

Exam Number/Code : 220-702

Exam Name: CompTIA A+ Practical
Application (2009 Edition)

Version : Demo

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QUESTION 1

A technician is troubleshooting a monitor displaying a blank screen and the power indicator light is on.

Which of the following should the technician do next?

- A. Test the computer with a known-good monitor.
- B. Check if the monitor is still covered under the manufacturer's warranty.
- C. Replace the monitor's power cord with a known-good power cord.
- D. Swap out the computer's video card.

Answer: A

QUESTION 2

A technician finds that a laptop's display only works properly when the LCD screen is positioned at certain angles. Which of the following should the technician check FIRST?

- A. LCD screen
- B. Display harness
- C. Video card
- D. Inverter

Answer: B

QUESTION 3

A technician installs 1GB of RAM in the single SODIMM slot of a laptop. After the installation, Windows reports that only 960MB of RAM are available. Which of the following is the MOST likely cause?

- A. The laptop requires single sided memory.
- B. The laptop does not have the most current BIOS version installed.
- C. The laptop requires ECC RAM.
- D. The laptop has onboard video with shared memory.

Answer: D

QUESTION 4

After visiting the Windows Update website on a Windows 2000 computer and installing all updates, a user reports that they are unable to select any resolution above 640X480 with sixteen colors. Which of the following procedures should the technician complete FIRST?

- A. Increase the amount of shared video memory in the BIOS settings.
- B. Reinstall device drivers for the video card from the manufacturer's website.
- C. Set Hardware Acceleration for the video card to full in the advanced area of Display Settings.
- D. Uninstall the Windows Service Pack that had been installed most recently.

Answer: B

QUESTION 5

After opening up the lid of a laptop that is powered on, nothing is displayed on the LCD. Opening and closing the lid multiple times usually causes the display to regain the signal. Which of the following components should the technician check FIRST?

- A. Motherboard

- B. Video card
- C. Cutoff switch
- D. AC adapter

Answer: C

QUESTION 6

A technician is installing an additional SATA hard drive on a system. After checking that the drive has power and is connected to the motherboard, the drive is not recognized by the PC. Which of the following should the technician do FIRST?

- A. Configure the SATA drive to master.
- B. Go into the BIOS and verify that the SATA port is enabled.
- C. Go into the BIOS and verify that all of the IDE connections are disabled.
- D. Configure the SATA drive to Slave.

Answer: B

QUESTION 7

A technician is providing new PCs for an engineering team. The engineering team has requested the highest video performance possible for their new systems. Which of the following should the technician recommend for the new PCs for MAXIMUM video performance?

- A. Turn off the integrated video card on the motherboard and install a PCI video card with 512MB onboard.
- B. Turn off the integrated video card on the motherboard and install a PCI Express x16 video card with 512MB onboard.
- C. Turn off the integrated video card on the motherboard and install a PCI Express x1 video card with 512MB onboard.
- D. Turn on the video sharing for the system memory and use the integrated video card on the motherboard.

Answer: B

QUESTION 8

A technician is troubleshooting a laptop with a powered USB hub. The USB hub has a keyboard, mouse, and a removable hard drive plugged into it. The devices are not being recognized by the operating system. A USB wireless device is connected directly to the PC and working properly. Which of the following should the technician attempt FIRST?

- A. Attach the wireless device to the USB hub to verify if the PC will detect it.
- B. Verify that the USB ports are turned on in the BIOS and set the proper boot order.
- C. Replace the USB hub with a non-powered USB hub.
- D. Replace the keyboard and mouse.

Answer: A

QUESTION 9

Which of the following would BEST allow a technician to find out where a problem is between two networked computers?

- A. IPCONFIG.EXE

- B. TRACERT.EXE
- C. MSCONFIG.EXE
- D. NSLOOKUP.EXE

Answer: B

QUESTION 10

Which of the following default ports must be opened to allow a technician to telnet into a machine?

- A. 21
- B. 23
- C. 24
- D. 25

Answer: B

QUESTION 11

If the BIOS does not recognize a new hard drive after installation, which of the following is MOST likely the cause?

- A. A partition was not created on the drive.
- B. The BIOS chip was corrupted.
- C. The jumper configuration on the drive was incorrect.
- D. The drive was not formatted correctly.

Answer: C

QUESTION 12

A technician has just completed a CPU upgrade on a motherboard. Which of the following will MOST likely cause the PC not to boot?

- A. The technician used generic thermal paste.
- B. The processor had pins broken during installation.
- C. The memory is incompatible with the new CPU.
- D. An incorrect fan size was installed on the heatsink.

Answer: B

QUESTION 13

A customer has installed a game, added memory, installed a printer, and uninstalled their accounting software. The workstation boot process stops after POST. Which of the following is the MOST likely cause of the random restarts?

- A. The new system memory is defective.
- B. The accounting application needs to be reinstalled.
- C. The new printer uses up too much system memory.
- D. The game is causing resource conflicts within Windows.

Answer: A

QUESTION 14

After a video card upgrade nothing is displayed on the LCD screen. Which of the following is the

MOST likely cause of the problem?

- A. The new video card has to be first installed using the Services MMC.
- B. The onboard video of the motherboard is still enabled in the BIOS.
- C. New video cards require new monitors as their resolutions do not match.
- D. The new video card has to be enabled by a DIP switch on the motherboard.

Answer: B

QUESTION 15

A legacy AGP 2X video card is upgraded to an AGP 8X card. The PC is powered on and nothing happens. Which of the following is the MOST likely cause of the problem?

- A. The AGP 8X video card does not have proper jumper settings.
- B. The PC BIOS must use a larger AGP window setting.
- C. The AGP version is not supported by the PC BIOS.
- D. The AGP card requires the video memory shading enabled.

Answer: C