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220-604

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

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QUESTION NO: 1

When rebooting a computer running Windows XP Home, a technician observes an error message stating, 'illegal I/O port address.' Which of the following can be done to resolve this error?

- A. Upgrade the motherboard BIOS.
- B. Upgrade to Windows XP Professional.
- C. Upgrade the CPU on the motherboard.
- D. Return to Windows 2000 Professional.

Answer: A

QUESTION NO: 2

When experiencing video problems, which of the following should be performed FIRST to ensure that the monitor is not causing the problem?

- A. Check for the latest video drivers.
- B. Install a known-good video adapter.
- C. Attach the monitor to a known-good computer.
- D. Replace the monitor.

Answer: C

QUESTION NO: 3

Which of the following item colorizes the paper using a two-component laser printer?

- A. toner
- B. laser beam
- C. developer
- D. ribbon

Answer: A

QUESTION NO: 4

A computer has been upgraded with a new hard drive and after reassembling the computer and turning the computer on, the drive LED remains lit and an error message during power-on self test (POST) states, 'No Drive Present.' Which of the following would MOST likely be the cause?

- A. The motherboard was damaged and needs replacing.

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- B. The floppy drive was not reconnected.
 - C. A configuration disk was left in the floppy drive.
 - D. The ribbon cable has been installed incorrectly.

Answer: D

QUESTION NO: 5

Which of the following would be the correct way to dispose of a laptop battery?

- A. Place the battery on a shelf for storage.
- B. Place the battery in a trash compactor separately from the laptop.
- C. Dispose of the battery in the same manner as the laptop.
- D. Refer to the disposal information located on the battery.

Answer: D

QUESTION NO: 6

Which of the following is a type of motherboard? (Select TWO).

- A. PCI daughter board
- B. IDE controller board
- C. SATA controller board
- D. micro ATX
- E. standard ATX

Answer: D,E

QUESTION NO: 7

A technician receives a dot matrix printer for repair and the work order states that the printer is only printing one-half of each character. Which of the following should the technician replace?

- A. print head
- B. fuser
- C. injector
- D. print nozzle

Answer: A

QUESTION NO: 8

A laser printer has a vertically repetitive print defect. Before attempting to repair the printer, a technician should determine:

- A. the distance between the spots.
- B. which paper tray was used to print the document.
- C. which driver was used to print the document.
- D. which application was used to print the document.

Answer: A

QUESTION NO: 9

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 NO: 10

A technician is troubleshooting a CD/DVD drive. There is a disk in the drive and the tray won't eject. Which of the following actions should the technician take FIRST?

- A. Shutdown, restart and verify that the BIOS recognizes the drive and try again.
- B. Replace the CD/DVD drive.
- C. Pry the tray open with a small, flat head screwdriver.
- D. Place the end of a paper clip in the emergency eject pinhole on the CD/DVD drive.

Answer: D

QUESTION NO: 11

When installing a new Plug and Play sound card, a technician should turn off and unplug the computer; remove the computer's cover; locate the sound card slot, insert and secure the card in the slot and: