



220-1101^{Q&As}

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QUESTION 1

A user's smartphone has been slow recently. A technician sees the phone was purchased two months ago, and it is top of the line. About a month ago, a new OS update was installed. To address the issue, the technician runs a hardware diagnostic on the device, and it reports no problems. Which of the following is MOST likely the cause of the performance issue on the device?

- A. Too many applications are running updates
- B. The device is currently running in airplane mode
- C. The internal memory is failing on the device
- D. The OS update is too resource intensive for the device

Correct Answer: A

QUESTION 2

A user's track pad has stopped working. Which of the following should the user do to resolve the track pad's functionality?

- A. Reinstall the mouse drivers
- B. Use the Function key.
- C. Calibrate the digitizer
- D. Configure the mouse settings. ?

Correct Answer: B

The explanation is that some laptops have a Function key (Fn) that can be used to toggle the track pad on or off. This can be useful if the user wants to use an external mouse instead of the track pad, or if the track pad is accidentally activated by palm movements. The user should look for a Fn key on their keyboard and a track pad icon on one of the other keys, such as F5 or F9, and press them together to enable or disable the track pad.

QUESTION 3

An associate is seeking advice on which device to purchase for a friend who is a business owner. The friend needs the ability to chat activity while keeping in contact with the home office.

Which of the following would be the BEST recommendation?

- A. Smart watch
- B. Fitness monitor
- C. Global positioning sensor
- D. Portable hotspot



Correct Answer: A

QUESTION 4

A laptop's external webcam software is running, but it shows no image or video. Which of the following should a technician perform FIRST?

- A. Research new webcam firmware.
- B. Restart the computer and run system diagnostics.
- C. Reseat the webcam.
- D. Reinstall the webcam software and drivers.

Correct Answer: C

<https://www.lifewire.com/fix-it-when-webcam-is-not-working-4588517> If a laptop's external webcam software is running, but it shows no image or video, the first step the technician should perform is to reseat the webcam. Reseating the

webcam involves disconnecting it from the motherboard and then reconnecting it. If this doesn't work, the technician should then check the webcam drivers or software. References:

CompTIA A+ Certification All-in-One guide, Tenth Edition by Mike Meyers (Page 502)

QUESTION 5

A technician has been asked to fix a problem with a projector. The projector lamp turns off for brief periods during a demonstration. After the technician replaced the lamp, the problem continued with an added message that appears just before the lamp turns off. Which of the following MOST likely need to be performed? (Choose two.)

- A. Reset the lamp life counter
- B. Replace the cooling fan
- C. Adjust the brightness
- D. Update the laptop video driver
- E. Install a higher lumen lamp
- F. Change the video resolution

Correct Answer: AB

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