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QUESTION 1

Which of the following allows for the FASTEST printer connections?

- A. Bluetooth
- B. USB
- C. Parallel
- D. Serial

Correct Answer: B

QUESTION 2

Which of the following will allow a user to move a file from one folder to another using the LEAST number of steps, while ensuring that the file is removed from its original location?

- A. Open the file from its original location, save it to the new location, and delete it from the original location.
- B. Cut the file from its original location and paste it to the new location.
- C. Rename the file in its original location to a name that is not already taken in the new location.
- D. Copy the file from its original location and paste it to the new location.

Correct Answer: B

QUESTION 3

Which of the following methods are MOST likely used to reduce the internal temperature of a computer?

- A. Install a protective cover
- B. Reduce display brightness
- C. Air circulation
- D. Electronic recycling
- E. Liquid cooling

Correct Answer: CE

QUESTION 4

Which of the following statements about Hardware Compatibility List (HCL) are true?



Each correct answer represents a part of the solution. Choose two.

- A. It ensures that a computer and its components are compatible with the operating system before the operating system is installed.
- B. It contains the listing of all the hardware that operating systems vendors have tested with their operating systems.
- C. It ensures that a computer and its components are working properly.
- D. It contains the license to use operating systems.

Correct Answer: AB

The Hardware Compatibility List (HCL) contains the listing of all the hardware that operating systems vendors have tested with their operating systems. Through HCL, an administrator can be sure that a computer and its components are compatible with the operating system before the operating system is installed. HCL helps administrators to verify that the CPU, RAM, storage devices, various interface cards, and other hardware components are supported by the operating systems. Reference: "<http://www.microsoft.com/whdc/hcl/default.msp>"

QUESTION 5

Which of the following device types is needed within a computer to read information on a CD-ROM?

- A. Network card
- B. Optical drive
- C. Video card
- D. Solid state drive

Correct Answer: B

QUESTION 6

Which of the following statements about a docking station are true?

Each correct answer represents a complete solution. Choose two.

- A. It allows a laptop to connect to desktop I/O devices such as full-sized keyboards, CRT monitors, etc.
- B. Docking station is also known as a workstation.
- C. It is a large circuit board found in a computer on which a CPU is mounted.
- D. It is a specialized case into which an entire laptop can be inserted.

Correct Answer: AD

A docking station is a specialized case into which an entire laptop can be inserted. This allows the laptop to connect to desktop I/O devices such as full-sized keyboards, CRT monitors, etc. Docking stations are highly proprietary items that are



designed for use with specific computer models. It is useful for a user who wants to maintain only one computer system and avoid transferring information between two computers. With a docking port and a well-equipped laptop, a user can get the environment of both a laptop and a desktop computer.

Answer option C is incorrect. A motherboard is a large circuit board found in a computer on which a CPU is mounted.

Answer option B is incorrect. A workstation is a computer in a network from where a user works.

QUESTION 7

Which of the following is a feature of a basic power strip?

- A. Protects against lightning strikes
- B. Provides multiple outlets for power
- C. Generates power for devices
- D. Provides battery backup for devices

Correct Answer: B

QUESTION 8

Ann, a user, reports that her computer was working this morning, but now the screen is blank. The power indicator for the monitor is on. Pressing the space bar or mouse does not fix the problem.

Which of the following is the cause?

- A. The monitor power cable is unplugged.
- B. The video cable has become disconnected.
- C. The video driver is not installed.
- D. The operating system has encountered a stop error.
- E. The screen saver has activated.

Correct Answer: B

QUESTION 9

Which of the following are reasons to verify backups? (Select TWO).

- A. To create a system image for easy restore



- B. To confirm all selected data was backed up
- C. To diagnose any backup media hardware failure
- D. To determine if backup software needs to be patched
- E. To ensure files can be restored

Correct Answer: BE

QUESTION 10

You need to select a laptop for a traveling salesman. He will really need to stretch the battery life as long as possible, so he wants low power options wherever possible.

Which type of monitor should you select?

- A. LCD
- B. CRT
- C. Active Matrix
- D. Passive Matrix

Correct Answer: D

Passive matrix LCD monitors use less power than active matrix, and are generally preferred for laptops when long battery life is the key concern. Answer option C is incorrect. An active matrix LCD uses more power than a passive matrix, but

gives a higher quality picture.

Answer option B is incorrect. Cathode Ray Tube monitors are legacy monitors that were once used on PC\|s.

Answer option A is incorrect. All laptops use LCD monitors. The question is whether or not one should select an active or passive matrix LCD.

What is Cathode Ray Tube (CRT)? Hide

Cathode Ray Tube (CRT) is a vacuum tube used as a display screen in a computer monitor or TV. The viewing end of the tube is coated with phosphors, which emit light when struck by electrons. CRT works by heating a cathode which

causes electrons to flow. Accelerating and focusing anodes turn the electrons into a fine beam that is directed to the phosphors by magnetic fields that are generated by steering coils. The viewing end of a color CRT tube is coated with red,

green and blue phosphor dots, and separate "electron guns" bombard their respective colors a line at a time in a prescribed sequence. The resulting color displayed on screen is determined by the intensity of the electron beams as they strike

the red, green and blue phosphors at that same pixel location.

**QUESTION 11**

Which of the following types of batteries are considered as environmental hazards?

Each correct answer represents a complete solution. Choose three.

- A. Button cell
- B. Lead-acid
- C. NiMH
- D. NiCd

Correct Answer: ABD

The following types of batteries are considered as environmental hazards:

Nickel cadmium (NiCd)

Lead-acid

Button cell

Nickel cadmium (NiCd) batteries contain nickel and cadmium. Cadmium is highly toxic. Lead-acid batteries contain lead that is considered as environmental hazard. Button cell batteries contain mercury that is considered as environmental

hazard. Answer option C is incorrect. Nickel metal hydride (NiMH) batteries are not considered as environmental hazards.

Reference: "[http://en.wikipedia.org/wiki/Battery_\(electricity\)](http://en.wikipedia.org/wiki/Battery_(electricity))"

QUESTION 12

A technician wants to keep a router up to date.

Which of the following **MUST** be updated regularly?

- A. SSID
- B. Administrator password
- C. Wireless encryption
- D. Firmware

Correct Answer: D



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