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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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