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https://drive.google.com/open?id=0B-ob6L_QjGLpd2VjR3Y3X3pfQWM QUESTION 141 A technician is asked to repair a broken Ethernet jack in a conference room. Which of the following tools would the technician use when repairing the wall jack? A. Crimper B. Toner probe C. Punchdown tool D. Multimeter Answer: C QUESTION 142 A user with a USB printer would like to print from more than one computer. Which of the following features should be used? A. File and printer sharing B. Internet connection sharing C. Enable printer duplexing D. USB hub Answer: A QUESTION 143 Which of the following is the MAXIMUM number of 10MB audio files that a user can store on a CD- RW? A. 50 B. 70 C. 100 D. 120 Answer: B QUESTION 144 Which of the following connectors provides the capability to pass both analog and digital signals? A. VGA B. BNC C. DVI-I D. USB 3.0 Answer: C QUESTION 145 A service call was opened for a thermal printer that has poor print quality. Which of the following should the technician do FIRST? A. Replace the print head with OEM replacement. B. Use a cotton swab and alcohol to clean the print head. C. Use the printer manufacturer's cleaning kit to clean the print head. D. Use an industry approved cleaning kit to clean the print rollers. E. Use the printer manufacturer's cleaning kit to clean the print rollers. Answer: C QUESTION 146 A technician needs to attach a network cable to a wall jack in the conference room. After running the cable through the conduit to the conference room, which of the following tools would BEST be used to connect the cable to the wall jack? A. Punchdown B. Loopback plug C. Multimeter D. Crimper Answer: A QUESTION 147 Which of the following devices uses MAC tables to allow multiple computers to access a single network connection? A. Hub B. Firewall C. VoIP D. Switch Answer: D QUESTION 148 Which of the following laser printer components will flip the paper to allow for printing on both sides? A. Paper registration assembly B. Paper pickup assembly C. Duplex assembly D. Image transfer belt Answer: C QUESTION 149 A printer technician is sent to work on a fuser in a laser printer that is not adhering toner properly to the paper. While onsite Joe, an end user, reports that he has been having frequent paper jams as well. Which of the following would be the BEST course of action to repair the printer? A. Install a manufacturer recommended maintenance kit B. Install the fuser, replace the toner cartridge, and replace the pickup and separation rollers C. Install the fuser and also replace the high voltage power supply D. Install the fuser as the paper jams were probably also caused by the defective fuser Answer: A QUESTION 150 Which of the following is used to provide secure file storage to network users only? A. NAS B. IMAP C. SAN D. SSH Answer: A QUESTION 151 A technician has replaced the NIC in a computer running Windows XP Professional and has properly installed the device driver. The computer indicates the card has network connectivity, but the technician is unable to access the Internet. Which of the following should the technician do NEXT to finish the NIC installation? A. Change the computer and DNS server's IP addresses in the Action Center B. Use ipconfig to check the current settings and Network Connections to make changes C. Assign the NIC an APIPA address using ipconfig and the network setup wizard D. Reboot the computer and configure the necessary network settings in the BIOS Answer: B QUESTION 152 Which of the following Internet connection types has the HIGHEST latency? A. WiMAX B. Satellite C. Fiber D. Dial-up Answer: B QUESTION 153 Which of the following would BEST describe the capabilities of a 64-bit operating system? A. Capable of managing dual NICs. B. Capable of effectively managing 1TB SSD.

C. Capable of managing more than 4 displays. D. Capable of utilizing 128GB RAM.
Answer: D

QUESTION 154 Joe, a user, wants to modify the fan speed settings on his PC. Which of the following locations allows the fan speed settings to be changed? A. BIOS B. Device Manager
C. Motherboard Jumpers D. Computer Management

Answer: A

QUESTION 155 A user has purchased a new touch screen tablet and is reporting that the touch interface is extremely inaccurate and almost unusable. Which of the following actions should a technician take FIRST to resolve the issue? A. Return the tablet to the manufacturer B. Give the user a stylus to use C. Calibrate the touch interface D. Verify touch interface connectivity inside the screen

Answer: C

QUESTION 156 A technician needs to install a projector into a conference room with several windows. Which of the following should the technician consider so that the displayed image is always visible? A. Resolution B. Lumens
C. Anti-glare filter D. Bulb life

Answer: B

QUESTION 157 A common method of accessing computers remotely that uses port 23 is known as? A. LDAP B. RDP
C. Telnet D. FTP

Answer: C

QUESTION 158 Which of the following allows for audio and video connections using a single cable? A. HDMI B. Parallel
C. DVI-A D. eSATA

Answer: A

QUESTION 159 Which of the following standards is an expansion card slot used only for graphics? A. PCIe B. AGP
C. PCI D. miniPCI

Answer: B

QUESTION 160 A technician, Anne, has repaired a CEO's laptop. Which of the following is the LAST step that should be taken after the repair is completed? A. Prepare a hot spare in preparation for the next repair B. Document all of the services provided
C. Communicate the status of the repair with the CEO D. Offer other repair options if they are available

Answer: C

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