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QUESTION 1

Ann, a user, reports her display is too dim. Which of the following should be checked to potentially increase the brightness of the display?

A. Desktop power supply wattage

B. Increase the screen resolution settings

C. Laptop function key settings

D. Monitor power supply cable

Correct Answer: C

QUESTION 2

A user wants to change the functionality that occurs when the laptop lid is closed. Which of the following Control Panel options is the MOST direct way to adjust this?

A. Display

B. Power Options

C. Personalization

D. Device Management

Correct Answer: B

Reference: http://www.howtogeek.com/howto/9090/learning-windows-7-manage-power- settings/

QUESTION 3

Users are reporting that their laser printer is picking up multiple pages. The printer has very high utilization. Which of the following should be performed to resolve this issue?

A. Use a maintenance kit

B. Calibrate the printer

C. Replace the toner

D. Replace the fuser

Correct Answer: A

Reference: http://en.wikipedia.org/wiki/Laser_printing#Laser_printer_maintenance

QUESTION 4

A technician is configuring wireless for a home office. The customer wants to prevent others from accessing the wireless network. The customer has a small number of devices on the network and does not want to have to remember a complicated password. Which of the following should the technician recommend?

A. Enable MAC filtering

B. Disable SSID broadcast

C. Assign static IP addresses

D. Turn on content filtering

Correct Answer: A

QUESTION 5

A technician needs to dispose of an old database server which stored company payroll information. Which of the following is a logical data destruction method suitable for this task?

A. Degaussing the hard drive with a powerful magnet.

B. Using a commercial shredder to destroy the hard drive.

C. Overriding the data on the hard drive multiple times.

D. Burning the hard drive using an approved method.

Correct Answer: C

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