

Overall Performance

Your Score: 0%

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Individual Responses

▼ Question 1: Incorrect

You are currently managing a few Apple iPad devices that run the iOS operating system.

Which of the following BEST describes the architecture used by this device?

- x86
- ➔ ARM
- Intel64
- x86-64

Explanation

Most tablet devices, such as the iPad, use the ARM architecture. ARM is more power-efficient and less expensive to manufacture than x86. Android also runs primarily on ARM.

The x86 architecture is used on some tablet PCs. It is compatible with standard x86 PC hardware and software, which allows the device to run operating systems such as Windows. Some newer versions of Android can also run on the x86 architecture.

x86-64 and Intel64 are architectures used in desktop and notebook PCs.

References

TestOut PC Pro - 9.5 Mobile Devices
[e_a_plus_1001_1_20.exam.xml Q_MOB_COM_MOBILE_DEVICE_02]

▼ Question 2: Incorrect

Which component lets you use a notebook system as a desktop system by making it possible to connect a normal-sized external mouse, keyboard monitor, and speakers?

- Firewire ports
- ➔ Docking station
- Infrared wireless
- Built-in Bluetooth
- USB ports

Explanation

A docking station lets you use the notebook systems as a desktop system. The docking station includes special ports that connect to the back of the notebook and let you use normal-sized external mouse, keyboard, monitor, and speakers.

References

TestOut PC Pro - 9.1 Laptops
[e_a_plus_1001_1_20.exam.xml Q_LAPTOP_KEYS_NOTEBOOK_FEATURES_04]

▼ Question 3: Incorrect

Which of the following wireless communication technologies can be described as follows?

- Has a very limited transmission range of less than two inches
- Used with credit cards and passports
- Slower than other wireless technologies
- Constantly emits a signal

Bluetooth

Infrared in line-of-sight mode

➔ NFC

IEEE 1394

Infrared in diffuse mode

Explanation

Near-field communication, or NFC, uses the 13.56 MHz frequency and has a very short range. In order for devices to communicate, they have to be within two inches of each other. NFC chips are being used for applications such as passports and credit cards to contain all the information about the passport holder or the credit card account. NFC chips use encryption algorithms to secure the connection, but constantly emit a signal and use a much slower transmission speed than other wireless technologies.

References

TestOut PC Pro - 7.2 Infrared, Bluetooth, and NFC
[e_a_plus_1001_1_20.exam.xml Q_IRBTNFC_NFC]

▼ Question 4: Incorrect

Which of the following is an extra button or knob on a laptop keyboard that moves the mouse cursor?

Touch pad

Digitizer

➔ Pointing stick

ExpressCard

Explanation

Pointing sticks (also called a trackpoint) are small knobs in the center of the keyboard. Pushing on this knob moves the cursor. The touchpad is located below the keyboard. Moving your finger across the pad moves the mouse. You can also tap the touchpad to click the mouse. A digitizer pad is used in Tablet PCs to receive input. Input is written onto the pad with a stylus pen, and then those motions are transferred into data that is processed by the system. An ExpressCard is an expansion card for laptops.

References

TestOut PC Pro - 9.1 Laptops
[e_a_plus_1001_1_20.exam.xml Q_LAPTOP_KEYS_NOTEBOOK_COMPONENTS_11]

▼ Question 5: Incorrect

A portable computer connected to a printer with an infrared interface works fine inside your office. However, when you go outside, it works sporadically.

Which of the following would BEST resolve this issue? (Select TWO).

Install Ferrite shielding on both the PC and printer power cords.

Install a Gamma Ray Spectrometer (GRS) to shield the interface.

➔ Move the printer closer to the computer.

➔ Block direct and reflected sunlight from the pathway between the PC and the printer.

- Set the environment setting to outdoor mode in the BIOS.

Explanation

Infrared light is light that is near visible light in the electromagnetic spectrum. Therefore, very bright lights and, in particular, sunlight may cause interference with infrared interfaces. The best way to manage this interference is to minimize the distance between the connected devices and minimize interfering sunlight. There is no outdoor mode in BIOS settings. A GRS measures gamma radiation, not infrared. Adding ferrite shielding to power cords does nothing to reduce infrared interference.

References

TestOut PC Pro - 7.2 Infrared, Bluetooth, and NFC
[e_a_plus_1001_1_20.exam.xml Q_IRBTNFC_INFRARED_01]

▼ Question 6: Incorrect

A technician is tasked with configuring a mobile device to connect securely to the company network when the device is used at off-site locations where only internet connectivity is available.

Which of the following should the technician configure?

- ➔ VPN
- Bluetooth
- IMAP
- Hotspot

Explanation

A VPN (Virtual Private Network) creates an encrypted connection over a less secure network, such as the internet. Sometimes called a tunnel, a VPN allows users to access corporate applications and resources.

IMAP (Internet Message Access Protocol) is an email protocol that can be used to synchronize email between multiple email clients on multiple devices.

Bluetooth is a technology that wirelessly connects two devices in close proximity to each other. It is most often used to connect peripheral devices such as headphones, speakers, mice, and keyboards to a computing device.

A hotspot is created on a mobile phone to supply internet connectivity to multiple devices through the phone's cellular connection.

References

TestOut PC Pro - 9.6 Mobile Device Networking
[e_a_plus_1001_1_20.exam.xml Q_MOB_DEVCON_MOBILE_NETWORK_03]

▼ Question 7: Incorrect

A technician is tasked to add a valid certificate to a mobile device so that encrypted emails can be opened.

Which of the following email protocols is being used?

- ➔ S/MIME
- POP3
- IMAP
- IMEI

Explanation

S/MIME (Secure/Multipurpose Internet Mail Extensions) is a protocol used to encrypt emails. It allows the sender to digitally sign and encrypt emails. An encrypted email server will encrypt email communications between the server and an email client, but will store the email in an unencrypted form. A proper certificate must be used to encrypt and decrypt S/MIME emails.

POP3 (Post Office Protocol 3) is an email protocol that downloads and deletes emails from a mail server.

IMAP (Internet Message Access Protocol) is an email protocol that can be used to synchronize email between multiple email clients on multiple devices.

IMEI (International Mobile Equipment Identity) is an number a manufacturer assigns to a mobile device.

References

TestOut PC Pro - 9.6 Mobile Device Networking

[e_a_plus_1001_1_20.exam.xml Q_MOB_EMAILCON_MOBILE_NETWORK_02]

▼ Question 8: Incorrect

You have recently issued new mobile phones to the sales team in your company. Each phone has the ability to store and transmit encrypted information for such things as making payments at a checkout counter.

Which of the following technologies is being used in these phones?

- ➔ NFC chips
- Infrared transmitters
- Bluetooth transmitters
- VPN

Explanation

Near-field communications (NFC) chips are a wireless mobile technology that can be embedded in credit cards and smartphones for transmitting financial information when making payments. For example, many point of sale devices can read information from NFC chips. NFC chips can also be used in passports to contain identity information.

References

TestOut PC Pro - 9.6 Mobile Device Networking

[e_a_plus_1001_1_20.exam.xml Q_MOB_DEVCON_MOBILE_NET_02]

▼ Question 9: Incorrect

A company is considering providing smartphones to their employees and is investigating the interaction of the phones with iTunes, iCloud, Google Drive, Dropbox, and OneDrive.

Which of the following data synchronization methods is being considered?

- ➔ Synchronization to the cloud
- Mutual authentication for multiple services
- Synchronization connection types
- Synchronization to the desktop

Explanation

While iTunes can also be used to synchronize data to the desktop, iTunes, iCloud, Google Drive, Dropbox, and OneDrive can be used to synchronize mobile device data to the cloud.

While iTunes can also be used to synchronize data to the desktop, iCloud, Google Drive, Dropbox, and OneDrive only synchronize data to the cloud.

Mutual authentication for multiple services is way to permit a user to use one set of credentials to authentication to multiple applications and services.

There are several connection types refers to the different connections that support synchronization, including hardwired Ethernet, Wi-Fi, USB and Cellular. The best connections for synchronization will be high speed and reliable.

References

TestOut PC Pro - 9.6 Mobile Device Networking

[e_a_plus_1001_1_20.exam.xml Q_MOB_SYNC_MOBILE_SYNCHRONIZATION_01]

▼ **Question 10:** Incorrect

While traveling in a car, a user who has an unlimited data plan on a smartphone opens a wireless connection to share the internet with other passengers.

Which of the following connection types is MOST likely being used?

- NFC
- MicroUSB
- ➔ Hotspot
- Lightning

Explanation

A mobile device such as a smartphone can be set up as a wireless hotspot to allow others access to the internet.

A near-field communication (NFC) connection can only be made by bringing two devices within 10 cm (3.9 in) of each other. This would be impractical for connecting multiple devices.

A microUSB connection is used to connect two devices using a physical cable.

A lightning connection requires a physical cable.

References

TestOut PC Pro - 9.6 Mobile Device Networking

[e_a_plus_1001_1_20.exam.xml Q_MOB_DEVCON_ACCESSORIES_PORTS_03]

▼ **Question 11:** Incorrect

Vera has brought her notebook computer to you for repair. After listening to her describe its symptoms, you hypothesize that the notebook may have a malfunctioning keyboard.

Which of the following steps can you take to BEST determine whether the keyboard needs to be replaced? (Select TWO).

- Use Device Manager to make sure the correct keyboard driver is installed and up to date.
- Recalibrate the keyboard's pressure sensors.
- ➔ Connect an external keyboard.
- Check for cracks in the power bundles that go from the keyboard to the motherboard.
- ➔ Check for special keyboard features that could be enabled that may cause some keys to perform alternate tasks.

Explanation

Check to see if the user has inadvertently set a special notebook keyboard feature that alters the way certain keys work. For example, setting the NumLock feature may cause part of the keyboard to emulate 10-key functionality. If no special features have been set, you can connect an external keyboard to see if the malfunctioning keyboard symptoms go away. If they do, the laptop keyboard needs to be replaced.

None of the other troubleshooting options could be used to determine what is wrong with a notebook keyboard.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting

[e_a_plus_1001_1_20.exam.xml Q_P_TRB_LAPTRB_05]

▼ **Question 12:** Incorrect

A sales person typically carries a laptop computer to several off-site customer meetings each day, but needs the flexibility to quickly attach other peripherals and charge the laptop battery while at their office desk.

Which of the following laptop feature would BEST meet these requirements?

- A laptop docking station
- A USB 3.0 hub
- A keyboard-video-mouse (KVM) switch
- A USB-to-RJ45 dongle

Explanation

A docking station can quickly connect a laptop to an external monitor, keyboard, and other peripherals, as well as charge the laptop battery.

A KVM switch allows several computers to connect to a single monitor, keyboard, and mouse.

A USB hub can connect the laptop to several peripherals, but would not charge the laptop battery.

A USB-to-RJ45 dongle would only connect the laptop to a wired network.

References

TestOut PC Pro - 9.1 Laptops

[e_a_plus_1001_1_20.exam.xml Q_LAPTOPFACTS_LAPTOP_FEATURES_04]

▼ Question 13: Incorrect

Which of the following input devices uses a stylus?

- Touch screen
- Touchpad
- Digitizer
- Trackpoint

Explanation

A digitizer pad is used in Tablet PCs to receive input. Input is written onto the pad with a stylus pen, and those motions are transferred into data that is processed by the system. A touchpad and a touch screen uses your fingers to receive input to move or click the mouse. A trackpoint or pointing stick is a knob that moves the cursor.

References

TestOut PC Pro - 9.1 Laptops

[e_a_plus_1001_1_20.exam.xml Q_LAPTOP_KEYS_NOTEBOOK_COMPONENTS_10]

▼ Question 14: Incorrect

Which feature allows a tablet to recognize multiple finger touches at the same time?

- Multi-touch
- Gyroscope
- Resistive touchscreen
- Accelerometer

Explanation

Most tablet devices use a capacitive touchscreen interface, meaning that they require conductive material, such as your finger tip, for input. Capacitive touchscreens provide multi-touch capabilities, which allow the tablet to recognize multiple finger touches at the same time.

Gyroscopes and accelerometers are used to detect acceleration of the device. Most modern tablets do not use resistive touchscreens, which don't provide multi-touch capabilities.

References

TestOut PC Pro - 9.5 Mobile Devices

[e_a_plus_1001_1_20.exam.xml Q_MOB_COM_MOBILE_DEVICE_05]

▼ **Question 15:** Incorrect

A user calls the help desk stating that the touchpad on a laptop does not work.

Which of the following actions would BEST help the technician diagnose the problem?

- Disable the touchscreen.
- Attach an external mouse.
- Attach an external keyboard.
- ➔ Toggle the touchpad function key.

Explanation

Many laptops have a function key that enables and disables the touchpad. Toggling the key would test whether the touchpad is enabled.

While an external mouse moves the cursor, it has no effect on the touchpad.

Attaching an external keyboard has no effect on the touchpad.

Disabling the touchscreen has no effect on the touchpad.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting

[e_a_plus_1001_1_20.exam.xml Q_P_TRB_TRB_MOBILE_05]

▼ **Question 16:** Incorrect

A technician is tasked with replacing a Wi-Fi antenna in a laptop computer.

Which of the following places would the antenna MOST likely be located?

- Next to the laptop battery
- Near the memory expansion slots
- Under the laptop keyboard
- ➔ Around the laptop's bezel

Explanation

A Wi-Fi antenna performs best when placed in an elevated location. For most laptops, this is around the display within the lid of the laptop.

Under the laptop keyboard, next to the laptop battery, and near the memory expansion slots are not likely locations for a Wi-Fi antenna.

References

TestOut PC Pro - 9.2 Laptop Components

[e_a_plus_1001_1_20.exam.xml Q_NB_REPAIR_LAPTOP_DISPLAYS_02]

▼ **Question 17:** Incorrect

Drivers for a small trucking company rely on a smartphone navigation application. When the smartphone loses internet connectivity, the maps don't update properly. Also, the company pays extra for a premium data service plan to support the application.

Which of the following mobile devices could replace the smartphone navigation application, could provide map coverage when internet connectivity is lost, and does not require a data plan?

- A GPS-enabled tablet
- Wearable smart glasses
- A GPS-enabled phablet
- ➔ A GPS-enabled personal navigation device

Explanation

A GPS-enabled personal navigation device stores map information on the device instead of downloading it when needed. The device does not need internet connectivity to function.

Both tablets and phablets require constant internet connectivity to update map data.

Wearable smart glasses must be paired to a smartphone or other mobile device to provide navigation.

References

TestOut PC Pro - 9.5 Mobile Devices

[e_a_plus_1001_1_20.exam.xml Q_MOB_COM_OTHER_MOBILE_03]

▼ Question 18: Incorrect

After arriving in a new city today, a traveling sales team member calls you stating that his wireless connection no longer works. He has checked the wireless configuration, and he knows it to be correct because it was working yesterday. What should you do first?

- ➔ Have him verify that the wireless card's hardware switch is in the On position.
- Have him purchase a USB wireless card to use until you can check the problem yourself.
- Have him update the drivers for the wireless card.
- Have him manually configure the wireless card to use only 802.11b.

Explanation

Have the user verify that the wireless card's hardware switch is in the On position. Many built-in wireless cards can be turned off and on through a switch on the laptop case. Because this is a likely problem and easy to check, you should verify the switch's placement before trying other solutions.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting

[e_a_plus_1001_1_20.exam.xml Q_P_TRB_TRB_NOTEBOOK_02]

▼ Question 19: Incorrect

A user in the sales department cannot get his laptop to display through a projector. He sees the screen output on the built-in display, but the video is not being seen on the projector.

Which of the following steps would be BEST to try first?

- Replace the video card.
- Add video RAM.
- Check the backlight setting.
- Replace the display.
- ➔ Use the Fn key to redirect display to the external video port.

Explanation

Toggle the display setting with the Fn key. Most laptops offer several display choices, such as PC screen only, Second screen only, Duplicate (both screens), and Extend (both screens). The most likely culprit in this scenario is that the display has been toggled to PC screen only, so choosing either of the other two settings should allow the user to see the display on the projector. Upgrading the video card, replacing the display, or checking the backlight settings are not necessary, as the video shows properly on the internal display.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting

[e_a_plus_1001_1_20.exam.xml Q_P_TRB_TRB_NOTEBOOK_25]

▼ Question 20: Incorrect

Which of the following is not an example of wireless networking communications?

- Bluetooth
- 802.11n
- DSL
- Infrared

Explanation

DSL, or Digital Subscriber Line, is not a form of wireless networking communications. Rather, it is a form of high-speed WAN connection used to connect remote systems to the internet. Wireless communications are types of networking technologies that do not rely upon wires or cables to connect computers together in a networking relationship. 802.11n is the primary wireless standard used. 802.11-compliant networks employ communication signals of 2.4GHz or 5.7 GHz radio waves. Infrared and Bluetooth are other forms of wireless networking communications.

References

TestOut PC Pro - 7.2 Infrared, Bluetooth, and NFC
[e_a_plus_1001_1_20.exam.xml Q_IRBTNFC_WIRELESS_08]