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**QUESTION 1**

The network printer is locking up and printing garbled text. When the user cancels the job from their local print queue, nothing happens. Which of the following is the MOST likely cause?

- A. The printer needs to be power cycled to clear the job.
- B. The print server's queue needs to be checked.
- C. The printer needs to be set to factory defaults.
- D. The user's workstation needs to be rebooted.

Correct Answer: B

QUESTION 2

A technician, Anne, notices there are no hardware volume control buttons on the new laptops that were ordered. Which of the following would control the volume on the laptop?

- A. Software only
- B. Bluetooth
- C. Function keys
- D. WiFi switch

Correct Answer: C

QUESTION 3

A technician has installed a serial printer on a PC in the shipping department. The printer self test ran without error. The user states that printed documents include many wrong characters. Which of the following should be performed to correct this problem?

- A. Replace the printer I/O logic and run the printer self test again.
- B. Replace the printer cable and reset the printer to factory defaults.
- C. Change the printer communication speed to the port setting speed.
- D. Change the Parity to eight bit even and one stop bit.

Correct Answer: C

QUESTION 4

A technician receives a maintenance kit in the mail for a printer. The maintenance kit contains a fuser, a pickup roller,



and four paper rollers. Into which of the following types of printers should this maintenance kit be installed?

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

Correct Answer: B

QUESTION 5

Which of the following expansion slots would be MOST commonly used to add peripheral devices onto laptops?

- A. SD Card Slot
- B. PCMCIA
- C. DIMM
- D. SODIMM

Correct Answer: B

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