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**QUESTION 1**

A technician has a client's laptop that is randomly shutting down. Which of the following is the FIRST step of the troubleshooting theory that the technician will perform to resolve the laptop's issue?

- A. Document finding, actions, and outcomes
- B. Identify the problem
- C. Establish a theory
- D. Establish a plan of action to resolve the problem

Correct Answer: B

QUESTION 2

A user states that their old notebook loses connectivity to the Internet several times a day at work and at home. The issue started after the wireless card was replaced. Which of the following items is MOST likely causing the issue?

- A. The motherboard drivers are not current.
- B. The drivers for the NIC need to be updated.
- C. The wireless on/off switch is not in the on position.
- D. The keyboard is faulty and turns the wireless NIC on and off.

Correct Answer: B

QUESTION 3

iOS version 5.0 allows for all data to be synchronized and backed up to a computer with iTunes via which of the following methods? (Select TWO).

- A. 4G LTE
- B. USB cable
- C. FireWire
- D. Bluetooth
- E. Local Wi-Fi

Correct Answer: BE

QUESTION 4



A technician is dispatched to a location that has multiple laser printers. One of the network printers is printing what appears to be a shadow image. The technician could solve this issue by:

- A. replacing the fuser
- B. running calibrate
- C. replacing the network cable
- D. replacing the drum

Correct Answer: D

QUESTION 5

A technician is troubleshooting a computer that will not boot. They have verified the power outlet and cable are working properly, and the power cable is properly connected. However, when the technician presses the power button on the computer, nothing happens. Which of the following tools should the technician use to further troubleshoot the issue?

- A. Punch down tool
- B. POST card
- C. Power supply tester
- D. Loopback plug

Correct Answer: C

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