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Q&A

Exam : **220-604**

Title : CompTIA A+ 220-604 Exam(Depot Tech designation pathway)

Version : DEMO

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

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

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

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: BE

5. Which of the following printers prints multi-part forms at once?

A. ink jet

B. thermal

C. impact

D. laser

Answer: C

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

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

A. impact

B. laser

C. thermal

D. solid ink

E. ink jet

Answer: DE

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

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

A. thermal

B. laser

C. ink jet

D. impact

Answer: B

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

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

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

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

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

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

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

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

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

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

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