# IT ExamAnswers.net

## IT Essentials (ITE v6.0 + v7.0) Chapter 8 Exam Answers 100%

**1. Match the common printer configuration options to the correct descriptions. (Not all options are used.)**

| | |
|---|---|
| print layout | print sets of a document with multiple pages |
| grayscale printing | ✔ collate |
| paper orientation | landscape or portrait |
| duplex | ✔ paper orientation |
| collate | draft, normal, or photo |
| | images printed using only black ink in different shades |
| | ✔ grayscale printing |
| | normal, banner, booklet, or poster |
| | ✔ print layout |
| | two-sided printing |
| | ✔ duplex |

**2. What are two cables that are used to connect a computer to a printer? (Choose two.)**

- **serial***
- **FireWire***
- PS/2
- HDMI
- eSATA

**Explanation:** Wiring a PC to a printer can be done through the following connections: serial, parallel (IEEE 1284 and SCSI), USB, Firewire (IEEE 1394) and Ethernet. PS/2, HDMI, and eSATA connections are used for other purposes.

**3. What are two functions of a print server? (Choose two.)**

- **provide print resources to all connected client computers***
- **store print jobs in a queue until the printer is ready***
- ensure that the connected client computers have up-to-date printer drivers
- store backups of documents sent to the printer
- provide uninterrupted power to the printer

**Explanation:** A print server can provide client computers access to print resources, manage print jobs by storing them in a queue until the print device is ready for them, and provide print job status messages to users.

**4. What are two methods to connect to a printer wirelessly? (Choose two.)**

- **IEEE 802.11 standards***
- **Bluetooth***
- WiMax
- satellite
- microwave

**Explanation:** Wireless printers can use Bluetooth, 802.11x, or infrared interfaces to connect wirelessly. WiMax, satellite, and microwave radio technologies are in practice never used to connect a printer to a network.

**5. What are two probable causes for printer paper jams? (Choose two.)**

- **high humidity***
- **the wrong type of paper***
- a defective print cartridge
- misaligned print heads
- an incorrect print driver

**Explanation:** Humidity can cause sheets of paper to stick together which could cause paper jams. Using the wrong type of paper for a printer might also create a jamming issue.

**6. Which factor affects the speed of an inkjet printer?**

- **the desired quality of the image***
- the size of printer power supply
- the quality of the paper
- the cost of the inkjet cartridges

**Explanation:** The speed of an inkjet printer is determined mostly by the make and model of the printer, the quality of printing, and the complexity of the image. The quality of the paper, the cost of the cartridges, and the size of the power supply do not affect the speed of printing.

**7. What is a characteristic of thermal inkjet nozzles?**

- **The heat creates a bubble of steam in the chamber.\***
- Heat is applied to the ink reservoir of each nozzle.
- The vibration of the crystal controls the flow of ink.
- A charge is applied to the printhead.

**Explanation:** Thermal inkjet nozzles work based on heat creating steam bubbles. Piezoelectric inkjet nozzles work based on vibration of crystals.

**8. In laser printing, what is the name of the process of applying toner to the latent image on the drum?**

- **developing\***
- charging
- transferring
- fusing

**Explanation:** The toner is applied to the latent image on the drum during developing. The toner attached to the latent image is transferred to the paper during transferring. The toner transferred is melted to the paper during fusing, and the drum gets a uniform negative charge during charging.

**9. What is the purpose of the Additional Drivers button in the Sharing tab of the Printer Properties?**

- **to add additional drivers for other operating systems\***
- to add additional drivers for other printers in the network
- to add additional drivers for duplex printing
- to add additional drivers for other printers connected to the computer

**Explanation:** The Additional Drivers button loads drivers in the sharing computer for other operating systems that the client computers may be running. For other printers in the network, the drivers must be loaded in the computers sharing the other printers. There is no need for additional drivers for duplex printing. The required drivers for other printers connected to the sharing computer will be loaded automatically.

**10. A Windows 7 computer has several printers configured in the Control Panel Devices and Printers window. Which printer will the computer choose to be the first option for printing?**

- **the printer that is set as the default printer\***
- the software-based printer that is used to create PDF files
- the software-based printer that is used to create XPS files
- a manual selection, which is always needed

**Explanation:** The Default Printer option is set globally and it will be the first printer to be chosen to print a job, unless Other Printer is selected in a Per-Document manner. Software-based printers are just instances of different kinds of printers, but for them to be chosen to do the job, they will need to be selected either as a default or per-document printer. There is no need to select a printer every time a printing job is sent.

**11. Which type of print server provides the most functions and capabilities?**

- **a dedicated PC print server\***
- a computer-shared print server
- a hardware print server
- a print server that is implemented in software

**Explanation:** A dedicated PC print server has its own resources for the job and can manage several printers. A computer-shared print server uses its resources for sharing as well as for its own PC tasks. A hardware print server can only manage one printer, and a software print server cannot exist without hardware to run it.

**12. A user discovers that an inkjet color printer is printing different colors from those that are shown on the screen. What can be done to solve this problem?**
- **Calibrate the printer.***
- Adjust the printer spool.
- Replace the fuser.
- Replace the drum.

**Explanation:** Calibrating the printer will align the heads and help in dosing the ink. The print spool problems are more related to queues. Color inkjet printers do not use drums or fusers.

**13. What is a characteristic of global and per-document options in print settings?**
- **Per-document options override global options.***
- Global options take precedence over per-document options.
- It is not possible to configure per-document options.
- It is not possible to configure global options.

**Explanation:** Global settings act as default settings, whereas per-document settings are helpful with specialized documents, like letters and spreadsheets.

**14. After applying a solution to a printer problem, a technician restarts the printer and prints a test page. Which step of the troubleshooting process is the technician applying?**
- **verifying the solution and system functionality***
- identifying the problem
- testing a theory to determine the cause of the problem
- documenting findings, actions, and outcomes

**Explanation:** Testing a printer by restarting it and printing a test page are actions taken within the verification of the solution and system functionality step.

**15. A technician recorded that a new fuser roller unit was installed in a laser printer to solve a printing problem. Which step in the troubleshooting process did the technician just perform?**
- **documenting findings, actions, and outcomes***
- verifying the solution and system functionality
- identifying the problem
- testing a theory to determine the cause of the problem

**Explanation:** Recording the components and parts used to fix a printer problem is part of the documenting findings, actions, and outcomes step.

**16. Which action supports an effective printer preventive maintenance program?**
- **Reset the printer page counters if available.***
- Replace laser printer toner at set predetermined time intervals.
- Clean inkjet print heads when they stop working.
- Disconnect the printer from the power source when it is not in use.

**Explanation:** Resetting the page counters will assist in documenting printer usage and planning future maintenance. Cleaning parts only when they are no longer working, replacing

consumables at set time intervals regardless of need, and disconnecting the printer from the power when it is not in use are not related to a preventive maintenance program.

**17. How can the life of a thermal printer be extended?**
- **Clean the heating element regularly with isopropyl alcohol.***
- Clean the inside of the printer with a vacuum cleaner with a HEPA filter.
- Keep the paper dry in a low humidity environment.
- Wipe the outside of the printer with a damp cloth.

**Explanation:** The life of a thermal printer can be extended by cleaning the heating element regularly with isopropyl alcohol. A thermal printer does not use toner, so cleaning with a vacuum cleaner with a HEPA filter is not necessary. The condition of the paper and the cleanliness of the outside of the printer would probably do little to extend the life of the printer.

**18. In Windows 8, what must be configured to enable one user to share a USB-connected printer with another user on the same network?**
- Windows firewall
- Windows Defender
- IEEE 802.11
- **File and printer sharing***
- virtualization option in BIOS

**Explanation:** In both Windows 7 and 8, use the Network and Sharing Center control panel > Change advanced sharing settings to select the Turn on file and printer sharing option.

**19. The users on a LAN are reporting that computers respond slowly whenever high resolution photographs are being printed on the color laser printer. What would be the cause of this problem?**
- **The printer does not have enough memory to buffer an entire photograph.***
- The printer is not configured for duplex printing.
- The paper is not adequate for photograph printing.
- The printer is not configured for the proper paper orientation.

**Explanation:** Printer memory affects print speed and efficiency. Laser printers use memory to buffer print jobs, capturing them in printer memory while allowing computers to proceed with other work while printing.

**20. A technician is installing a printer that will be directly connected to a computer. Why does the technician not connect the printer initially during the installation process?**
- The printer needs to be configured first.
- The OS of the workstation needs to be updated first.
- **The printer driver might need to be installed first before the printer is connected.***
- The Microsoft download site needs to be searched first for the printer driver.

**Explanation:** When installing a new printer that is attached directly to a workstation, a technician should read the installation instructions carefully. For some printers, the printer driver should be installed on the computer before the printer is connected.

**21. Which statement describes a printer driver?**
- It is the interface in Windows that identifies a unique printer attached to the workstation.
- It is cache inside a printer that stores documents to be printed in a queue.
- **It is software that converts a document into the format that a printer can understand.***

- It is the configuration code that is sent to a printer to identify the operating system of the workstation.

**Explanation:** Printer drivers are software programs that convert various media types in a document to a stream of commands in a language that the printer can understand. During a printer installation, Windows links an interface called "printer" with a specific driver that is compatible with the actual printer hardware.

**22. What type of connection would be used to connect a printer directly to the network?**

- **Ethernet***
- serial
- USB
- Firewire

**Explanation:** To connect a printer directly to the network an Ethernet connection through an RJ-45 interface would be used.

**23. What mechanism is used in a laser printer to permanently fuse the toner to the paper?**

- **heat***
- electrical charge
- pressure
- light

**Explanation:** Heat is used during the fusing process in a laser printer to permanently fuse the toner to the paper.

**24. What corrective action would a technician take in response to a print spooler error?**

- reboot the printer
- **restart the print spooler***
- update the printer driver
- clean the printer

**Explanation:** Print spooler errors can occur when the printer service is stopped or not working properly. The first corrective action is to restart the print spooler. In some cases, it may be necessary to reboot the computer.

**25. What corrective action should be taken if a printer is printing faded images?**

- secure loose printer cables
- update the print driver
- clean the printer
- **replace the toner cartridge***

**Explanation:** If a printer is printing faded images, it is an indication that either the toner is low or the toner cartridge is defective.

**26. What would cause an inkjet printer to fail to print any pages?**

- The printer software is set to toner save.
- The printer ribbon is worn out.
- **The ink cartridge is empty.***
- The printer is loaded with a paper type other than photo paper.

**Explanation:** An inkjet printer will commonly fail to print when the inkjet cartridge is empty.

**27. A user tells a technician that the printer does not respond to attempts to print a document. The technician attempts to print a document and the printer does not output any pages. The technician notices that the printer LCD display is blank and unlit. What is most likely the problem?**

- The screen contrast is too low.
- **The printer is not turned on.***
- The printer is out of ink.
- The print head is clogged.

**Explanation:** If the printer display is displaying nothing and the printer is not attempting to print a document, most likely the printer is turned off.

**28. A technician is complaining about the following printer issue: The toner is not fusing to the paper. What are two possible causes of this issue? (Choose two.)**

- **The toner cartridge is defective.***
- **The paper might be incompatible with the printer.***
- A test page was never printed.
- The laser printer is emitting too much radiation.
- The printer lid has not been closed securely.

**29. A librarian is complaining about the following printer issue: My impact printer produces faded or light characters. What are two possible causes of this issue? (Choose two.)**

- **The ribbon may be worn out.***
- **The ribbon may be damaged.***
- The printer does not have enough RAM.
- The wrong printer type has been selected.
- The laser printer is emitting too much radiation.

**30. A teacher is complaining about the following printer issue: The paper is creased after printing. What are two possible causes of this issue? (Choose two.)**

- **The paper-feed tray might not be firmly adjusted against the edges of the printer.***
- **The paper might be loaded incorrectly.***
- The printer has been installed on the wrong port.
- The wrong printer type has been selected.
- The laser printer is emitting too much radiation.

**31. A receptionist is complaining about the following printer issue: The print queue seems to be functioning properly, but the printer does not print. What are two possible causes of this issue? (Choose two.)**

- **There is a bad cable connection.***
- **The printer has an error such as out of paper, out of toner, or paper jam.***
- The print queue is overloaded.
- The wrong printer type has been selected.
- The laser printer is emitting too much radiation.

**32. A photographer is complaining about the following printer issue: The printer issues a "Document failed to print" message. What are two possible causes of this issue? (Choose two.)**

- **A cable is loose or disconnected.***
- **The printer is no longer shared.***
- The paper tray is flimsy.
- The wrong printer type has been selected.

- The laser printer is emitting too much radiation.

**33. A reporter is complaining about the following printer issue: The paper jams when the printer is printing. What are two possible causes of this issue? (Choose two.)**

- **The printer could be dirty.***
- **The humidity could be high and that causes the paper to stick together.***
- The laser printer is emitting too much radiation.
- The wrong printer type has been selected.
- The printer lid has not been closed securely.

**34. A manager is complaining about the following printer issue: The ink printer is printing blank pages. What are two possible causes of this issue? (Choose two.)**

- **The print head is clogged.***
- **The printer is out of ink or toner.***
- The printer is using the wrong cable.
- The wrong printer type has been selected.
- The laser printer is emitting too much radiation.

**35. A technician is complaining about the following printer issue: The print appears faded on the paper. What are two possible causes of this issue? (Choose two.)**

- **The toner cartridge is low.***
- **The paper might be incompatible with the printer.***
- A test page was never printed.
- The room temperature is above normal.
- The printer is using the wrong cable.

**36. A librarian is complaining about the following printer issue: The printer control panel displays no image. What are two possible causes of this issue? (Choose two.)**

- **The contrast of the screen may be set too low.***
- **The printer is not turned on.***
- The room temperature is above normal.
- The printer does not have enough RAM.
- The printer is using the wrong cable.

**37. A teacher is complaining about the following printer issue: The paper is creased after printing. What are two possible causes of this issue? (Choose two.)**

- **The paper-feed tray might not be firmly adjusted against the edges of the printer.***
- **The paper might be loaded incorrectly.***
- Print jobs are being sent to the wrong printer.
- The room temperature is above normal.
- The printer is using the wrong cable.

**38. All documents printed by the laser printer in the branch office have ghost or shadow images appearing on the paper. What should the technician do to resolve the issue?**

- **Replace the drum.***
- Configure the printer for duplex printing.
- Update the OS.
- Update the BIOS.
- Check the vibration of the crystals.

**39. An office assistant in a law firm is trying to print many large legal documents but is getting "memory overload" error messages from the printer. What should the technician do to resolve the issue?**

- **Add more memory to the printer.***
- Replace the pickup roller.
- Check the vibration of the crystals.
- Install a USB hub.
- Connect the printer using wireless.

**40. A reporter is trying to print several high resolution photographs but the color laser printer is going extremely slowly. What should the technician do to resolve the issue?**

- **Add more RAM to the printer.***
- Replace the pickup roller.
- Check the vibration of the crystals.
- Install a USB hub.
- Connect the printer using wireless.

**41. A reporter is trying to print several high resolution photographs but the color laser printer is going extremely slowly. What should the technician do to resolve the issue?**

- **Add more RAM to the printer.***
- Rewind the ribbon.
- Install a USB hub.
- Connect the printer using wireless.
- Update the BIOS.

**42. A new printer has just been installed deep in a mine. When test pages are printed, the paper constantly jams. What should the technician do to resolve the issue?**

- **Move the printer to a less-humid location.***
- Rewind the ribbon.
- Install a USB hub.
- Connect the printer using wireless.
- Update the BIOS.

**43. A new printer has just been installed deep in a mine. When test pages are printed, the paper constantly jams. What should the technician do to resolve the issue?**

- **Move the printer to a less-humid location.***
- Clean the printer.
- Install a USB hub.
- Connect the printer using wireless.
- Update the BIOS.

**44. A user complains that recently every printed document has vertical lines and streaks on the paper. What should the technician do to resolve the issue?**

- **Distribute the toner more evenly within the cartridge.***
- Clean the printer.
- Install a USB hub.
- Connect the printer using wireless.
- Update the BIOS.

**45. A school is installing a new shared printer but the printer is not showing up on the list of available printers. What should the technician do to resolve the issue?**

- **Manually add the printer IP address.***
- Reset the page counter.
- Install a USB hub.
- Connect the printer using wireless.

- Update the BIOS.

**46. A school is installing a new shared printer but the printer is not showing up on the list of available printers. What should the technician do to resolve the issue?**

- **Manually add the printer IP address.***
- Reset the page counter.
- Rewind the ribbon.
- Clean the printer.
- Check the vibration of the crystals.

**47. Employees are complaining that they send print jobs to a newly installed printer but the print jobs never print. What should the technician do to resolve the issue?**

- **The printer is connected to the wrong port. Modify the port.***
- Check the vibration of the crystals.
- Rewind the ribbon.
- Clean the printer.
- Reset the page counter.


IT Essentials v6.0:

**1. A user notices that the data transfer rate for the gigabit NIC in the user computer is much slower than expected. What is a possible cause for the problem?**

- **The NIC duplex settings have somehow been set to half-duplex.***
- The NIC wake-on-LAN setting is misconfigured.
- Hibernation mode is causing the NIC to shutdown unexpectedly.
- The NIC is configured to use both IPv4 and IPv6 at the same time.

**2. Two LEDs are usually present on a NIC. What are the two primary uses for these LEDs? (Choose two.)**

- **to indicate the presence of a connection***
- to indicate interference from another nearby wireless or electronic device
- to indicate that the NIC has connected to a DHCP server
- to indicate that the NIC is connected to a homegroup or workgroup
- **to indicate that data transfer activity is present***

**3. What is the purpose of the network profiles that are used to establish a new network connection on a Windows PC?**

- to configure NIC settings for the fastest network available
- to remove the need for IP addresses when connecting to a network
- to provide a list of ISPs that may be used for Internet access
- **to provide an easy way to configure or apply network functions based on the type of network to be joined***

**4. A wireless router is displaying the IP address of 192.168.0.1. What could this mean?**

- The NAT function is not working on the wireless router.
- **The wireless router still has the factory default IP address.***
- Dynamic IP address allocation has been configured on the router and is functioning correctly.
- The wireless router has been configured to use the frequencies on channel 1.

**5. A technician is configuring the channel on a wireless router to either 1, 6, or 11. What is the purpose of adjusting the channel?**

- to disable broadcasting of the SSID

- to enable different 802.11 standards
- to provide stronger security modes
- **to avoid interference from nearby wireless devices***

**6. Which combination of user account and network location profile allows a user to become a member of a homegroup?**

- an admin account with a network location profile of Work
- a guest account with a network location profile of Home
- an admin user account with a network location of Public
- **a standard user account with a network location profile of Home***

**7. A business traveler connects to a wireless network with open authentication. What should the traveler do to secure confidential data when connecting to the business services?**

- **Connect with a VPN.***
- Change the network location profile to public.
- Change the Windows firewall settings.
- Manually configure an IP address, subnet mask, and default gateway.

**8. A technician has been asked to configure a broadband connection for a teleworker. The technician has been instructed that all uploads and downloads for the connection must use existing phone lines. Which broadband technology should be used?**

- cable
- **DSL***
- ISDN
- POTS

**9. Which type of connection to the Internet is capable of the fastest transfer rates?**

- ISDN
- POTS
- satellite
- cable
- **fiber***

**10. Which technology would be recommended for a business that requires workers to access the Internet while visiting customers at many different locations?**

- ADSL
- **cellular***
- ISDN
- VPN

**11. A small company is considering moving many of its data center functions to the cloud. What are three advantages of this plan? (Choose three.)**

- **The company only needs to pay for the amount of processing and storage capacity that it uses.***
- Cloud services are billed at a fixed fee no matter how much processing and storage are used by the company.
- Cloud services enable the company to own and administer its own servers and storage devices.
- **The company can increase processing and storage capacity as needed and then decrease capacity when it is no longer needed.***
- Single-tenant data centers can easily grow to accommodate increasing data storage requirements.

- **As the amount of data that the company uses increases, it becomes impractical for the data to be stored and processed in a single-tenant data center.\***

**12. Which Cloud computing service would be best for an organization that does not have the technical knowledge to host and maintain applications at their local site?**

- **SaaS\***
- IaaS
- PaaS
- ITaaS

**13. A network client in a corporate environment reboots. Which type of server would most likely be used first?**

- DNS
- **DHCP\***
- e-mail
- FTP
- Telnet
- web

**14. What is a common function of a proxy server?**

- **to store frequently accessed web pages on the internal network\***
- to control who is permitted to access the internal network
- to detect malicious signatures by monitoring traffic that is entering the internal network
- to provide access to a shared pool of configurable computing resources

**15. ABC Company requires preventive maintenance for all local network cabling once a year. Which task should be included in the preventive maintenance program?**

- Disconnect and reconnect all patch cables.
- **Inspect all patch cables for breaks.\***
- Replace all labeling on the cables.
- Replace all cable supports to prevent loose attachment points.

**16. What is a benefit of performing preventative maintenance at regular intervals?**

- **reduction in network downtime\***
- reduction in connectivity
- reduction in security threats
- reduction in EMI and RFI

**17. A user cannot access the network. While the technician is checking the computer, the other users on the same network report that they are having the same problem. Further investigation shows that the LED lights on each NIC are not lit. What should the technician do next?**

- Check each computer to verify that they all have the same settings.
- **Report the problem to the network administrator.\***
- Attempt to ping devices on other networks.
- Use nslookup to check network connectivity.

**18. A user can print to a printer that is on the same network, but the traffic of the user cannot reach the Internet. What is a possible cause of the problem?**

- **The PC default gateway address is missing or incorrect.\***
- The PC has an incorrect IP address.
- The network cable connected to the user PC is faulty.
- The NIC on the PC is faulty.

**19. A technician is investigating a report that a computer is unable to access network resources. The technician discovers that the computer has an IP address of 169.254.27.168. What is a logical first step in diagnosing this problem?**

- Attempt to ping the default gateway.
- **Check the NIC LED lights.***
- Test that DNS is operating correctly.
- Activate Network Discovery and File Sharing.

**20. A Windows 7 computer is unable to reach a mapped drive on a file server that is on another network within the organization. Further investigation shows that the user is able to use a printer that is connected to the same network as the computer. Which action should the technician perform next?**

- Verify that DNS name resolution is operating properly.
- Inspect the network patch cable for wear or breaks.
- **Check Network Connection Details in the Windows GUI for the appropriate network connection.***
- Check the link LED on the NIC.

**21. A user has taken a personal laptop to work. The laptop is unable to discover the name of the office wireless network. What are two potential causes of this problem? (Choose two.)**

- **The wireless router is not broadcasting the SSID.***
- The laptop has not received an IP address from the wireless router.
- The wireless router is set to mixed mode.
- **The network does not support the wireless protocol in use by the laptop.***
- The laptop must be configured with the office workgroup name.

**22. A network technician attempts to ping www.example.net from a customer computer, but the ping fails. Access to mapped network drives and a shared printer are working correctly. What are two potential causes for this problem? (Choose two.)**

- The Windows domain or workgroup name that is configured on the computer is incorrect.
- **The target web server is down.***
- The computer has been assigned a static IP address.
- **DNS service is unavailable on the customer network.***
- The HTTP protocol is not working properly on the target server.

**23. A technician uses the nbtstat -A 192.168.0.3 command. What does the technician expect to view in the command output?**

- **current connections and statistics***
- network adapter configuration information
- a list of routers within the traffic path
- computer accounts and domain specific information

**24. Fill in the blank.**
**What is the acronym for the protocol that is used when securely communicating with a web server?**

- **HTTPS***

**25. Match the definition to the of cloud.** Question

| | |
|---|---|
| built to meet a specific need | community cloud |
| intended for a specific organization or entity, such as the government | public cloud |
| made up of two or more clouds connected via a single architecture | hybrid cloud |
| services made available to the general population | private cloud |

Answer

| |
|---|
| built to meet a specific need |
| services made available to the general population |
| made up of two or more clouds connected via a single architecture |
| intended for a specific organization or entity, such as the government |

Older Version

**26. What is a good source for safely downloading Android apps?**
- the Apple App Store
- iTunes
- freeware sites
- **Google Play***

**27. What two functions can be performed with the home button on an iOS mobile device? (Choose two.)**
- lock the device
- **the same functions as the Android navigation buttons***
- **start voice control***
- reset the device to the factory default
- start the TouchFLO interface

**28. What are two potential user benefits of rooting or jailbreaking a mobile device? (Choose two.)**
- A custom OS may reduce sandboxing features.
- **The operating system can be fine-tuned to improve the speed of the device.***
- The operation of the carrier cellular network may be affected.
- **The user interface can be extensively customized.***
- The root directory of the device is blocked.

**29. What are two purposes of the passcode lock feature on mobile devices? (Choose two.)**
- to erase all personal data from the device
- to remotely lock the device if it is stolen
- to return the device to the default factory state
- **to place the device into a power saving state***
- to restore and re-synchronize the device
- **to help prevent theft of private information***

**30. What are two purposes of the passcode lock feature on mobile devices? (Choose two.)**

- to return the device to the default factory state
- **to prevent unauthorized use of the device.***
- to remotely lock the device if it is stolen
- **to help prevent theft of private information***
- to restore and re-synchronize the device
- to erase all personal data from the device

**31. What is an advantage of using flash memory to store data in mobile devices?**

- Flash memory has a drive head that moves, reducing the seek time to locate data.
- **Flash memory requires very little power to store and retrieve data.***
- Flash memory is not affected by ESD.
- Flash memory is highly resistant to water and cold.

**32. What are two touchscreen characteristics that are used by most mobile devices? (Choose two.)**

- **an electrical field of the screen that is interrupted when the user touches the screen***
- three layers responsible for conducting electricity with a small air gap between them
- a glass screen that is coated with a capacitor
- **two transparent layers of material capable of conducting electricity***
- two colored layers of material capable of conducting electricity

**33. Which component is field-replaceable in most mobile devices?**

- **memory card***
- RAM
- touchscreen
- CPU

**34. Which mobile device troubleshooting procedure is correct?**

- **When a problem appears with a mobile device, the owner should analyze if it is cost-effective to fix it.***
- Mobile devices change so rapidly in design and functionality it is always better to replace the device rather than repair it.
- Mobile device problems always result in sending the device to the manufacturer for troubleshooting.
- Every time a mobile devices freezes, the owner can reinitialize it by pressing the reset button.

**35. A user accidentally drops a mobile device into a pool. What corrective action should be taken?**

- **Contact the manufacturer for repair or replacement.***
- Use a hair dryer to dry the phone.
- Open the device and replaced damaged components.
- If the mobile device does not turn on, throw it away and buy a new one.

**36. After being left in a car for many hours on a hot day, an iPhone cannot be turned on. What should the user do to fix this problem?**

- Buy a new power button and replace it.
- Disassemble the phone and look for heat related damage.
- **Return the phone to the manufacturer for repair.***
- Place the phone in a refrigerated space and allow the unit to cool down.

**37. After an upgrade to a mobile device, some applications are no longer working, but some work fine. The user can make calls and send and receive email. Which two kinds of problems could be related to these issues? (Choose two.)**

- **a software problem***
- a touchscreen problem
- a cell service problem
- a circuit board problem
- **a memory problem***

**38. Which scenario or situation would prevent a user from upgrading the OS on an Android device?**

- The software copyright was not obtained before the installation.
- The correct patches were not installed.
- **The hardware does not meet specifications.***
- Permission was not obtained from the manufacturer.

**39. Which two conditions must be met for mobile device security measures such as remote lock and remote wipe to function? (Choose two.)**

- The GPS locator must be enabled.
- The passcode must be disabled.
- Sandboxing must be enabled.
- **The device must be powered on.***
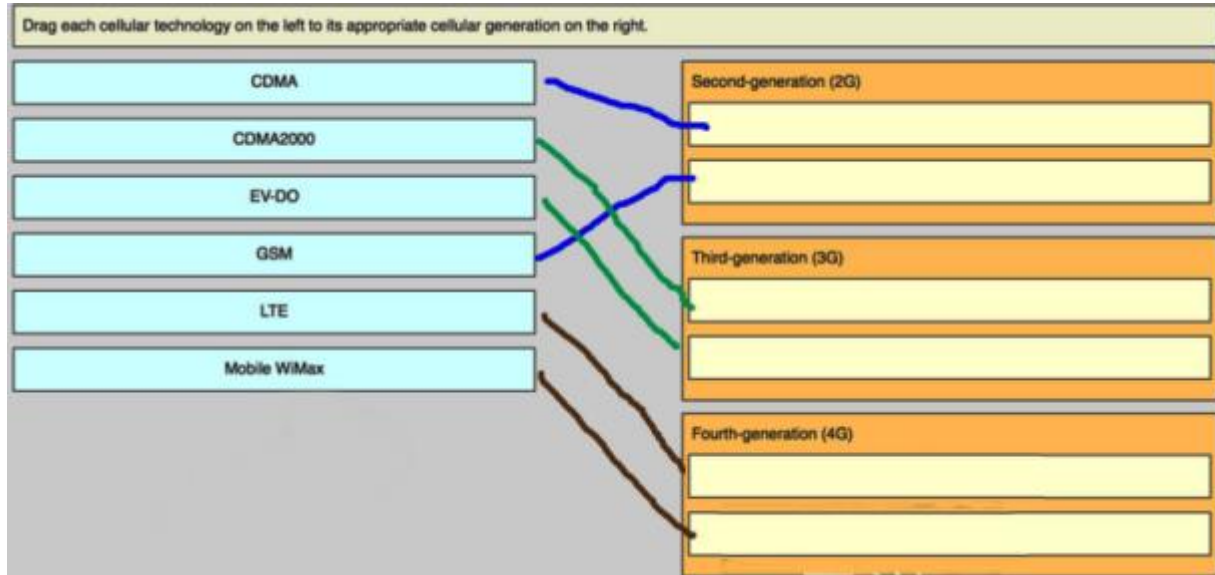- **The device must be connected to a network.***

**40. Which two items common to both Android and iOS devices can be remotely backed up? (Choose two.)**

- photos
- settings
- **contacts***
- **calendar***
- messages

**41. Which statement is true about wireless connectivity on an Android mobile device?**

- If the network SSID is not being broadcast, the device will not be able to connect to the network.
- **When the device roams out of the range of any Wi-Fi networks, it can connect to the cellular data network if this feature is enabled.***
- The Android OS does not support wireless connectivity that uses WPA2 security.
- If a Wi-Fi network is secured with a password, the network must be manually configured on the device.

**42. This is a flash item. Please click below to answer this item.**

Drag each cellular technology on the left to its appropriate cellular generation on the right.

| | |
|---|---|
| CDMA | Second-generation (2G) |
| CDMA2000 | |
| EV-DO | |
| GSM | Third-generation (3G) |
| LTE | |
| Mobile WiMax | Fourth-generation (4G) |

**43. In the context of mobile devices, what does the term tethering involve?**

- connecting a mobile device to a USB port on a computer in order to charge the mobile device
- connecting a mobile device to a hands-free headset
- **connecting a mobile device to another mobile device or computer to share a network connection***
- connecting a mobile device to a 4G cellular network

**44. Which statement is true about industry standards for cellular networks?**

- First generation cellular standards are mostly digital standards.
- Third generation cellular standards require a maximum of 1 Gb/s for devices moving slowly, such as when a user has a mobile device and is walking.
- Cellular standards have made it more difficult and expensive to make calls to people that are on a different network.
- **Cell phones that use a single standard can often only be used in specific geographic areas.***

**45. Which statement about synchronizing a mobile device to a PC is true?**

- **To synchronize data on an iOS device, iTunes must be installed on the PC.***
- Motocast USB can be used to synchronize data when using an iOS device.
- iOS synchronization can only be performed over a USB connection.
- Data on Android devices cannot be synchronized with a PC.

**46. A technician is configuring email on a mobile device. The user wants to be able to keep the original email on the server, organize it into folders, and synchronize the folders between the mobile device and the server. Which email protocol should the technician use?**

- MIME
- POP3
- SMTP
- **IMAP***

**47. Which mobile device security feature requires the user to slide a finger over the screen in a specific sequence to unlock the device?**

- simple passcode
- **pattern***
- remote wipe

- slide

**48. Which term describes the ability of a mobile device to recognize when two or more points of contact are made on the screen?**

- large touch
- many touch
- **multitouch***
- long touch