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Question: 1

Which of the following is the process a scanner uses to scan images to a computer?

- A - Light is shown through the image and onto the scanner head.
- B - Light is reflected off a mirror onto the Charged Coupled Device (CCD).
- C - Light is flashed off a mirror onto the CCD.
- D - Light is reflected off the image and into a camera.

Answer: B

Question: 2

A technician is performing scheduled preventive maintenance on a laser printer. Which of the following should the technician clean or replace?

- A - fuser
- B - ozone filter
- C - transfer corona
- D - primary corona

Answer: B

Question: 3

A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A - Recommend the use of smaller graphics.
- B - Replace the toner cartridge.
- C - Recommend connecting fewer users to the printer.
- D - Check the amount of memory installed.

Answer: D

Question: 4

A technician is installing a printer that uses a parallel cable to connect to a computer. Which of the following pin configurations might the technician encounter? (Select TWO).

- A - 9 pin D-type
- B - 36 pin Centronics
- C - 25 pin Centronics
- D - 13 pin D-type
- E - 25 pin D-type

Answer: B, E

Question: 5

Which of the following printers prints mum-part forms at once?

- A - Inkjet
- B - Thermal
- C - Impact
- D - Laser

Answer: C

Question: 6

Which of the following should a technician use to clean the glass on a flatbed scanner?

- A - Glass cleaner and paper towels
- B - Dish soap and a wet towel
- C - A soft, pre-moistened towel or wipe
- D - Dry paper towels

Answer: C

Question: 7

Which of the following printers sprays the paper? (Select TWO).

- A - impact
- B - laser
- C - thermal
- D - solid Ink
- E - inkjet

Answer: D, E

Question: 8

Which of the following item colorizes the paper using a two-component laser printer?

- A - ribbon
- B - developer
- C - laser beam
- D - toner

Answer: D

Question: 9

Which of the following printers uses a charged drum to transfer toner to paper?

- A - thermal
- B - laser
- C - inkjet
- D - impact

Answer: B

Question: 10

A technician has added memory to a laser printer. To allow the printer driver software to use the additional memory, the amount of memory should be modified in:

- A - The Device Settings tab in Printer Properties.
- B - Device Manager by clicking on the printer's driver and selecting Parameters.
- C - Device Manager by selecting Upgrade Driver.
- D - The Color Management tab in Printer Properties.

Answer: A

Question: 11

A technician receives a new printer for repair and the work order states that when powered on the printer makes a loud noise and will not print. Which of the following actions should the technician take?

- A - Install new drivers on the computer.
- B - Install a new ink cartridge.
- C - Install a print head on the printer.
- D - Remove the packing tape from the print head.

Answer: D

Question: 12

A shipping department is reporting that a laser printer in the receiving area is becoming jammed because the printer attempts to pull several sheets of paper for each print. Which of the following may be the cause?

- A - The paper is sticking to the corona wire and causing the jam.
- B - Humidity is causing the paper to stick together.
- C - A4 paper is being used and may not be supported by laser printers.
- D - The fusion roller is dirty and pulling too many sheets of paper.

Answer: B

Question: 13

When using an ink jet printer, a user reports that colors seem to be missing intermittently. Which of the following is MOST likely the cause?

- A - The printer needs to be calibrated.
- B - There is a problem with the document being printed.
- C - The print head is clogged.
- D - An incorrect paper type is being used.

Answer: C

Question: 14

When installing a new scanner, Windows XP does not automatically recognize the scanner. Which of the following actions should be taken?

- A - Use the Scanners and Cameras Wizard to add the device.
- B - Enable the scanner in the BIOS.
- C - Add new printer Wizard.
- D - Ensure the scanner is not locked.

Answer: A

Question: 15

Which of the following may cause a printer to not print correctly after updating from Windows 98 to Windows XP?

- A - Incorrect printer driver.
- B - Printer needs calibration.
- C - Dirty printer head.
- D - Font settings on the printer.

Answer: A

Question: 16

A laser printer is sent for repair and the work order indicates that there is an image printing problem. Which of the following should a technician do FIRST to confirm this problem?

- A - Run the calibration feature on the laser printer.
- B - Run a self-test image page from the printer.
- C - Clean the corona wire and return printer.
- D - Print a test page from a computer.

Answer: B

Question: 17

Which of the following is the recommended maintenance for a laser printer?

- A - Clean all fan filters; wipe down the paper path and re-adjust the corona wire.
- B - Clean all pickup rollers; re-adjust the corona wire and replace the fuser assembly.
- C - Clean all pickup rollers; replace the fuser assembly and clean all fan filters.
- D - Clean all pickup rollers; wipe down the paper path and clean all fan filters.

Answer: D

Question: 18

A technician is locked out of a desktops BIOS because of a forgotten password. Which of the following is a method of removing the password?

- A - Replace the power supply unit.
- B - Reseat the systems memory.
- C - Reset the proper jumper.
- D - Re-install the operating system.

Answer: C

Question: 19

To force a user to use Ctrl-Alt-Delete to log into the computer, a technician can go to Control Panel then:

- A - Accessibility options.
- B - Security Center.
- C - User accounts and the Advanced tab.
- D - Windows Firewall.

Answer: C

Question: 20

Which of the following would be an example of a biometric device?

- A - USB security key
- B - Smart card reader
- C - Thumb print reader
- D - Encryption password

Answer: C

Question: 21

To bypass the autorun software that loads when a secure USB key is plugged in, which of the following keys should be held down when plugging in the USB key?



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