the mouse pointer can only get to the second monitor by moving to the left edge of the screen of the first monitor. Which of following display settings needs to be adjusted to get the pointer to move with the physical placement of the monitor?

- A. Scaling
- B. Rotation
- C. Position
- D. Resolution

Answer: C

QUESTION 1293

Which of the following wireless technologies is LEAST likely to be intercepted by a third party?

- A. NFC
- B. Bluetooth
- C. WiFi
- D. Cellular

Answer: A

QUESTION 1294

A user is trying to use an external hard drive with an incompatible file system. Which of the following tools will allow the user to change the file system on the hard drive?

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

Answer: A

QUESTION 1295

A user notices the printer that is used for printing global shipper's labels is missing columns in the printed labels. The special label stock is new and appears to be fine. Which of the following should the technician perform FIRST when troubleshooting this problem?

- A. Remove any stuck labels from the paper path
- B. Clean the pickup rollers and check them for wear
- C. Clean the print head with approved materials
- D. Replace and realign the print head

Answer: C

QUESTION 1296

A network printer is online and ready. The accounting group is unable to print to this network printer, but other departments can. Which of the following would the technician use to resolve the problem?

- A. Replace the printer's network cable
- B. Modify the security setting of the print spooler
- C. Restart the TCP/IP print spooler service
- D. Use the manufacturer's maintenance kit

Answer: B

QUESTION 1297

A user is reporting toner smudging on paper after printing. Which of the following should the technician inspect?

- A. Print spooler
- B. Fuser
- C. Rollers
- D. Maintenance kit

Answer: B

QUESTION 1298

A technician needs to run a diagnostic DVD on a laptop running Windows 8.1. After setting the boot order in the UEFI BIOS to the internal DVD-RW drive, the laptop still boots into Windows. Which of the following settings needs to be adjusted in order for the laptop to boot from the DVD-RW drive?

- A. TPM
- B. Virtualization
- C. Secure boot
- D. UEFI BIOS password

Answer: C

QUESTION 1299

Which of the following ports is typically used for sending email?

- A. 21
- B. 22
- C. 23
- D. 25

Answer: D

QUESTION 1300

A user opens a service ticket for a laser printer that has paper jams. Lately, jamming has become more frequent. The technician recreates the problem and checks the printer logs for more information about the printer. Which of the following choices are MOST likely fixes to this problem? (Select TWO.)

- A. Clean and inspect the laser drum assembly
- B. Clean and inspect the entire paper path
- C. Use the printer maintenance kit to replace parts
- D. Replace the paper exit assembly switch
- E. Clean and replace the paper out sensor
- F. Clean the fuser cold roller and verify fuser operation

Answer: BC

QUESTION 1301

A technician is responsible for setting up laptops in a room for a small conference. The laptops need to communicate with each other as well as a workstation in the room. The workstation has a wireless expansion card. A switch is not available for the laptops and they cannot access the corporate network. Which of the following does the technician need to implement?

- A. Adhoc network
- B. Bluetooth network
- C. Serial network
- D. USB network

Answer: A

QUESTION 1302

Which of the following monitor technologies provide the widest viewing angle with rich colors and consistent backlighting? (Select TWO.)

- A. Light Emitting Diode
- B. In-Plane Switching
- C. Plasma
- D. Twisted Nematic
- E. Cold Cathode Fluorescent Lamp

Answer: AB

QUESTION 1303

Which of the following types of media connectors carries digital video as well as audio?

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

Answer: C

QUESTION 1304

The technician is troubleshooting a connection issue between the switch and the wall jack. The user is plugged into the jack; however, there is no connection. The technician goes into the switch room to see if the cable is plugged into the switch, but none of the cables are labeled. Which of the following tools would the technician MOST likely use to find this cable?

- A. WiFi analyzer
- B. Loopback plug
- C. Multimeter
- D. Tone generator

Answer: D

QUESTION 1305

A network technician has been tasked with deploying new VoIP phones on a network. When the technician plugs the Ethernet cable for the phone into the wall port, the phone fails to turn on. When the technician plugs the Ethernet cable directly into the computer, the computer is able to access the network. Which of the following is the MOST likely cause of this issue?

- A. The network switch does not support PoE
- B. The technician is connecting the phone to the wrong type of port
- C. The firewall on the network is blocking access to the DHCP server
- D. The Ethernet cable is the wrong type

Answer: A

QUESTION 1306

Which of the following Internet connection types is known to have a significantly higher latency than the others?

- A. Cable
- B. Satellite
- C. DSL
- D. Fiber

Answer: B

QUESTION 1307

Which of the following display technologies provides the BEST range of visible colors?

- A. CRT
- B. LCD
- C. Plasma
- D. OLED

Answer: D

QUESTION 1308

A technician cannot communicate with one particular IP address and needs to narrow down where the traffic is stopping. Which of the following commands would be used to determine this?

- A. nslookup
- B. ipconfig
- C. nbtstat
- D. ping
- E. tracert

Answer: E

QUESTION 1309

A user, Ann, reports that her company laptop cannot pick up a wireless connection in certain areas of a building. However, users working on their laptops in the common areas have Internet connectivity. Which of the following is the MOST likely cause?

- A. Weak RF signals
- B. Out of date Ethernet driver
- C. Enabled MAC filtering
- D. Duplicate IP addresses

Answer: A

QUESTION 1310

The loud clicking noise coming from a faulty hard drive is MOST likely created by _____.

- A. the coil reversing polarity in an endless loop
- B. one or more bad spindle motor bearings
- C. repeated motion of the read/write head armature parallel to the platter
- D. the solid state read/write head scratching the platter surface

Answer: C

QUESTION 1311

Which of the following expansion ports would be used to enable transfer of power, data, and video to peripheral devices on an Apple computer?

- A. HDMI Video
- B. Lightning
- C. USB 2.0
- D. Thunderbolt

Answer: D

QUESTION 1312

A technician is connecting a PoE enabled phone and needs to run the drop from the switch that is 55 meters (180.4 feet) away. Which of the following cable types would be the MOST suitable for this purpose?

- A. Fiber
- B. Coaxial
- C. CAT3
- D. CAT6

Answer: D

QUESTION 1313

After receiving a call from an executive, a technician walks into a meeting room to find that the projector is not showing the screen of the executive's laptop. The projector shows a message that reads "No video signal". Which of the following is the FIRST thing that the technician should do?

- A. Adjust the laptop's screen brightness
- B. Replace the projector's bulb
- C. Verify the VGA cable is connected
- D. Ensure secondary display is enabled

Answer: C

QUESTION 1314

A user wants to extend a PC's capacity by connecting external devices. Which of the following connectors will allow the user to accomplish this? (Select TWO.)

- A. eSATA
- B. IEEE 1394
- C. SATA
- D. EIDE
- E. IDE

Answer: AB

QUESTION 1315

A user works in a public kiosk where their laptop is susceptible to theft. The information can be remotely wiped so data loss is not a concern. Which of the following options should be considered to secure the laptop?

- A. Use data encryption.
- B. Use a cable lock.
- C. Use multifactor authentication.
- D. Use a strong password.

Answer: B

QUESTION 1316

A machine receives an IP address starting with 169.254.x.x when which of the following occurs?

- A. When the machine is using IPv6
- B. When the next IP range begins with 169.253
- C. When the DHCP server does not respond
- D. When the operating system is Unix or Linux

Answer: C

QUESTION 1317

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

Answer: A

QUESTION 1318

A user is notified of file system errors on an external hard drive. Which of the following tools can be used to repair common errors on the drive?

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

Answer: A

QUESTION 1319

Which of the following BEST describes the reason a network administrator would task a technician with replacing a hub with a switch?

- A. The hub did not provide PoE
- B. The hub had too many collisions
- C. The hub was out of ports
- D. The hub had a bad port

Answer: B

QUESTION 1320

Ann, a user, reports her docked mobile workstation will periodically lose her network share drive and lose video to the second monitor. Which of the following is MOST likely the cause of this anomaly?

- A. The workstation battery needs to be replaced.
- B. The NIC is functioning intermittently.
- C. Failed driver updates for the workstation's devices.
- D. The surge protector lost AC power.

Answer: D

QUESTION 1321

Users have started calling the helpdesk reporting they cannot access resources on the network or the Internet. A technician has verified all hardware connections are operational. Which of the following settings should the technician check NEXT on the router?

- A. SNMP
- B. NNTP
- C. DHCP
- D. WLAN

Answer: C

QUESTION 1322

An IT Director wants to increase security on the company website to prevent man-in-the-middle attacks. Which of the following Internet protocols should be implemented to meet the requirement?

- A. HTTPS
- B. IMAP
- C. TELNET
- D. SMTP

Answer: A

QUESTION 1323

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

Answer: C

QUESTION 1324

A technician replaces a failed hard drive with a brand new one. The technician boots from a PE CD and attempts to install a custom OS build deployed from the network. The hard drive is visible in the system's BIOS. However, once in the preinstallation environment, the drive is not recognized in the imaging process and the process fails.

Which of the following is MOST likely the cause of failure?

- A. The boot CD has failed and needs to be replaced.
- B. The hard drive needs to have its configuration manually defined in the BIOS.
- C. The PC's power supply is not providing enough power to the new hard drive.
- D. The hard drive has not been partitioned correctly.

Answer: D

QUESTION 1325

A SOHO is considering a purchase of several printers that will facilitate printing on both sides of the media. Which of the following optional add-ons will provide this functionality?

- A. Collate
- B. Duplex
- C. Fast draft
- D. Paper type

Answer:

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