



## **220-604**

**(A+ Depot Technician)**

Total Questions: 304

Last Updated: 22 Dec, 2008

Document version: 8.27.11

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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 follow

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

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Answer: C

Question: 6

Which of the follow

- A. Glass cleaner and a soft cloth
- B. Dish soap and a soft cloth
- C. A soft, pre-moistened cloth
- D. Dry paper towels

flatbed scanner?

Answer: C

Question: 7

Which of the follow

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

Question:

Which of the follow

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

laser printer?

Answer: D

Question: 9

Which of the following is not a type of paper?

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

to paper?

Answer: B

Question: 10

A technician has added a new printer to a computer and needs to use the additional resources. Which of the following should be used to install the driver software to the printer?

- A. The Device Settings
- B. Device Manager
- C. Device Management
- D. The Color Management

driver software to the printer. Which of the following should be used to install the driver software to the printer?

ers.

Answer: A

Question: 11

A technician receives a new printer that is powered on the printer and the printer actions should the technician take?

- A. Install new driver software
- B. Install a new ink cartridge
- C. Install a print head
- D. Replace the paper

s that when the printer is powered on, the printer actions should the technician take?

Answer: D

Question: 12

A shipping department is having trouble with a printer. The printer is jammed because the printer is pulling multiple 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, the print head is moving intermittently. Which of the following is the most likely cause?**

- A. The printer needs a new ink cartridge.
- B. There is a problem with the print head.
- C. The print head is dirty.
- D. An incorrect paper size is selected.

Answer: C

Question: 14

**When installing a new scanner, which of the following steps should you take to recognize the device?**

- A. Use the Scanner Hardware Wizard.
- B. Enable the scanner in Device Manager.
- C. Add new printer and scanner.
- D. Ensure the scanner is connected to the computer.

Answer: A

Question: 15

**Which of the following is the correct procedure for updating from Windows 98 to Windows XP?**

- A. Incorrect printer driver.
- B. Printer needs calibration.
- C. Dirty printer head.
- D. Paper is jammed.

Answer: A

Question: 16

**A laser printer is sent for repair because the user reports that there is an image printing problem. Which of the following steps should the 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.

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Answer: B

Question: 17

Which of the following

- A. Clean all fan filters
- B. Clean all pickup rollers
- C. Clean all pickup rollers
- D. Clean all pickup rollers

inter?

- wire.
- assembly.
- s.
- s.

Answer: D

Question: 18

A technician is locked out of a system. Which of the following is a method to resolve this issue?

- A. Replace the power supply
- B. Reseat the system board
- C. Reset the power supply
- D. Re-install the operating system

password. Which of

Answer: C

Question: 19

To force a user to update their password, which Control Panel item should be used?

- A. Accessibility options
- B. Security Center
- C. User accounts and Family Safety
- D. Windows Firewall

technician can go to

Answer: C

Question: 20

Which of the following would be the most secure method of authentication?

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



Answer: C

Question: 21

To bypass the automatic logoff feature, which of the following keys should be pressed?

- A. Shift
- B. Alt
- C. Windows
- D. Ctrl

logged in, which of

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Answer: A

Question: 22

Which of the following is not a physical security measure?

- A. Combination lock
- B. Security camera
- C. Roaming security
- D. Integrity of employment

sure area security?

Answer: B

Question: 23

Which of the following is not a physical security measure?

- A. A clean, carpeted room
- B. A tiled room in a secure area
- C. A clean, carpeted room
- D. A tiled room with a security camera

working on

Answer: D