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QUESTION 1

What type of technology is used when pairing devices such as headsets to a smartphone?

- A. Bluetooth
- B. Exchange
- C. Locator application
- D. Remote wipe

Correct Answer: A

QUESTION 2

A user reports that they are unable to use their DVD-ROM drive in their Windows 7 desktop PC. Which of the following could be a possible cause to this problem?

- A. Media Player is not installed
- B. DVD drivers need to be updated
- C. DVD drive is not set to boot in BIOS
- D. SATA port is not on in BIOS

Correct Answer: D

QUESTION 3

The user is having trouble using the mouse. The technician believes a program stopped responding that caused the issue and asks the customer to hold down "Ctrl + Shift + Esc" to verify. Which of the following did the technician launch?

- A. Task Manager
- B. Control Panel
- C. Services
- D. MSCONFIG

Correct Answer: A

QUESTION 4

Which of the following is responsible for flipping the image when a smartphone is rotated?



- A. Accelerometer
- B. Shock sensor
- C. Gyroscope
- D. Ambient light sensor

Correct Answer: C

QUESTION 5

A user states they are hearing a clicking noise coming from the computer. There is a message on the screen saying no operating system found, and the computer then attempts to boot from PXE. Which of the following should the technician perform?

- A. Remove the floppy disk
- B. Replace the hard drive
- C. Replace the NIC
- D. Replace the DVD-Rom

Correct Answer: B

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