CompTIA FC0-TS1

CompTIA Strata IT Sales Exam
Version: 5.0

QUESTION NO: 1

Which of the following will allow for the GREATEST picture resolution?

A. Cellular phone camera
B. Web camera
C. Scanner
D. Digital camera

Answer: D
Explanation:

QUESTION NO: 2

Which of the following should a sales representative recommend to install into a laptop to increase its RAM?

A. DIMM
B. SATA
C. SODIMM
D. SCSI

Answer: C
Explanation:

QUESTION NO: 3

Which of the following will help minimize potential data loss?

A. Disk cleanup tools
B. Daily backups
C. Disk defragmenter
D. Clean OS install

Answer: B
Explanation:

QUESTION NO: 4

A customer needs to burn a very large collection of video files onto a portable medium. Which of the following would give the customer the largest space to save all these video files?

A. Blue-Ray
B. DVD+R
C. CD-RW
D. DVD-R

Answer: A
Explanation:

QUESTION NO: 5

A customer reports that they have been waiting a long time for help in choosing the best notebook. Which of the following statements is the BEST to address this issue?

A. "I am sorry for the wait time. Will you be purchasing with cash or credit?"
B. "I am sorry. We only have two sales people today."
C. "I am sorry for the wait time. Will this notebook be used for personal or business use?"
D. "I am sorry. Do you have any experience with computers?"

Answer: C
Explanation:

QUESTION NO: 6

Which of the following licenses allows a user to use and distribute a program for any length of time without any royalties paid to the developer?

A. Shareware
B. Trial Software
C. Commercial
D. Freeware

Answer: D
Explanation:

QUESTION NO: 7

Which of the following is BEST used for cleaning the interior of a PC?

A. Cold water and a soft cloth
B. Liquid cleaning compound
C. Household vacuum cleaner
D. Compressed air

Answer: D
Explanation:

QUESTION NO: 8

Which of the following describes a malicious program?

A. Malware
B. Freeware
C. Shareware
D. Trialware

Answer: A
Explanation:

QUESTION NO: 9

Which of the following has the GREATEST wireless transmission rate?

A. 802.11g
B. 802.11a
C. 802.11b
D. 802.11n

Answer: D
Explanation:

QUESTION NO: 10

Which of the following will reduce a PC from being damaged from voltage spikes?

A. MSDS
B. Case
C. ESD equipment
D. Surge suppressor

Answer: D
Explanation:

QUESTION NO: 11

Which of the following operating systems can natively connect to an Active Directory domain without any additional software?

A. Windows XP
B. Mac OSX Tiger
C. RedHat Linux
D. Ubuntu Linux

Answer: A
Explanation:

QUESTION NO: 12

Processor speed is measured in which of the following?

A. Ohms
B. GHz
C. RPMs
D. Farads

Answer: B
Explanation:

QUESTION NO: 13

A customer needs a highly portable computer that would allow them to do basic Internet functions such as checking email, instant messaging and surfing the web. Which of the following should the sales representative recommend?

A. PDA
B. Netbook
C. Tablet
D. Desktop

Answer: B
Explanation:

QUESTION NO: 14

Which of the following needs to be recycled due to dangerous amounts of gas contained inside its housing?

A. Toner
B. LCD
C. CRT
D. Surge suppressor

Answer: C
Explanation:

QUESTION NO: 15

Which of the following items should a sales representative recommend be plugged into an uninterruptible power supply (UPS)? (Select TWO).

A. Laptop
B. Computer
C. Monitor
D. Printer
E. Speakers

Answer: B,C
Explanation:

QUESTION NO: 16

A customer wants to print a large amount of black and white documents and is concerned about cost per page. Which of the following should the sales representative recommend?

A. Thermal printer
B. Black and white laser printer
C. Black and white inkjet printer
D. Dot matrix printer

Answer: B
Explanation:

QUESTION NO: 17

A laptop is equipped with a full size keyboard, which of the following will be included with the laptop?

A. Numeric keypad
B. Gamepad
C. PCMCIA
D. Bluetooth

Answer: A
Explanation:

QUESTION NO: 18

A customer wants to upgrade their entire office to the newest version of Windows. Which of the following should the sales representative remind the customer about?

A. Power requirements
B. Hardware compatibility issues with old software
C. Cooling requirements
D. Software compatibility issues with the new OS

Answer: D
Explanation:

QUESTION NO: 19

A multi-card reader/writer is used with which of the following media types?

A. Blu-Ray disc
B. CD/DVD-RW disc
C. MP3
D. SD card

Answer: D

Explanation:

QUESTION NO: 20

A customer needs a new keyboard. The customer describes their keyboard as having a round connector. Which of the following keyboards should the sales representative recommend?

A. PS/2
B. FireWire
C. USB
D. Ethernet

Answer: A

Explanation:

QUESTION NO: 21

Which of the following should a sales representative recommend to terminate CAT5 lines in a wiring closet?

A. Patch panel
B. Cable modem
C. Wireless Access Point (WAP)
D. Router

Answer: A

Explanation:

QUESTION NO: 22

A customer has a wireless router in their basement. They want to use a laptop in their bedroom on the second floor but get no signal. Which of the following devices will BEST resolve this issue?

A. A firewall
B. A switch
C. An additional wireless router
D. A wireless access point

Answer: D
Explanation:

QUESTION NO: 23

Which of the following RAM module types is used in MOST notebook computers?

A. SIMM
B. SODIMM
C. SDRAM
D. RIMM

Answer: B
Explanation:

QUESTION NO: 24

A customer states they are having trouble getting the pointer to move when using the "pointer".
How should a sales representative respond to the customer?

A. Wait for the customer to finish and then politely confirm that they are referring to the mouse.
B. Wait for the customer to finish, and then continually refer to the mouse as a pointer.
C. Ask a co-worker to determine what the customer is referring to.
D. Politely stop the customer and explain that it is a mouse and not a pointer.

Answer: A
Explanation:

QUESTION NO: 25

Which of the following technologies is the FASTEST?

A. FireWire