220-604

CompTIA
A+ Depot Technician

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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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