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**QUESTION 1**

A technician is troubleshooting a classroom projector that shuts down after fifteen minutes of use. Which of the following should the technician do to resolve the issue?

- A. Replace the video input cable.
- B. Change the bulb.
- C. Clean the air filter.
- D. Swap the power cord.

Correct Answer: C

Cleaning the air filter is the best action to resolve the issue of a projector that shuts down after fifteen minutes of use. A dirty air filter can cause overheating and trigger the projector's thermal protection mechanism. Replacing the video input cable, changing the bulb, or swapping the power cord are unlikely to solve the overheating issue

QUESTION 2

Which of the following is the best reason to set up a virtual sandbox?

- A. To run a test application that communicates with the test environment
- B. To analyze the effects of malware in a safe manner
- C. To host an application that multiple remote users can access
- D. To test an application in Windows and Linux concurrently

Correct Answer: A

QUESTION 3

The motherboard on a user's company laptop was recently replaced. Now the user is unable to log in using the fingerprint reader. The fingerprint reader is working but it does not recognize the user's fingerprint. Which of the following should a technician perform FIRST to fix the issue?

- A. Restore the system to a previous recovery point
- B. Reinstall the fingerprint software
- C. Access the BIOS and clear the TPM
- D. Update the drivers and the fingerprint software
- E. Flash the newest BIOS firmware that is available



Correct Answer: C

QUESTION 4

A customer wants to purchase a new home computer. The machine will mainly be used for internet browsing and streaming video, except on weekends when the customer's son will use it to play games with friends. Which of the following should the technician focus on to meet these requirements?

- A. 80mm case fans
- B. Four-core processor
- C. RAID 5 array
- D. 16GB DDR2 memory
- E. Dual monitors
- F. Encrypted hard drive

Correct Answer: BE

QUESTION 5

An employee's mobile device no longer charges, and the employee believes the battery is bad. A technician tests the mobile device and finds it will charge on a wireless charging pad but not when it is connected to a charging cable. Other devices charge without issue when the cable is used. Which of the following should the technician perform FIRST to resolve the issue?

- A. Clean out the charging port on the device
- B. Replace the mobile device's battery
- C. Issue a new charging cable to the employee
- D. Send the device for service and give the employee a loaner

Correct Answer: A

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