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QUESTION 1

A technician is reconfiguring an email account for off-line mode. Which of the following will describe the expected time of account synchronization with the email server?

- A. It will depend on the SMTP settings of the email server.
- B. It will depend on the time when the account was last synchronized.
- C. It will depend on the POP settings of the email server.
- D. There is no off-line mode for email.

Correct Answer: B

QUESTION 2

A new user reports that they are unable to login to the corporate network on their desktop but they are able to access the WLAN from their mobile device. After further inspection, the technician realizes that the wall port is not wired correctly. Which of the following tools would be used to permanently restore network connectivity to the desktop?

- A. Wireless locator
- B. Tethering with mobile device
- C. Punchdown tool
- D. Crimper

Correct Answer: C

QUESTION 3

A technician recently installed Windows 7 on a PC. The technician is unable to connect to the PC remotely using RDP, but is able to ping the PC. Which of the following is the MOST likely cause?

- A. The PC is infected with a virus.
- B. The network card is defective.
- C. The router firewall is enabled.
- D. The Remote Assistance is disabled.

Correct Answer: C

QUESTION 4

A technician is onsite to troubleshoot a distorted image on a laptop. Which of the following is the BEST way to



determine if the LCD screen is the cause of the issue?

- A. Disable the onboard video card.
- B. Adjust the resolution of the laptop.
- C. Reinstall video driver in Windows operating system.
- D. Connect an external monitor to the laptop.

Correct Answer: D

QUESTION 5

iOS version 5.0 allows for all data to be synchronized and backed up to a computer with iTunes via which of the following methods? (Select TWO).

- A. 4G LTE
- B. USB cable
- C. FireWire
- D. Bluetooth
- E. Local Wi-Fi

Correct Answer: BE

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