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QUESTION 1

A user states that the display is not very bright on their laptop.

Which of the following is the MOST likely location to adjust the brightness?

- A. In the Device Manager of the operating system
- B. In the BIOS
- C. Fn key
- D. In the video display drivers

Correct Answer: C

QUESTION 2

Which of the following connection types is MOST likely to be used to connect an internal hard drive to a computer?

- A. IDE
- B. DVI
- C. Parallel
- D. eSATA

Correct Answer: A

QUESTION 3

A customer states their inkjet printer is not printing as clearly as it once did. The technician should FIRST perform which of the following functions to rectify this?

- A. Replace ink packs
- B. Calibrate the printer
- C. Use a different type of paper
- D. Replace the USB cable

Correct Answer: B

QUESTION 4



Which of the following standards would be used on a wireless router to support speeds up to 150 Mbps?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

Correct Answer: D

QUESTION 5

Chain of custody needs to be kept intact for which of the following reasons?

- A. To ensure data preservation during evidence inspection
- B. To ensure that the evidence is not left at the scene
- C. To ensure evidence is admissible in legal proceeding
- D. To ensure evidence is returned to proper owner

Correct Answer: C

QUESTION 6

A technician is helping set up a new networking closet and notices that the humidity level is low in the room.

Which of the following should be installed FIRST before rack mounting equipment?

- A. A dehumidifier
- B. A fire suppression system
- C. ESD strap
- D. Grounding bars

Correct Answer: D

QUESTION 7

Which of the following resolution modes, by design, provides the BEST possible visual quality on a flat screen LCD monitor?

- A. SVGA



B. Digital

C. XGA

D. Native

Correct Answer: D

QUESTION 8

A user on a wireless network has the IP address 169.254.155.2 but cannot connect to the Internet.

Which of the following should the user check on the wireless router?

A. WPA

B. DHCP

C. WINS

D. DNS

Correct Answer: B

QUESTION 9

When installing a printer in Windows, which of the following is the purpose of the Additional Drivers button on the Sharing tab in the printer's properties?

A. To add additional drivers to emulate a different printer

B. To add additional drivers for other printers on the computer

C. To add additional drivers for other operating systems

D. To add additional drivers for different printing modes

Correct Answer: C

QUESTION 10

Which of the following socket types is for an AMD CPU?

A. 940

B. 775

C. 1155



D. 1366

Correct Answer: A

QUESTION 11

Which of the following expansion slots can ONLY be found on a desktop computer?

- A. PCI express
- B. Express Card 34
- C. Express Card 54
- D. PCMCIA

Correct Answer: A

QUESTION 12

Which of the following speeds BEST represents the speed of the memory when installing DDR2 at 800 MHz and DDR2 at 600 MHz?

- A. 600 MHz
- B. 700 MHz
- C. 800 MHz
- D. 1400 MHz

Correct Answer: A

QUESTION 13

When configuring a new hard drive for use in a hot swappable environment, which of the following connection types should be used?

- A. PATA
- B. eSATA
- C. IDE
- D. SATA

Correct Answer: B

QUESTION 14



Which of the following describes the function of a switch in a network?

- A. Transmits packets it receives to specific connections
- B. Converts a packet for transmission from one network to another network
- C. Determines whether a packet belongs on an internal or external network
- D. Broadcasts packets it receives to all connections

Correct Answer: A

QUESTION 15

Which of the following types of RAM is typically used to improve reliability?

- A. Double sided
- B. ECC
- C. SODIMM
- D. RDRAM

Correct Answer: B

QUESTION 16

A technician wants to install a printer to use port LPT1, but the computer does not currently have such a port.

Which of the following expansion cards should the technician install and configure to create an LPT1 port?

- A. Serial
- B. Video
- C. Audio
- D. Parallel

Correct Answer: D

QUESTION 17

Which of the following types of Ethernet should be used if a technician has no choice but to run cable along fluorescent lighting arrays in a suspended ceiling?

- A. STP



- B. RG-6
- C. PVC
- D. UTP

Correct Answer: A

QUESTION 18

The technician has identified prohibited content on a PC.

Which of the following would be the FIRST action that the technician should take?

- A. Walk away
- B. Turn off the PC
- C. Report it
- D. Search for more

Correct Answer: C

QUESTION 19

A network consisting of numerous geographically dispersed networks that cover a large physical distance is referred to as a:

- A. WLAN.
- B. LAN.
- C. WAN.
- D. MAN.

Correct Answer: C

QUESTION 20

Which of the following should a technician do NEXT, if the laptop's internal speakers do not work, after replacing the motherboard due to a video issue?

- A. Update the video drivers
- B. Replace the speakers
- C. Check the speaker's connection to the motherboard
- D. Verify that the speakers are compatible with the replacement motherboard



Correct Answer: C

QUESTION 21

Which of the following voltages is MOST likely to be supplied from a PC power supply unit? (Select TWO).

- A. 1V
- B. 1.7V
- C. 3.3V
- D. 5V
- E. 9V

Correct Answer: CD

QUESTION 22

Which of the following can be used to change fan speeds?

- A. Device manager
- B. BIOS
- C. Power options
- D. Action center

Correct Answer: B

QUESTION 23

Primary system functions like basic boot priorities, voltage parameters for the processor, and SATA options are configured in which of the following areas of a PC system?

- A. MBR
- B. CMOS
- C. VRAM
- D. BIOS

Correct Answer: D



QUESTION 24

Which of the following storage media would be used to build a RAID 5 array?

- A. Dual layer DVDs
- B. SATA HDDs
- C. Flash drives
- D. Blu-ray discs

Correct Answer: B

QUESTION 25

Which of the following would benefit MOST from the use of dual monitors?

- A. Gaming PC
- B. Home theater PC
- C. A/V editing station
- D. Thin client

Correct Answer: C

QUESTION 26

A client wants to store video and music in one central location and stream it to multiple devices. Which of the following would BEST fill this need?

- A. Home theater
- B. Virtualization workstation
- C. Home server
- D. Gaming

Correct Answer: C

QUESTION 27

Which of the following is the proper way to remove a PCMCIA card from a laptop running Windows XP?

- A. Click on the safely remove hardware icon, stop the device, and remove the card



- B. Push the eject button on the card slot
- C. Grasp the card firmly and slowly pull it from the slot on the laptop
- D. In the Control Panel, stop the device service, and then remove the card

Correct Answer: A

QUESTION 28

Which of the following encryption methods is considered easily broken and should be avoided when configuring wireless security?

- A. WEP
- B. WPA
- C. AES
- D. TKIP

Correct Answer: A

QUESTION 29

A user wants to purchase a new computer to use word processing software only.

Which of the following computer types should be recommended?

- A. Thin client
- B. CAD workstation
- C. Home server
- D. Gaming PC

Correct Answer: A

QUESTION 30

Besides the CPU, which of the following components might have their own heatsink?

- A. Audio card
- B. RAID controller
- C. Graphics card



D. Hard drive

Correct Answer: C

QUESTION 31

A user calls to report that a notice keeps appearing on their screen whenever they try to pull down video clips from a website. The notice says "This category is being blocked because it is streaming media. Please click continue to use your assigned quota time". The technician is aware that a new web filtering application was recently implemented which assigns a 120 minute quota on streaming media and a message appears allowing the user to continue.

Which of the following is the BEST response for the technician to give the user?

- A. "If you read the entire notice screen it clearly states that you should click continue. Did you read the entire notice?"
- B. "Since video takes a large amount of bandwidth, management has implemented a policy to limit what each user can download and watch."
- C. "A new application was introduced to help improve and manage the network. The video should appear once you select continue on the message."
- D. "Are these video clips work related? What specific website are you trying to download the videos from?"

Correct Answer: C

QUESTION 32

Which of the following provides the LEAST network security?

- A. Firewall
- B. Router
- C. Hub
- D. Switch

Correct Answer: C

QUESTION 33

Which of the following are components of an "active" CPU cooling solution?

- A. A heatsink and thermal compound.
- B. A heatsink, radiator, and thermal compound.
- C. A heatsink, attached fan, and thermal compound.



D. A heatsink, case fan, and thermal compound.

Correct Answer: C

QUESTION 34

A user calls the helpdesk because a solution that was previously suggested by another technician did not solve the user's issue. Which of the following is the MOST appropriate response?

- A. "Please hold while I transfer you to the previous technician, so a proper solution can be met."
- B. "Please explain the issue and I will work to resolve it."
- C. "My supervisor is the appropriate person to speak with about your issue."
- D. "Let me help you to resolve this issue, since that technician does not know how to fix it."

Correct Answer: B

QUESTION 35

Which of the following provides the BEST solution for customers needing quiet cooling options?

- A. Side panel slots
- B. Liquid based
- C. Additional fans
- D. Thermal paste

Correct Answer: B

QUESTION 36

Which of the following connection types is MOST commonly used to connect external hard drives to a PC? (Select TWO).

- A. SATA
- B. PATA
- C. IDE
- D. eSATA
- E. USB

Correct Answer: DE

**QUESTION 37**

A technician must trace a network cable from a user's desk to the punch down block in the wiring closet.

Which of the following tools would be the BEST choice?

- A. Cable tester
- B. Multimeter
- C. Loopback plug
- D. Toner probe

Correct Answer: D

QUESTION 38

Which of the following would a technician MOST likely perform to prevent a tripping hazard?

- A. Use an ESD mat
- B. Proper cable management
- C. Use plenum graded cable
- D. Proper documentation

Correct Answer: B

QUESTION 39

Which of the following should be recommended for cooling a high-end gaming PC? (Select TWO).

- A. Power saving NIC
- B. Passive cooling
- C. Additional case fans
- D. Liquid cooling system
- E. Lower wattage power supply

Correct Answer: CD

QUESTION 40



An outline of an image can be viewed on a laptop screen, but it is very dim and the screen appears almost black. This can be caused by a failing. (Select TWO).

- A. inverter.
- B. LCD.
- C. plasma screen.
- D. CRT.
- E. OLED.

Correct Answer: AB

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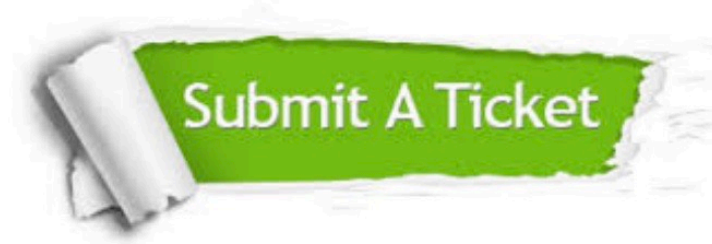
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