

220-1001^{Q&As}

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QUESTION 1

Which of the following speeds would a wireless network perform at when the network is built in bridge mode containing 802.11g, 802.11n, and 802.11ac access points?

- A. 11Mbps
- B. 54Mbps
- C. 450Mbps
- D. 1300Mbps

Correct Answer: D

QUESTION 2

A user is not receiving emails on a laptop. A technician is able to send emails using the local client, however no new emails are being received. The POP3 and SMTP settings in the corporate email configuration look correct. The technician notices a new antivirus program was installed on the machine recently. Which of the following is MOST likely causing the program?

- A. The POP3 port is being blocked
- B. The email password stored is incorrect
- C. The user needs to enable TLS
- D. The user is not connected to the internet

Correct Answer: A

QUESTION 3

Joe, a user, has purchased a new mobile device that uses a different OS than his previous one. Joe wants to copy his contacts and appointments from his corporate account without entering them manually.

Which of the following would be the BEST way for a technician to assist Joe?

- A. Log into the same email provider on the new device, and restore the contacts and dates.
- B. Create a Bluetooth connection between Joe's devices, and copy his contacts and calendar.
- C. Back up the old mobile device to a PC, and import the contacts and schedule from the PC.
- D. Use NFC to transfer all compatible data from one device to the other.

Correct Answer: A

QUESTION 4

A user reports a complete loss of data. A technician determines the data was stored on an external drive, and the drive light is working properly. Which of the following steps should the technician perform NEXT?

- A. Configure a temporary drive and install backup software.
- B. Reseat the memory, reboot the computer, and check the logs.
- C. Replace the drive cable and run diagnostics on the drive.
- D. Boot into BIOS and verify the onboard drive size and settings.

Correct Answer: C

QUESTION 5

A customer's cell phone screen is discolored in several areas.

Which of the following components is the MOST likely cause of the issue?

- A. Bulging battery
- B. Wired connectors
- C. Liquid crystal display
- D. Phone case
- E. Protective glass

Correct Answer: C

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