

## 220-802<sup>Q&As</sup>

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## QUESTION 1

The user is having trouble using the mouse. The technician believes a program stopped responding that caused the issue and asks the customer to hold down "Ctrl + Shift + Esc" to verify. Which of the following did the technician launch?

- A. Task Manager
- B. Control Panel
- C. Services
- D. MSCONFIG

Correct Answer: A

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## QUESTION 2

Which of the following utilities should be used before installing new hardware in a computer?

- A. System File Checker
- B. Windows Updates
- C. Security Center
- D. System Restore

Correct Answer: D

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## QUESTION 3

Which of the following operating systems supports full usage of 8GB DDR3 RAM?

- A. Windows 7 Professional x86
- B. Windows 7 Home Premium x64
- C. Windows XP Professional
- D. Windows Vista Home Premium x86

Correct Answer: B

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## QUESTION 4

Ann recently upgraded a computer from Windows XP to Windows 7, but one of her applications does not work now. Which of the following should be done FIRST?

- A. Set the application to run in XP compatibility mode
- B. Reinstall Windows XP
- C. Configure a dual boot with XP and 7
- D. Install the application in XP mode

Correct Answer: A

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## QUESTION 5

Which of the following BEST describes the difference between batteries used in iOS devices versus Android devices?

- A. iOS devices batteries are NiMH
- B. Android device batteries are wirelessly charged
- C. Android device batteries also work in iOS devices
- D. iOS device batteries are not replaceable

Correct Answer: D

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