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QUESTION 1

A laptop LCD screen needs to be replaced. Which of the following tools would be BEST used to open the case?

A. Flathead screwdriver

B. Plastic shim

C. Metal shim

D. Pliers

Correct Answer: B

QUESTION 2

Which of the following should the technician do FIRST when replacing a motherboard?

A. Use a benchmarking tool

B. Use anti-static wrist band

C. Remove the CPU

D. Remove the power supply

Correct Answer: B

QUESTION 3

A user states that their web browser was recently updated and continuously crashes. Which of the following could the technician use to gather more information about the issue?

A. NTBACKUP log

B. Advanced tab in the System applet in Control Panel

C. Event Log

D. Internet Options applet in Control Panel

Correct Answer: C

QUESTION 4

The Device Manager in Windows XP shows that an incompatible device driver is installed. Which of the following BEST describes the icon that is displaying next to that device?

A. Yellow question mark next to device

B. Black checkmark next to device

C. Yellow exclamation point next to device

D. Red X next to the device

Correct Answer: C

QUESTION 5

A customer states that they cannot print from their laser printer. The printer displays a `Paper Jam\\' error. Upon inspection there is no paper jam. The only indication is a clicking sound when the user tries to print. Which of the following is the MOST likely cause?

A. Feed roller gear is broken.

B. Feed rollers are dirty.

C. Fuser has overheated.

D. Toner cartridge needs to be replaced.

Correct Answer: A

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