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**QUESTION 1**

A technician is troubleshooting a projector that will not display any images. The technician has verified the computer output and cable are providing a good video signal. Which of the following should the technician do NEXT?

- A. Calibrate the image.
- B. Replace the bulb.
- C. Test the output resolution.
- D. Clean the fans.

Correct Answer: C

The MOST efficient next step the technician should do is to test the output resolution. The issue of a projector that will not display any images could be related to the output resolution. If the output resolution is not compatible with the projector, the projector will not display any images. Calibrating the image, replacing the bulb, or cleaning the fans may not be effective.

If a projector is not displaying any images despite verifying that the computer output and cable are providing a good video signal, the technician should test the output resolution. The output resolution of the computer may not be compatible

with the projector, which can cause the projector to not display any images.

QUESTION 2

A user asks a technician for recommendations for building a gaming computer. The user has already ordered a high-end power supply, motherboard, and CPU. Which of the following recommendations would the technician MOST likely make for this configuration? (Choose three.)

- A. NVMe drive
- B. Gigabit NIC
- C. Webcam
- D. Dual monitors
- E. Graphics processing unit
- F. RAM
- G. Virtual reality headset
- H. Hybrid SSD/HDD drive

Correct Answer: AEF

**QUESTION 3**

A technician installed new firmware on the company's laser printers and has since been receiving multiple calls that information is garbled and looks like code. Only printers with the new firmware are having this issue. Which of the following steps should the technician complete NEXT?

- A. Change the language settings on the printers
- B. Reboot all the machines having the issues
- C. Reboot all the printers.
- D. Install an updated printer driver on the print server

Correct Answer: D

The issue of information being garbled and looking like code could be related to a compatibility issue with the new firmware and the existing printer driver. The printer driver is responsible for converting the print job data into a format that the printer can understand and print. If the new firmware is not compatible with the existing driver, it could cause the printed output to be incorrect.

To resolve this issue, the technician should install an updated printer driver on the print server that is compatible with the new firmware. This will ensure that the driver is able to correctly translate the print job data into a format that the printer can understand and produce accurate printed output.

QUESTION 4

Which of the following handles touch-screen operation on a mobile device?

- A. Stylus
- B. Liquid crystal display
- C. Processor
- D. Digitizer

Correct Answer: D

A digitizer is a component that handles touch-screen operation on a mobile device. It is a layer of material that detects and converts the touch of a finger or a stylus into an electrical signal that can be processed by the device. A digitizer works with a display screen to create a touch-screen interface that allows a user to interact with the device by touching pictures or words on the screen.

QUESTION 5

Joe, a user, has purchased a new mobile device that uses a different OS than his previous one. Joe wants to copy his contacts and appointments from his corporate account without entering them manually.

Which of the following would be the BEST way for a technician to assist Joe?



- A. Log into the same email provider on the new device, and restore the contacts and dates.
- B. Create a Bluetooth connection between Joe's devices, and copy his contacts and calendar.
- C. Back up the old mobile device to a PC, and import the contacts and schedule from the PC.
- D. Use NFC to transfer all compatible data from one device to the other.

Correct Answer: A

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