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QUESTION 1

When using an optical mouse connected via USB on a laptop and experiencing strange cursor movement, which of the following is MOST likely to be the cause? (Select TWO).

A. The mouse is failing and should be replaced

B. There is contact with the touchpad

C. The mouse drivers need to updated

D. The laptop is using a capacitive touchscreen

E. The surface is interfering with the optical sensor

Correct Answer: BE

QUESTION 2

Which of the following should be considered true when selecting a 64-bit version of Windows?

A. 64-bit extensions can be disabled in the bios and prevent a proper boot.

B. XP Compatibility mode only allows for the 64-bit version of Windows XP.

C. Many browser plug-ins may only be supported on 32-bit browsers.

D. 64-bit uses memory more efficiently so less RAM is needed than in a 32-bit version.

Correct Answer: C

QUESTION 3

A client reports that their VoIP phone screen displays duplicate IP address. Which of the following is the FIRST action to try to resolve this problem?

A. Change MAC address settings

B. Call the vendor

C. Try another LAN connection

D. Reboot the phone

Correct Answer: D

Reference: http://community.spiceworks.com/topic/172610-avaya-voip-phones-randomly- rebooting

QUESTION 4

Which of the following is a new feature of iOS 5?

A. Ability to dual boot the Android OS

B. Ability to run native PC applications

C. Ability to perform iTunes backups

D. Ability to perform untethered updates

Correct Answer: D

Reference: http://www.applebitch.com/2011/05/05/rumor-ios-5-could-bring-untethered- software-updates/

QUESTION 5

Which of the following UNC paths would be considered an administrative share?

A. \\Workstation\D$

B. \\Workstation\Admin

C. \\Workstation\D

D. \\Workstation\System

Correct Answer: A

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