



220-1101^{Q&As}

CompTIA A+ Certification Exam: Core 1

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**QUESTION 1**

A technician needs to call a user's cellular provider to troubleshoot a network speed issue with the user's mobile device. Which of the following technologies is the technician troubleshooting?

- A. Long-term evolution
- B. Near-field communication
- C. Radio frequency ID
- D. Z-wave

Correct Answer: A

QUESTION 2

Which of the following components enables the input on a mobile device's touch screen?

- A. OLED
- B. Digitizer
- C. Inverter
- D. CMOS sensor

Correct Answer: B

The digitizer is the component that enables input on a mobile device's touch screen. It is a transparent layer that sits over the screen and detects the location of touch inputs. OLED (Organic Light Emitting Diode) is a type of display technology. Inverter is a component used in older LCD displays to provide power to the backlight. CMOS (Complementary Metal-Oxide-Semiconductor) sensor is a type of image sensor used in digital cameras and smartphones to capture images. References: CompTIA A+ Certification Exam: Core 1 - Page 177

QUESTION 3

Ann, an accountant, reports that after turning on her new laptop, she received a message stating her IP address is already in use on the system. She tried going back to her old desktop, which she now only uses for email, but received the same message. The technician checks the account and sees a comment that Ann requires a special network setup to connect to the banking software. Which of the following should the technician do to resolve the issue?

- A. Remove the static IP configuration from the desktop.
- B. Set the laptop configuration to DHCP to prevent conflicts.
- C. Replace the network card in the laptop, as it may be defective.
- D. Bridge the LAN connection between the laptop and the desktop.

Correct Answer: B

**QUESTION 4**

A user's mobile phone gets really hot to the touch and does not retain a charge. The user also reports that the phone is very slow, especially while charging. Which of the following is MOST likely causing these symptoms?

- A. Broken charging port
- B. Digitizer failure
- C. CPU overheating
- D. Defective battery

Correct Answer: D

A defective battery is the most likely cause of a mobile phone that gets really hot to the touch, does not retain a charge, and is slow while charging. A defective battery can cause the phone to overheat and may also cause performance issues.

References:

CompTIA A+ Certification Exam Objectives 1001, 2.14

QUESTION 5

A laptop has been returned for a screen repair. The owner insists the screen is broken, but occasionally a faded image is able to be seen in very bright settings on the desktop. Which of the following steps should the repair technician take FIRST?

- A. Replace the graphics card.
- B. Replace the screen, as the customer insists.
- C. Recommend the usage of an external display instead.
- D. Ensure the backlight is functioning as expected.

Correct Answer: D

If a laptop has been returned for a screen repair and the owner insists the screen is broken, but occasionally a faded image is able to be seen in very bright settings on the desktop, the first step the repair technician should take is to ensure the backlight is functioning as expected. If the backlight is faulty, the screen may appear to be broken, but it may only be dim or too dark to be visible