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QUESTION 1

A user reports that their wireless connectivity is being spotty. The issue seems to interrupt their wireless signal connection when the laptop screen is tilted forward or backward during operation. When this happens, the entire wireless signal drops out until the screen is left in position for a good minute or so. Which of the following MOST likely explains what is happening?

A. The hinges on the laptop screen are not strong enough to support the wireless signal cables.

B. The wireless card is losing contact to its socket when the screen is opening/closing.

C. The laptop is designed to work optimally with wireless when the screen is at a perfect 90 degree angle.

D. The wireless signal cables are being crimped when the screen is opening/closing.

Correct Answer: D

QUESTION 2

A user sent an email requesting that a technician check if a computer is on and connected to the Internet so the user can login from home. Which of the following commands in the command prompt would a technician use to verify if the computer is on and connected without having to go to the computer?

A. NSLOOKUP

B. NETSTAT

C. PING

D. IPCONFIG

Correct Answer: C

Reference: http://pcsupport.about.com/od/commandlinereference/p/ping-command.htm

QUESTION 3

An audio visual company has decided that they want to migrate from Windows XP Professional SP2. The company has a domain network. A technician is tasked with selecting an operating system. Which of the following should the technician select?

A. Windows 7 Home Premium

B. Windows Vista Home Premium

C. Windows 7 Professional

D. Windows XP Media Center

Correct Answer: C

Reference: http://reviews.cnet.com/8301-31012_7-10379487-10355804.html

QUESTION 4

A user, Anne, downloaded an Android app directly from a developer\\'s website and is unable to install it on her smartphone. Which of the following will allow Anne to install the app?

A. Install a recovery image

B. Allow apps from unknown sources

C. Enable near field communication

D. Gain root access

Correct Answer: B

QUESTION 5

iOS 5 data can be backed up to a computer running iTunes via which of the following methods (select TWO)

A. Firewire

B. USB

C. Bluetooth

D. Local Wi-Fi

E. Pending

Correct Answer: BD

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