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QUESTION 1

Which of the following is LEAST likely to be considered a consumer replaceable part in a laptop?

A. RAM

B. LCD screen

C. Optical drive

D. Hard drive

Correct Answer: B

QUESTION 2

A technician needs to configure a wireless small office home office (SOHO) network to provide IP addresses to devices on the network.

Which of the following features should be enabled?

A. MAC filtering

B. DHCP

C. SSID broadcast

D. Port forwarding

Correct Answer: B

QUESTION 3

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 4

Which of the following hard drives has the BEST shock resistance?

A. IDE

B. NAS

C. SATA

D. SSD

Correct Answer: D

QUESTION 5

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 6

A user has a parallel printer and wants to share it on the company network.

Which of the following devices would the user need?

A. A port replicator

B. A splitter

C. A wireless router

D. A print server

Correct Answer: D

QUESTION 7

A DSL modem MOST commonly uses which of the following media?

A. Cable TV coax

B. Fiber optic cable

C. Wireless adapter

D. Household telephone lines

Correct Answer: D

QUESTION 8

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 9

Which of the following are the MOST important considerations when configuring a PC that will be used for a CAD / CAM workstation? (Select TWO).

A. Gigabit NIC

B. HDMI output

C. Maximum RAM

D. Powerful processor

E. High end audio output

Correct Answer: CD

QUESTION 10

Which of the following should a technician check FIRST on the laptop if the system\'s battery is not being charged?

A. CMOS battery

B. DC-in jack

C. AC-in jack

D. Breaker for the wall jack

Correct Answer: B

QUESTION 11

Which of the following printer types uses an imaging drum?

A. Laser

B. Impact

C. Inkjet

D. Thermal

Correct Answer: A

QUESTION 12

Since calling in an issue two days ago, a user reports that they have not heard from a help desk technician. Which of the following is the MOST appropriate response?

A. Let the user know that there is no record of the initial call.

B. Let the user know that the problem will be escalated immediately.

C. Let the user know that the technician will be out to resolve the problem tomorrow.

D. Close the initial ticket that was issued and open a new help desk ticket for the user.

Correct Answer: B

QUESTION 13

A technician needs to access the system BIOS at boot time on a PC.

Which of the following are possible BIOS access keys? (Select TWO).

A. F2

B. F12

C. F8

D. Delete

E. Function F4

F. Control Home

Correct Answer: AD

QUESTION 14

A technician notices that the PC is not receiving an IP address.

Which of the following tools would the technician use to troubleshoot the computer\\'s NIC?

A. Loopback plugs

B. ESD mat

C. Cable tester

D. Toner probe

Correct Answer: A

QUESTION 15

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

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