

220-801^{Q&As}

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QUESTION 1

Which of the	following should	a technician d	o NEXT after	reporting an incident?

- A. Delete the content
- B. Confiscate the PC
- C. Go back to work
- D. Document the incident

Correct Answer: D

When the incident is reported, the best thing to do afterward is to document the details of the incident especially in the hardware case. The documenting of the incident will help determine the cause of the problem and the circumstances in which the problem occurred.

QUESTION 2

Which of the following typically cannot be upgraded in a laptop?

- A. Video card
- B. Hard drive
- C. RAM
- D. Wireless card

Correct Answer: A

Reference. http://lockergnome.net/questions/130140/why-can-t-you-upgrade-laptop- hardware

QUESTION 3

A user reports that all printouts to a locally attached printer show only garbled characters. Which of the following tools should a technician use to troubleshoot the issue?

- A. Programs and Features
- B. Performance Monitor
- C. System Configuration
- D. Device Manager

Correct Answer: D



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QUESTION 4

Which of the following can				

- A. Switch
- B. Bridge
- C. Hub
- D. Router

Correct Answer: D

Reference. http://www.howstuffworks.com/router.htm

QUESTION 5

A service call was opened for a thermal printer that has poor print quality. Which of the following should the technician do FIRST?

- A. Replace the print head with OEM replacement.
- B. Use a cotton swab and alcohol to clean the print head.
- C. Use the printer manufacturer\\'s cleaning kit to clean the print head.
- D. Use an industry approved cleaning kit to clean the print rollers.
- E. Use the printer manufacturer\\'s cleaning kit to clean the print rollers.

Correct Answer: C

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