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[IT Essentials \(ITE v6.0 + v7.0\) Chapter 7 Exam Answers 100%](#)

1. To clean laptops, which two products are recommended? (Choose two.)

- **cotton swabs ***
- **mild cleaning solution***
- ammonia
- rubbing alcohol
- car wax

Explanation: To clean a laptop computer, mild substances and lint-free cloths are required. Cleaners should be nonabrasive. Otherwise they can damage the laptop components.

2. What are three common input devices found on laptops? (Choose three.)

- **touchpad ***
- **fingerprint reader ***
- **web camera***
- external monitor
- PS/2 keyboard
- AC power connector

Explanation: Touchpads, fingerprint readers, and web cameras are common devices on modern laptops. An external monitor is an output device. While a PS/2 keyboard is an input device, it is not commonly used with laptops. An AC power connector provides a method to recharge the battery, but provides no data input to the laptop.?

3. Which two statements are true of a laptop CPU when compared to a desktop CPU? (Choose two.)

- Laptop CPUs operate at higher clock speeds.
- **Laptop CPUs use smaller cooling devices.***
- Laptop CPUs consume more power.
- Laptop CPUs are interchangeable with desktop CPUs.
- **Laptop CPUs are designed to produce less heat.***

Explanation: Laptop CPUs are designed to use less power and generate less heat than desktop CPUs.

4. A technician has been asked to decide which laptop components should be cleaned on a monthly basis as part of a maintenance routine. What are two examples of components that should be included? (Choose two.)

- **exterior case ***
- **keyboard***
- CPU
- optical drive
- RAM

Explanation: Routine preventive maintenance includes the cleaning of parts that can get dirty with everyday use. Internal components are not required to be cleaned as often as external

parts. Nonabrasive cleaners should be used to ensure that no damage is caused to laptop components.

5. What are two methods typically used on a mobile device to provide internet connectivity? (Choose two.)

- **cellular***
- Zigbee
- **Wi-Fi***
- Z-Wave
- GPS

Explanation: Mobile devices commonly use Wi-Fi and cellular to connect to the internet. The cellular connection uses the cellular data network for a fee. The Wi-Fi connection uses an 802.11 wireless network in the area to connect to the internet.

6. A customer brings a laptop into a computer repair shop. The technician can tell that the laptop is powered on by the power light, but nothing displays on the screen. What are two possible issues that could cause this symptom? (Choose two.)

- The backlight needs adjusting.
- The display properties need adjusting.
- **The laptop has gone into sleep mode. ***
- **The screen cutoff switch needs cleaning or is damaged.***
- The video cable is loose.

Explanation: A dark screen on a laptop when the display is up and the laptop is powered on could happen because the laptop is in sleep mode. Tap a key to see if that is the case. If that does not work, remove the battery and AC power cord, then reinstall the battery and attach the power cord and try powering on again. The problem could also be a dirty or damaged screen cutoff switch. Use the repair manual to locate and clean or replace the switch.

7. Which type of RAM modules are designed for the space limitations of laptops?

- **SODIMMs***
- SRAM
- SIMMs
- DIMMs

Explanation: SRAM is not used for desktops or laptops as a RAM module, but as L1 cache inside the CPU. SIMMs were replaced by DIMMs on desktops as RAM modules.

8. What is a design consideration for mobile CPUs used in laptops compared with desktop CPUs?

- They are interchangeable with desktop CPUs.
- **They require smaller cooling mechanisms than desktops do.***
- They operate at higher clock speeds than desktops do.
- They consume more power than desktops do.

Explanation: Laptop CPUs are designed to generate less heat and therefore require smaller cooling mechanisms than their desktop counterparts.

9. Which protocol can be used to transfer messages from an email server to an email client?

- SMTP
- **POP3 ***

- SNMP
- HTTP

Explanation: SMTP is used to send mail from the client to the server but POP3 is used to download mail from the server to the client. HTTP and SNMP are protocols that are unrelated to email.

10. What is a characteristic of laptop motherboards?

- Laptop motherboards use the same form factors as desktop motherboards.
- **Laptop motherboards are proprietary.***
- Laptop motherboards use standard form factors.
- Laptop motherboard components are compatible with desktop motherboards.

Explanation: Laptop motherboards are proprietary and vary based on the manufacturer. Laptop motherboards and desktop motherboards are designed differently and are not compatible. Components that are used on a desktop motherboard generally cannot be used on a laptop motherboard.

11. What device setting is used to share the cellular WAN connection of a phone in order to allow other devices to connect to the Internet?

- **mobile hotspot***
- airplane mode
- Wake on LAN
- Wi-Fi

Explanation: The mobile hotspot setting is used to share an Internet connection on a mobile phone with other devices.

12. Which laptop component is commonly found in the laptop lid?

- **Wi-Fi antenna***
- SODIMM
- motherboard
- power connector

Explanation: The laptop lid commonly contains the screen, webcam, microphone, and Wi-Fi antenna.

13. What is the purpose of a digitizer in a mobile device?

- to convert AC to DC
- to convert analog video signals to digital ones
- to convert digital music to analog for headphone delivery
- **to convert user touch actions to digital input signals***

Explanation: Digitizers are used in mobile device touchscreens. The digitizer converts user touch actions such as a swipe or tap into an input digital signal.

14. What type of backlight is used in an LED display?

- LCD
- **LED***
- CCFL
- light-generating pixels

Explanation: Light-emitting diode (LED) displays use an LED backlight to illuminate pixels on the screen. In contrast, liquid crystal displays (LCDs) use either an LED or cold cathode fluorescent lamp (CCFL) backlight. Organic LEDs (OLEDs) do not use a backlight.

15. Where is an integrated microphone normally located on a laptop?

- near the exterior on either side of the keyboard by the plastic frame
- by the exterior ports
- **in the top of the display***
- under the keyboard near the pointing device or touchpad

Explanation: A laptop webcam, microphone, and wireless antenna are commonly located in the top of the display.

16. Which ACPI state turns the CPU and RAM off and copies the contents of RAM to a temporary file on the hard disk?

- S0
- S1
- S2
- S3
- **S4***

Explanation: The Advanced Configuration and Power Interface (ACPI) standard provides support for power states that are very important to mobile devices such as laptops.

S0 – The computer is on and CPU running.

S1 – CPU and RAM have power, but unused devices are powered down.

S2 – CPU is off; RAM is refreshed.

S3 – CPU is off; RAM is set to a slow refresh rate.

S4 – CPU and RAM are off (and RAM contents saved to a temp file).

S5 – The computer is off.

17. What could be used in conjunction with a laptop in order to read flash media?

- SSD
- **card reader***
- M.2 card
- SO-DIMM

Explanation: A flash card reader (sometimes simply called a card reader) accepts a variety of flash card types and commonly attaches to a USB port.

18. Which step would be important in the removal of laptop memory?

- Align the memory module notch at a 45-degree angle and press to release.
- Attach an AC adapter before starting the procedure.
- **Press outward on the clips that hold the memory module.***
- Gently press down on the memory module until it releases from the slot.

Explanation: Memory modules have a clip on either end that holds the SODIMM securely in the slot. Press outward on both clips to release the memory module from the slot.

19. Which laptop component would be considered an FRU?

- SODIMM
- **display***
- battery
- external card reader

Explanation: A field-replaceable unit (FRU), such as a motherboard, display, keyboard, or touchpad, commonly requires some technical skill to install. RAM and a battery are considered to be customer-replaceable units (CRUs).

20. Which characteristic should be considered when a replacement mobile device battery is being selected?

- **It has the same power ratings.***
- It is from the same manufacturer.
- It provides a warranty.
- It is a mini-ATX form factor.

Explanation: A replacement battery must meet or exceed the specifications of the mobile device manufacturer and have the same form factor.

21. Which specialized mobile device is commonly used with VR and AR?

- fitness monitor
- smart watch
- **headset***
- e-reader

Explanation: Virtual reality (VR) provides an immersive experience replacing the real world; augmented reality (AR) uses an overlay of digital elements into the real world. Headsets are commonly used with both VR and AR technologies.

22. Which cellular technology supports speeds up to 20 Gbps?

- Z-Wave
- Zigbee
- **5G***
- 4G

Explanation: Cellular technology standards are 1G, 2G, 3G, 4G, LTE, and 5G. 5G technology supports speeds up to 20 Gbps and is more efficient.

23. A technician is configuring a device and the device shows that it is pairing. Which mobile technology is being used?

- Wi-Fi
- Zigbee
- **Bluetooth***
- tethering

Explanation: In order to configure two Bluetooth devices, the devices must connect to one another by pairing with one another. This may require a PIN or passkey as part of the process.

24. Which app is used to synchronize data to an iOS-based mobile device?

- **iTunes***
- Auto Sync
- MIME

- SMTP

Explanation: iOS devices can synchronize apps, music, video or books using the iTunes app.

25. A technician has been called on site to help a user who has a laptop problem. At which point should the technician look online for additional possible solutions to a laptop problem?

- after questioning the user
- before establishing a theory of probable cause
- **after testing a theory to determine the cause***
- after implementing preventive measures

Explanation: The steps of the troubleshooting process are as follows:
Identify the problem.

Establish a theory of probable cause.

Test the theory to determine the cause.

Establish a plan of action to resolve the problem and implement the solution.

Verify full system functionality and, if applicable, implement preventive measures.

Document findings, actions, and outcomes.

It is during step 4 that if no solution is achieved in the previous step that a technicians needs further research.

26. An employee wants to include pictures and documents when sending email messages on a mobile device. What technology allows this task to be accomplished?

- **MIME***
- airplane mode
- cloud service
- Bluetooth

27. A lawyer wants to give a laptop the ability to connect to the internet through the cellular network. What technology allows this task to be accomplished?

- **mobile hotspot***
- airplane mode
- cloud service
- Bluetooth

28. A lawyer wants to enable a smartphone to be used as a hands-free device. What technology allows this task to be accomplished?

- **Bluetooth***
- NFC
- GPS
- MIME

29. A doctor wants to use a cell phone for entertainment without connecting to any networks. What technology allows this task to be accomplished?

- **airplane mode***
- NFC

- GPS
 - MIME
- 30. A doctor wants to make a backup copy of all of the data on a mobile device. What technology allows this task to be accomplished?**
- **cloud service***
 - NFC
 - GPS
 - MIME
- 31. A student wants to make a backup copy of all of the data on a mobile device. What technology allows this task to be accomplished?**
- **cloud service***
 - NFC
 - GPS
 - MIME
- 32. A student wants to make mobile phone calls over a wireless data network based on 802.11 technology. What technology allows this task to be accomplished?**
- **Wi-Fi calling***
 - NFC
 - GPS
 - MIME
- 33. A salesperson wants to make mobile phone calls over a wireless data network based on 802.11 technology. What technology allows this task to be accomplished?**
- **Wi-Fi calling***
 - MIME
 - GPS
 - mobile hotspot
- 34. A salesperson wants to embed the location on a digital photograph to record where it was taken. What technology allows this task to be accomplished?**
- **geotagging***
 - MIME
 - GPS
 - mobile hotspot
- 35. A manager wants to have a laptop with touchscreen capabilities. What technology allows this task to be accomplished?**
- **digitizer***
 - MIME
 - GPS
 - mobile hotspot
- 36. A student wants to make a backup copy of all of the data on a personal mobile device. What technology, product, or setting allows this task to be accomplished?**
- **cloud service***
 - digitizer
 - geotagging
 - VPN
- 37. An employee wants to find an alternate route home because the usual route is blocked by an accident. What technology, product, or setting allows this task to be accomplished?**

- **GPS***
- digitizer
- geotagging
- IDS

38. A salesperson wants to embed geographical location metadata onto various media such as photographs and videos. What technology, product, or setting allows this task to be accomplished?

- **geotagging***
- digitizer
- Wi-Fi calling
- RFID

39. A lawyer wants to give a laptop the ability to access the internet through a cellular network. What technology, product, or setting allows this task to be accomplished?

- **mobile hotspot***
- digitizer
- geotagging
- RAID

40. A manager wants to purchase a specialized mobile device for a new VR game. What technology, product, or setting allows this task to be accomplished?

- **headset***
- geotagging
- Wi-Fi calling
- IPS

41. An executive wants to enable a cell phone to be used as a hands-free device. What technology, product, or setting allows this task to be accomplished?

- **Bluetooth***
- digitizer
- geotagging
- firewall

42. An analyst wants to communicate with the company while exercising and be able to track personal physical activity. What technology, product, or setting allows this task to be accomplished?

- **smartwatch***
- geotagging
- Wi-Fi calling
- QoS

43. A student wants to make a backup copy of all of the data on a personal mobile device. What technology, product, or setting allows this task to be accomplished?

- **cloud service***
- NFC
- GPS
- virtualization

44. An employee wants to pay for a product just by tapping a smartphone on a sensor. What technology, product, or setting allows this task to be accomplished?

- **NFC***
- GPS

- MIME
 - IDS
45. A salesperson wants to embed geographical location metadata onto various media such as photographs and videos. What technology, product, or setting allows this task to be accomplished?
- **geotagging***
 - NFC
 - GPS
 - RFID

IT Essentials v6.0:

1. How many devices can a Bluetooth device connect to simultaneously?

- 127
- **7***
- 10
- 24
- 5

2. A device has an IPv6 address of 2001:0DB8:75a3:0214:0607:1234:aa10:ba01 /64. What is the host identifier of the device?

- 2001:0DB8:75a3
- **0607:1234:aa10:ba01***
- 2001:0DB8
- ba01

3. Which layer of the OSI model is responsible for logical addressing and routing?

- application
- data link
- **network***
- transport

4. When would a printer be considered a network host?

- **when it is connected to a switch***
- when it is connected to a workstation
- when it is connected to a laptop
- when it is connected to a PC

5. Which device provides wireless connectivity to users as its primary function?

- switch
- router
- **access point***
- modem

6. Which technology is most often used to connect devices to a PAN?

- coaxial cabling
- **Bluetooth***
- fiber optic cabling
- IEEE 802.11n wireless

7. Which three factors are reasons for a company to choose a client/server model for a network instead of peer-to-peer? (Choose three.)

- The network is small with fewer than eight users.
- **The company network requires secure access to confidential information.***
- **The users need a central database to store inventory and sales information.***
- Each user understands how to safely share files across a network.
- **The data gathered by the employees is critical and should be backed up on a regular basis.***
- All employees passed a strict background check as part of the corporate hiring practices.

8. What is a characteristic of a WAN?

- **It connects multiple networks that are geographically separated.***
- It spans across a campus or city to enable sharing of regional resources.
- It is typically owned and managed by a single home or business.
- It requires a wireless access point to connect users to the network.

9. Which three layers of the OSI model map to the application layer of the TCP/IP model? (Choose three.)

- **application***
- **presentation***
- **session***
- transport
- network
- data link
- physical

10. What is the correct order of the layers of the TCP/IP model from the top layer to the bottom?

- application, session, network, data link, physical
- application, internet, network access, transport
- network access, transport, internet, application
- **application, transport, internet, network access ***

11. What TCP/IP model layer is responsible for MAC addressing?

- **network access***
- internet
- transport
- application

12. What PDU is associated with the network layer of the OSI model?

- data
- frame
- **packet***
- segment

13. Which two layers of the OSI model correspond to the functions of the TCP/IP model network access layer? (Choose two.)

- **physical***
- **data link***
- network
- transport
- session

14. What is identified by the 100 in the 100BASE-TX standard?

- **the maximum bandwidth in Mb/s***
- the maximum cable distance in meters

- the maximum number of network nodes
- the series number of the standard

15. Which two characteristics describe Ethernet technology? (Choose two.)

- **It is supported by IEEE 802.3 standards.***
- It is supported by IEEE 802.5 standards.
- It typically uses an average of 16 Mb/s for data transfer rates.
- **It uses the CSMA/CD access control method.***
- It uses a ring topology.

16. Which IEEE standard operates at wireless frequencies in both the 5 GHz and 2.4 GHz ranges?

- **802.11n***
- 802.11g
- 802.11b
- 802.11a

17. A customer is considering a multipurpose device to create a home network. Which three devices are usually integrated into a multipurpose network device? (Choose three.)

- web server
- **switch***
- **router***
- email server
- **wireless access point***
- print server

18. Which network device makes forwarding decisions based on the destination MAC address that is contained in the frame?

- repeater
- hub
- **switch***
- router

19. A router uses IP addresses to forward traffic from one network to other networks.

20. A network specialist has been hired to install a network in a company that assembles airplane engines. Because of the nature of the business, the area is highly affected by electromagnetic interference. Which type of network media should be recommended so that the data communication will not be affected by EMI?

- STP
- coaxial
- **fiber optic***
- UTP

21. Which term describes a type of coaxial cable?

- **RG-6***
- 568A
- UTP
- Cat 5e

22. Which pairs of wires change termination order between the 568A and 568B standards?

- **green and orange***
- green and brown
- blue and brown

- brown and orange
- 23. Which two types of signal interference are reduced more by STP than by UTP? (Choose two.)**
- **RFI***
 - white noise
 - MDF
 - dispersion
 - **EMI***
- 24. How many host addresses are available on a network with a subnet mask of 255.255.0.0?**
- **65,534***
 - 254
 - 16,777,214
 - 1024
- 25. A technician is troubleshooting a problem where the user claims access to the Internet is not working, but there was access to the Internet the day before. Upon investigation, the technician determines that the user cannot access the network printer in the office either. The network printer is on the same network as the computer. The computer has 169.254.100.88 assigned as an IP address. What is the most likely problem?**
- **The computer cannot communicate with a DHCP server.***
 - The IP default gateway on the computer is incorrect.
 - The network interface card driver needs to be updated.
 - The router that connects this network to other networks is down.
- 26. What is a characteristic of the UDP protocol?**
- **low overhead***
 - guaranteed delivery
 - error correction
 - end-to-end establishment before delivery
- [Older Version](#)
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- 27. Which two statements are true of a laptop CPU when compared to a desktop CPU? (Choose two.)**
- The laptops consume more power.
 - The laptop CPUs are interchangeable with desktop CPUs.
 - **The laptops are designed to produce less heat.***
 - The laptops operate at higher clock speeds.
 - **The laptops use smaller cooling devices.***
- 28. In the power management settings, which two devices can be set to turn off to conserve battery power? (Choose two.)**
- cooling fans
 - memory
 - **hard disk drive***
 - **display***
 - CPU
- 29. What is the first step in the process of troubleshooting a laptop?**
- Verify full functionality.
 - Determine the exact cause.
 - Establish probable causes.

- **Identify the problem.***
- 30. What is the final task for a technician after troubleshooting a laptop?
 - Verify full functionality.
 - Correct the problem.
 - **Document the problem and the solution.***
 - Implement preventive measures.
- 31. What can a user do to reconnect a laptop to a functioning wireless network after a laptop has been moved and the connection has been lost?
 - Reboot the operating system.
 - Plug in the power cord to the wall outlet.
 - Recharge the battery.
 - **Change the orientation of the laptop.***
- 32. Why are SODIMMs well suited for laptops?
 - They do not produce heat.
 - **They have a small form factor.***
 - They are interchangeable with desktops.
 - They connect to external ports.
- 33. An administrator tries to configure Power Options within Windows, but is unable to do so. What is the possible cause?
 - Thermal management has been enabled.
 - **ACPI has not been enabled in the BIOS.***
 - The administrator does not have user privileges to change the settings.
 - Wake-On-LAN has been enabled.
- 34. A technician is trying to remove a SODIMM module from a laptop. What is the correct way to do this?
 - Pull outward by holding the center of the SODIMM module.
 - Apply downward force on the SODIMM module.
 - **Press outward on the clips that hold the sides of the SODIMM.***
 - Desolder the SODIMM module.
- 35. What should a technician do prior to replacing a keyboard on a laptop?
 - **Remove all sources of power from the laptop.***
 - Remove the LCD screen.
 - Remove the outer casing of the laptop.
 - Remove the power inverter.
- 36. Which two internal expansion slots in laptops are commonly used to install wireless adapter cards? (Choose two.)
 - ISA
 - PCIe
 - **Mini-PCIe***
 - PCI
 - **PCI Express Micro***
- 37. What is the next step in the troubleshooting process after a solution has been implemented on a laptop?
 - Return the device to the customer.
 - **Verify the solution.***
 - Document the solution.

- Ask the customer to explain the problem.
- 38. A technician notices that a laptop display appears stretched and pixelated. What is a probable cause of this?**
- The power inverter is failing.
 - **The display properties are incorrectly set.***
 - The screen has been burned in.
 - The power management features are incorrectly set.
 - One of the RAM modules is failing.
- 39. Which statement is true about laptops?**
- **Most of the internal components that are designed for laptops cannot be used for desktops.***
 - Laptop CPUs do not use cooling devices.
 - Laptops use fewer components than desktops use.
 - Laptop motherboards have standard form factors.
- 40. What is a definition for CPU throttling?**
- overclocking
 - upgrading the CPU without changing the motherboard
 - the sharing of processing between two or more cores
 - **the ability to modify CPU clock speed as needed***
- 41. What is the purpose of the eject button on a laptop docking station?**
- to open the CD/DVD tray
 - **to detach the laptop from the docking station***
 - to disconnect a USB device
 - to remove the laptop battery
- 42. Which key sequence may be used to control whether the content of the screen will be presented on a built-in display or on an external display?**
- **Fn + ***
 - Shift +
 - Ctrl +
 - Alt +
- 43. What would be the most effective preventive maintenance routine for company laptops that are subject to high use?**
- a reactive routine that is performed monthly
 - **a proactive routine that is performed monthly and as needed***
 - a proactive routine that is performed every six months
 - a reactive routine that is performed only as needed
- 44. To clean laptops, which two products are recommended? (Choose two.)**
- car wax
 - rubbing alcohol
 - **cotton swabs***
 - ammonia
 - **mild cleaning solution***
- 45. A technician has been asked to decide which laptop components should be cleaned on a monthly basis as part of a maintenance routine. What are two examples of components that should be included? (Choose two.)**
- CPU
 - hard disk platters and heads

- exterior case*
- keyboard*
- RAM

46. A technician has installed a wireless Ethernet card in a Windows 7 laptop. Where would the technician configure a new wireless connection?

- **Control Panel > Networking and Sharing Center > Set up a new connection or network***
- Control Panel > System > Device Manager
- Control Panel > Administrative Tools > Services
- Control Panel > Internet Options

47. Which component or components would be interchangeable between a laptop and a desktop PC?

- CPU
- **peripheral devices***
- motherboard
- power supply

48. A user needs to connect a Bluetooth device to a laptop. Which type of cable is needed to accomplish this?

- USB cable
- EIA/TIA 232 cable
- **None. Bluetooth connections are wireless.***
- parallel cable
- VGA cable