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QUESTION 1

A technician is setting up a computer that was shipped. After everything is plugged in, the computer will not turn on.

Which of the following should the technician do FIRST to identify the issue?

- A. Check for physical damage on the computer.
- B. Search for a solution on the Internet.
- C. Reference the manufacturer's documentation.
- D. Ensure the power supply is set at the correct voltage.

Correct Answer: D

QUESTION 2

You are responsible for the laptops used by travelling sales people in your company. These all laptops use Windows XP. You want the machines to go to a lower power state when they have been inactive for more than 10 minutes and are running on battery. The sales people complain that when their laptops go inactive they want them to return to active state very quickly.

Which low power state should you use?

- A. Low Power
- B. Sleep
- C. Standby
- D. Hibernate

Correct Answer: C

Standby stores all the data, open programs, and settings in RAM, but then moves to a very low power state. While the laptop is still using power it is doing so at a much slower rate. The laptop can return to a fully active state very quickly. The standby mode is a power saving feature for computers. In this mode, a computer does not shut down completely. The computer goes to low power state and, as a result, it consumes less power. When the computer resumes from the standby mode, full power is restored to its devices. During the standby mode, if the power supply is disconnected or interrupted, data might be lost. The standby mode is available automatically on ACPI-enabled or APM-enabled computers. Users do not need to enable this mode manually. This mode is not available in non-ACPI and non-APM based computers. Answer option D is incorrect. It is a low power state but saves all data and open programs to the hard disk and the laptop shuts down. This takes significantly more time to return to an active state. What is hibernate mode? Hide Hibernate mode is a power saving feature for computers. In hibernate mode, the current state of a computer is saved to the hard disk, and the computer shuts down. A user will have to power on the computer to restore the previous settings. When a computer resumes from hibernate mode, it reads the saved settings from the disk and restores the system state as it was before it entered hibernate mode. By default, hibernate mode is disabled. If a computer is not ACPI-enabled or APM-enabled, users will have to enter hibernate mode manually. Users cannot set the computer to automatically hibernate after a certain time. With ACPI-enabled and APM-enabled computers, users are able to set hibernate mode automatically. Answer option A is incorrect. Low power is not an actual power mode. Answer option B is

incorrect. Sleep only exists in Windows Vista. Reference:

http://www.timeatlas.com/mos/Term_to_Learn/General/Understanding_Differences_Between_Hibernate_and_Stand_By/

QUESTION 3

Which of the following data connectivity options is the BEST to use when both high availability and reliability are required?

- A. WiFi
- B. Bluetooth
- C. Cellular
- D. Wired

Correct Answer: D

QUESTION 4

To reduce the risk of installing unapproved or possibly malicious apps on a smartphone, a user should:

- A. Download apps from a user-supported community.
- B. Use a search engine to identify safe apps.
- C. Update the firmware to the latest version.
- D. Utilize the vendor-provided app store.

Correct Answer: D

QUESTION 5

Which of the following is used for telepresence?

- A. VoIP telephone
- B. Webcam
- C. Remote desktop
- D. Touchscreen

Correct Answer: B
