

[2017 New 2017 Lead2pass New Updated 220-901 Exam Questions (376-400)]

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QUESTION 376 Which of the following memory types is MOST commonly found in Pentium 4 class and newer desktop PCs? A. SIMM B. RAMBUS C. SODIMM D. DIMM Answer: B

QUESTION 377 A workstation would MOST likely be connected to an office network using which of the following cable types? A. eSATA B. Bluetooth C. SCSI D. Ethernet Answer: D

QUESTION 378 Which of the following parts of a laptop screen provides illumination for the LCD? A. Inverter B. Backlight C. Inverter connector cable D. Bezel Answer: B Explanation: <http://en.wikipedia.org/wiki/Backlight>

QUESTION 379 Which of the following safety devices would be employed to prevent static discharge between a computer and a technician? A. Non-Magnetic screwdriver B. Voltmeter C. Electrical tape D. ESD mat Answer: D

QUESTION 380 To configure two drives for MAXIMUM performance, which of the following RAID types should be used? A. RAID 0 B. RAID 1 C. RAID 5 D. RAID 10 Answer: A Explanation: http://www.adaptec.com/nr/rdonlyres/874d145e-f64f-4804-9e27-037bc5a9dce0/0/3994 RAID_whichone_v112.pdf

QUESTION 381 A technician is tasked with selecting components to build a computer that will be used for computer aided drafting and computer aided modeling. Which of the following components are the BEST choices? (Select TWO). A. Triple channel memory B. MIDI sound card C. TV tuner D. Onboard graphics E. Socket 1366 CPU Answer: AE

QUESTION 382 Which of the following wireless protocols is limited to operating in the 5 GHz range ONLY? A. 802.11a B. 802.11b C. 802.11g D. 802.11n Answer: A

QUESTION 383 Which of the following printing technologies uses piezoelectric pressure pads to produce small bubbles that are moved to the paper? A. Impact B. Thermal C. Laser D. Inkjet Answer: D

QUESTION 384 When installing a printer in Windows, which of the following is the purpose of the Additional Drivers button on the Sharing tab in the printer's properties? A. To add additional drivers to emulate a different printer B. To add additional drivers for other printers on the computer C. To add additional drivers for other operating systems D. To add additional drivers for different printing modes Answer: C Explanation: In the sharing tab, there is a button marked Additional drivers. This is to add drivers to emulate a different printer.

QUESTION 385 Which of the following is MOST likely to have a physical switch on a laptop that allows it to be turned off without going into the BIOS? A. External display B. Webcam C. Overclocking D. Wireless Answer: D Explanation: <http://www.nmbgeek.com/blog/how-to-turn-laptop-wireless-on.html>

QUESTION 386 Which of the following will help protect against brown outs? A. Power supply B. Anti-static strap C. Surge suppressor D. Battery backup Answer: D

QUESTION 387 ECC memory is primarily used in which of the following computers? A. Tablet B. Desktop C. Server D. Laptop Answer: C Explanation: <http://searchwindowsserver.techtarget.com/tip/ECC-memory-A-must-for-servers-not-for-desktop-PCs>

QUESTION 388 Which of the following protocols would an email client use? A. HTTP B. SNMP C. POP3 D. SFTP Answer: C

QUESTION 389 Which of the following standards would be used on a wireless router to support speeds up to 150 Mbps? A. 802.11a B. 802.11b C. 802.11g D. 802.11n Answer: D Explanation: <http://www.dslreports.com/forum/r24272206-802.11N-Uplink-only-up-to-150mbps>

QUESTION 390 Which of the following should a technician check FIRST before upgrading the RAM in a laptop? A. The speed of the FSBB. The motherboard specifications C. The BIOS manufacturer D. The operating system version Answer: B Explanation: <http://www.dummies.com/how-to/content/how-to-install-ram-in-your-laptop.html>

QUESTION 391 A technician has replaced a bad internal WLAN card in a Windows 7 Professional laptop. The WLAN card is listed in Device Manager as enabled and working. Which of the following should be done NEXT to use the card? A. Change the security passphrase of the network. B. Configure encryption on the router. C. The SSID of the network must be added to the connection. D. The firmware and drivers must be updated to the latest version. Answer: C

QUESTION 392 A technician is not able to boot to Windows OS. A "Non-bootable device found" message appears on the screen when the computer restarts. Which of the following is the MOST possible cause of the error message? A. MBR is corrupt on the HDD. B. HDD is set to Cable Select. C. The operating system is corrupt. D. A bootable HDD is not recognized in the BIOS. Answer: D

QUESTION 393 A printer is not pulling paper out of the paper tray. Which of the following is the MOST possible cause of the problem? A. Pickup rollers B. Print head C. Drum D. Fuser Answer: A

QUESTION 394 Which of the following connector types is found on coaxial cables? A. FB. STC. RJ-11 D. RJ-45 Answer: A

QUESTION 395 Which of the following should a technician do FIRST after receiving a call from a customer asking for assistance? A. Confirm the user and the associated issue. B. Confirm the hardware make, model, and serial number. C. Escalate the call to a supervisor. D. Assign the appropriate status for the problem. Answer: A

QUESTION 396 Which of the following would be the

BEST response a technician should give a customer who inquires about how long it will take to repair their PC? A. The technician should ask the customer when they would like the computer to be completed. B. Inform the customer that others will be helped first, but they will complete the repair as soon as possible. C. Based on the technician's assessment, give the customer an estimated time of completion. D. Ask the customer to check in with the technician daily, until all work is completed. Answer: C

QUESTION 397 After having difficulty printing, a user, Joe, informs a technician that the print server needs to be reset because there are a number of documents pending in the printer on the control panel. The technician understands that the real solution is to clear a paper jam. Which of the following is the MOST appropriate response the technician should give Joe? A. Inform Joe that there are print jobs piling up, but the cause is a paper jam, and a technician is fixing the issue now. B. Tell Joe that he was incorrect about the print server, and ask him open-ended questions to see if he has further suggestions. C. Thank Joe for his help with solving the issue, and let him know that a technician is in the process of resetting the print server. D. Remove the paper jam from the printer and offer Joe some reference materials so he can be more helpful in the future. Answer: D

QUESTION 398 A technician realizes the problem Ann, a customer, is having before she is done explaining all the symptoms. Which of the following is the BEST action for the technician to take? A. Continue listening to Ann's explanation until she is finished then refer her to a website so she can find the proper resolution. B. Ask Ann to repeat the problem and all the symptoms several times in order for the technician to verify all the facts. C. Finish listening to Ann's explanation without interrupting if it will not take an excessive amount of time. D. Politely tell Ann that the technician knows the proper solution and that no further explanation is necessary. Answer: C

Explanation: Best customer service agent is the most avid listener. Finish listening to Ann's explanation if it doesn't take an excessive amount of time. After that, you can propose a solution. You can always interrupt her if she is taking a lot of time. Apologize for interruption and tell her that you realized the nature of the problem.

QUESTION 399 Which of the following display types uses a charged gas method of illumination? A. OLED B. CRT C. LED D. LCD E. Plasma Answer: D

QUESTION 400 Which of the following laptop hardware components requires a re-soldering process in order to replace properly? A. Mini PCIe wireless card B. Heat sink C. DC jack D. Li-Ion battery Answer: C

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