CompTIA

Exam 220-603

CompTIA A+ 220-603 (Remote Support Tech designation pathway)

Version: 5.0

[Total Questions: 415]

CERTKILL

Topic 0, D

D

Question No : 1 - (Topic 0)

Which of the following is the process a scanner uses to scan images to a computer?

A. Light is shown through the image and onto the scanner head.
B. Light is reflected off a mirror onto the Charged Coupled Device (CCD).
C. Light is flashed off a mirror onto the CCD.
D. Light is reflected off the image and into a camera.

Answer: B

Question No : 2 - (Topic 0)

A technician is performing scheduled preventive maintenance on a laser printer. Which of the following should the technician clean or replace?

A. fuser
B. ozone filter
C. transfer corona
D. primary corona

Answer: B

Question No : 3 - (Topic 0)

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

A. Recommend the use of smaller graphics.
B. Replace the toner cartridge.
C. Recommend connecting fewer users to the printer.
D. Check the amount of memory installed.

Answer: D

Question No : 4 - (Topic 0)

A technician is installing a printer that uses a parallel cable to connect to a computer. Which of the following pin configurations might the technician encounter? (Select TWO).

A. 9 pin D-type
B. 36 pin Centronics
C. 25 pin Centronics
D. 13 pin D-type
E. 25 pin D-type

Answer: B,E

Question No : 5 - (Topic 0)

Which of the following printers prints multi-part forms at once?

A. ink jet
B. thermal
C. impact
D. laser

Answer: C

Question No : 6 - (Topic 0)

Which of the following types of batteries provides the longest running time for portable devices?

A. alkaline
B. nickel-cadmium (NiCd)
C. lithium ion (Li-ion)
D. nickel metal-hydride (NiMH)

Answer: C

Question No : 7 - (Topic 0)

A dual-layer DVD-R disc has a maximum data capacity of:

A. 4.7GB
B. 2.1GB.

C. 700MB
D. 9.4GB.

Answer: D

Question No : 8 - (Topic 0)

Which of the following is used to produce the best LCD image on a laptop?

A. Active matrix
B. Active scanning
C. Dual scan
D. Passive matrix

Answer: A

Question No : 9 - (Topic 0)

When using an ink jet printer, a user reports that some colors seem to be missing intermittently. Which of the following is MOST likely the cause of the problem?

A. There is a problem with the document being printed.
B. The printer needs to be calibrated.
C. An incorrect paper type is being used.
D. The print head is clogged.

Answer: D

Question No : 10 - (Topic 0)

The standard measurement of resolution in printing is:

A. lines per millimeter.
B. dots per millimeter.
C. lines per inch.
D. dots per inch.

Answer: D

Question No : 11 - (Topic 0)

Which of the following should a technician use to clean the glass on a flatbed scanner?

A. glass cleaner and paper towels
B. dish soap and a wet towel
C. a soft, pre-moistened towel or wipe
D. dry paper towels

Answer: C

Question No : 12 - (Topic 0)

A technician is building a new computer for a client and installing an IDE hard drive. The technician should attach the new hard drive to:

A. an 80 pin ribbon cable.
B. a 40 pin ribbon cable.
C. a 34 pin ribbon cable.
D. a 6 pin round cable.

Answer: B

Question No : 13 - (Topic 0)

When a customer begins using abusive or foul language, a technician should:

A. terminate the telephone call.
B. transfer the call to a supervisor.
C. respond to the customer with the same language.
D. ask the customer to refrain from using the language.

Answer: D

Question No : 14 - (Topic 0)

After troubleshooting a problem on a customers computer, which of the following would be the BEST action to take?

A. Do not share the information with anyone.
B. Tell the customer how the problem was solved.
C. Tell all co-workers how the problem was solved.
D. Document the steps that were followed to arrive at a solution.

Answer: D

Question No : 15 - (Topic 0)

A customer requests assistance with a product that is outside the scope of the company's support. A technician should advise the customer that:

A. support is not provided for that product and nothing else can be done.
B. the company's policies indicate that this product cannot be supported.
C. the technician will try directing the customer to another location for assistance.
D. the company does not support that product and transfer the call to a supervisor

Answer: C

Question No : 16 - (Topic 0)

Which of the following printers sprays the paper? (Select TWO).

A. impact
B. laser
C. thermal
D. solid ink
E. ink jet

Answer: D,E

Question No : 17 - (Topic 0)

When attempting to determine the source of a customers problem, which of the following would be the MOST important step when gathering information?

A. listening
B. troubleshooting
C. diagnosing

D. problem-solving

Answer: A

Question No : 18 - (Topic 0)

A remote user reports being unable to access the Internet, network printers or email. Which of the following should be done to begin troubleshooting the problem?

A. Run IPCONFIG to verify that the IP settings are correct.
B. Ask the user to close and re-open all applications.
C. Contact a networking technician to check the status of the server.
D. Check the connection settings in Internet Explorer.

Answer: A

Question No : 19 - (Topic 0)

Which of the following describes the difference between a network hub and a network switch?

A. Hubs repeat all traffic and switches analyze and intelligently direct the traffic.
B. Hubs intelligently direct traffic and switches repeat all traffic.
C. A switch has an uplink port to add another switch for expansion. A hub does not
D. A hub has an uplink port to add another hub for expansion. A switch does not

Answer: A

Question No : 20 - (Topic 0)

A loopback PING is used to verify the function of a:

A. network adapter.
B. modem
C. gateway address.
D. static IP address.

Answer: A

Question No : 21 - (Topic 0)

A user reports a low performance problem. The users computer is running with 128MB of RAM and the user doesnt want to purchase additional memory. Which of the following changes on the Performance Options would be BEST for the user?

A. Adjust for best appearance
B. Adjust for best performance.
C. Decrease Virtual Memory size.
D. Reduce the memory refresh rate.

Answer: B

Question No : 22 - (Topic 0)

A technician discovers that a server tape backup did not run successfully. After checking the server logs and finding nothing unusual, the technician should do which of the following FIRST?

A. Replace the tape drive.
B. Perform a data restore.
C. Clean the tape heads.
D. Rewind the tape.

Answer: C

Question No : 23 - (Topic 0)

In Windows XP, the Windows Firewall needs to be enabled but the only option available is Internet Connection Firewall. Which of the following can be done to install Windows Firewall?

A. Run System File Checker to extract Windows Firewall from the CD.
B. Run the Computer Management snap-in.
C. Install Windows XP SP2.
D. Install Windows Firewall from the installation CD.

Answer: C

Question No : 24 - (Topic 0)

Which of the following item colorizes the paper using a two-component laser printer?

A. ribbon
B. developer
C. laser beam
D. toner

Answer: D

Question No : 25 - (Topic 0)

To launch Device Manager in Windows XP, click Start, Run and type:

A. DEVMGMT.MSC
B. DVCMGR.EXE
C. DEVMGR.EXE
D. DEVMGR.SVC

Answer: A

Question No : 26 - (Topic 0)

Which of the following system utilities can be used to replace missing or corrupt system files?

A. File Management
B. File Import Manager
C. SFC
D. System Configuration

Answer: C

Question No : 27 - (Topic 0)

Which of the following command line functions and utilities will provide hop count and route information?

A. PING
B. TRACERT
C. IPCONFIG

D. ATTRIB

Answer: B

Question No : 28 - (Topic 0)

A technician receives a new printer for repair and the work order states that when powered on the printer makes a loud noise and will not print. Which of the following actions should the technician take?

A. Install new drivers on the computer.
B. Install a new ink cartridge.
C. Install a print head on the printer.
D. Remove the packing tape from the print head.

Answer: D

Question No : 29 - (Topic 0)

When using an ink jet printer, a user reports that colors seem to be missing intermittently. Which of the following is MOST likely the cause?

A. The printer needs to be calibrated.
B. There is a problem with the document being printed.
C. The print head is clogged
D. An incorrect paper type is being used.

Answer: C

Question No : 30 - (Topic 0)

Which of the following is the protocol that Windows Active Directory uses for sharing information with other types of networks?

A. LDAP
B. DNS
C. HTTPS
D. WINS