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# **Q&A**

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**Exam** : **220-701**

**Title** : **CompTIA A+ Essentials  
(2009)**

**Version** : **Demo**

1.A user is having problems printing. The technician believes the printer may be out of ink.

Which of the following troubleshooting steps should be performed NEXT?

- A. Establish a plan of action to resolve the problem
- B. Implement the solution
- C. Test the theory to determine cause
- D. Verify full system functionality

**Answer: C**

2.A user can no longer launch their word processing program. The program worked fine yesterday.

Which of the following options could BEST be used to fix the word processing program.?

- A. Safe Mode
- B. Automated System Recovery
- C. Last Known Good Configuration
- D. System Restore

**Answer: D**

3.The contrast ratio for an LCD monitor is BEST defined as the ratio between:

- A. display resolution and brightness.
- B. power consumption and output intensity.
- C. power savings of a comparable CRT monitor and the LCD.
- D. the darkest and lightest displayed output.

**Answer: D**

4.A technician arrives in Germany and discovers that when their PC is plugged into the outlet, no power is received.

Which of the following actions should the technician take to get the PC to operate?

- A. Change the BIOS settings to the local time
- B. Adjust the voltage selector switch
- C. Attach a 220 volt power strip from the current region to the PC
- D. Attach a 120 volt battery backup power supply to the PC

**Answer: B**

5.Which of the following technologies is the MOST secure form of wireless encryption?

- A. SSL
- B. WPA
- C. WEP
- D. TLS

**Answer: B**

6.The technician is repairing a PC which appears to have a failing RAM module. After replacing the module, the extra memory still is not registering.

Which of the following is MOST likely the issue?

- A. Jumper settings are incorrect
- B. The RAM module is defective

- C. The memory slot is defective
- D. CMOS needs to be flashed

**Answer: C**

7.Which of the following processing types allows two instructions to be received and processed nanoseconds apart?

- A. Quad core
- B. Triple core
- C. Dual core
- D. Hyper-threading

**Answer: D**

8.Which of the following operating system types will allow a user to utilize 16GB of RAM if installed on a PC workstation?

- A. 8-bit
- B. 16-bit
- C. 32-bit
- D. 64-bit

**Answer: D**

9.Which of the following adapter cards allows I/O devices to be connected and transmits data using a POTS line?

- A. PCI tuner card
- B. PCI modem
- C. PCI SCSI
- D. PCI Ethernet

**Answer: B**

10.Which of the following expansion devices would allow a user to utilize multiple hardware profiles to control an external display and power option?

- A. PCI Express card
- B. KVM
- C. PCMCIA card
- D. Docking station

**Answer: D**

11.Which of the following BIOS level settings allow an administrator to view warnings on possible hardware level changes?

- A. Drive lock
- B. Intrusion detection
- C. BIOS password
- D. Trusted platform module

**Answer: B**

12.A technician just installed an antivirus suite on a workstation. It is kept up-to-date and has recently scanned the system. A day later the user reports slower response times than usual.

Which of the following is the user MOST likely experiencing?

- A. Advertisements
- B. Resource consumption
- C. A trojan infection
- D. Unremoved viruses

**Answer: B**

13.A technician installs a new video card in a desktop with onboard video. The technician boots the unit but sees no display. The monitor power light is on and the OS seems to be loading.

Which of the following is the MOST likely cause?

- A. The display is defective.
- B. The video card needs to be flashed.
- C. The internal adapter has not been disabled.
- D. The new video card is defective.

**Answer: C**

14.A user wants to install a new game and needs to make sure the proper version of DirectX is installed.

Which of the following is the BEST way to check for the DirectX version?

- A. REGEDIT
- B. services.msc
- C. DxDiag
- D. msconfig

**Answer: C**

15.Which of the following methods can be used to apply a file system to a hard drive partition? (Select TWO).

- A. Device Manager MMC
- B. Format Command
- C. Disk Management MMC
- D. Windows Explorer Menus
- E. FDISK Command

**Answer: BC**

16.A Windows XP Professional PC needs to be checked for compatibility before being upgraded to Windows Vista Business.

Which of the following would be the BEST action to take before the upgrade?

- A. Run the Windows Vista Upgrade Advisor on the target PC.
- B. Check the README file on the Vista installation DVD for system requirements.
- C. Check the manufacturer's support pages for system requirements.
- D. Run the Windows AIK on the Vista installation DVD.

**Answer: A**

17.Which of the following WLAN protocols is in the 5GHz band with a MAXIMUM data rate of 54Mbps?

- A. 802.11a
- B. 802.11b
- C. 802.11g
- D. 802.11n

**Answer: A**

18.Which of the following media types is considered a solid state?

- A. Thumb drive
- B. DVD drive
- C. Blu-Ray drive
- D. IDE FDD

**Answer: A**

19.Which of the following malicious software types will create multiple pop-ups on a computer?

- A. Adware
- B. Grayware
- C. Worms
- D. Spyware

**Answer: A**

20.A technician replaces a user's 15 inch LCD with a 20 inch LCD. Later, the user informs the technician that icons are very large and the text on the monitor is fuzzy and distorted. Which of the following is MOST likely the cause?

- A. The contrast setting needs to be raised from the default.
- B. The monitor firmware was not updated.
- C. The new monitor has a different native resolution.
- D. The monitor needs to be degaussed to clarify the picture.

**Answer: C**