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QUESTION 1

Which of the following would provide power to an access point?

- A. POE injector
- B. Switch
- C. Repeater
- D. Modern

Correct Answer: A

QUESTION 2

Ann, a user, asks a technician to configure her mobile phone for various sync capabilities. Ann wants to use her work email account on the phone everywhere she goes. She also would like the ability to connect her phone to her work vehicle for audio. Which of the following technologies would BEST meet Ann's needs? (Select TWO).

- A. Wireless hotspot mode
- B. IMAP
- C. NFC
- D. S/MIME
- E. Bluetooth
- F. VPN

Correct Answer: BE

QUESTION 3

A technician is troubleshooting a PC that will not boot. The case fans run when the power is switched on, but the PC will not POST, and there is no signal to the monitor. The technician opens the case and notices several capacitors appear swollen. Which of the following is the MOST Likely reason why the PC will not boot?

- A. Defective power supply
- B. Defective RAM
- C. Defective CPU
- D. Defective motherboard

Correct Answer: A



QUESTION 4

A user calls the help desk stating a laptop is performing slowly and the hard drive activity lights are blinking continuously. A technician checks for enough hard drive space, disables antivirus and indexing services, and runs a full-system diagnostics check, which returns no failure. Which of the following should the technician do NEXT?

- A. Install a new hard drive
- B. Check for hard-drive firmware updates
- C. Replace the hard drive with a solid state drive
- D. Configure the laptop in high-performance mode
- E. Change the boot order in the system BIOS

Correct Answer: B

QUESTION 5

Which of the following devices would enable a VLAN user to communicate with a user in another VLAN?

- A. Router
- B. Access point
- C. Repeater
- D. Bridge

Correct Answer: A

QUESTION 6

A technician for a cable provider is setting up high-speed Internet service at a residential customer's home. The type of cabling the technician will use to connect from the outside pole into the customer's home is MOST likely:

- A. coaxial
- B. plenum
- C. Cat 5e
- D. STP

Correct Answer: B

QUESTION 7

After a new laser printer was installed, users began reporting issues. Duplicate copies of print jobs were not delivering fully separated copies; instead, similar pages were being stacked. Which of the following settings MOST likely needed



to be checked to correct this issue?

- A. Collation
- B. Duplexing
- C. Orientation
- D. Quality

Correct Answer: A

QUESTION 8

A technician is setting up a laptop and projector for a presentation. When plugging in the projector, it mirrors the desktop screen from the laptop but everything appears distorted and compressed. Which of the following should the technician do to correct the appearance of the image on the projector?

- A. Update the laptop graphics driver
- B. Change the scaling options.
- C. Change the desktop resolution
- D. Replace the video cable.
- E. Utilize a USB VGA graphics adapter
- F. Adjust the keystone settings on the projector

Correct Answer: C

QUESTION 9

A technician is building a new workstation for power plant control. To minimize the possibility of driver conflicts causing downtime, the technician wants to avoid options that use a storage controller; instead, the technician wants the storage to connect directly to the PCIe bus. Which of the following storage options would BEST meet this requirement?

- A. M.2 NVMe
- B. SATA SSD
- C. SAS SSD
- D. USB drive

Correct Answer: A

QUESTION 10

Which of the following network types utilizes Bluetooth technology?



- A. MAN
- B. PAN
- C. LAN
- D. WAN

Correct Answer: B

QUESTION 11

A user reports a laserjet printer is not printing properly. A technician prints a test page and notices the toner is smeared on the page. The technician confirms the toner cartridge is installed correctly and the paper in the tray is the right size. Which of the following printer components is the MOST likely cause of the problem?

- A. Fuser
- B. Roller
- C. Memory
- D. Toner

Correct Answer: A

QUESTION 12

A Windows 10 Pro user wants to initialize BitLocker to protect the system\\'s data while it is at rest. The computer does not have a TPM. Which of the following is required to satisfy this need?

- A. A BD-RE disc
- B. An internal hard drive
- C. A USB flash drive
- D. A network share

Correct Answer: B

QUESTION 13

A home user installed a new high-end video card for 3-D gaming and virtual reality into a mid-tower PC. The user frequently experiences sudden shutdowns in the middle of game play across multiple applications. Which of the following troubleshooting steps should be taken to isolate the issue? (Select TWO)

- A. Verify if the current power strip ampere rating is sufficient
- B. Inspect the battery in the uninterruptible power supply



- C. Examine cooling requirements to determine if the current coding solution is adequate
- D. Confirm the latest patches for all impacted applications are installed
- E. Check the BIOS configuration settings to ensure all fans are on automatic
- F. Determine if the current power supply is capable of meeting the requirements.

Correct Answer: CF

QUESTION 14

An application is not responding on a user's workstation. After doing some research, a technician determines the drive is out of space. Which of the following should the technician do NEXT?

- A. Implement storage alerts to be notified if it happens again
- B. Run diagnostics and review the system logs
- C. Ask the user what happened before the application stopped responding.
- D. Identify files that can be deleted or removed.

Correct Answer: D

QUESTION 15

A technician needs to run cabling from the patch panel to a new breakout box. Which of the following should the technician use to connect the cable to the jack at both the new location and the patch panel in the network wiring closet?

- A. Wire crimper
- B. Multimeter
- C. Punchdown tool
- D. Cable tester

Correct Answer: A

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