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QUESTION 1

A user has a nonfunctional computer that has two hard drives. The user needs to retrieve information from one of the drives. Which of the following would be used?

- A. Reformat bad hard drives
- B. External enclosure
- C. Reformat all hard drives
- D. CHKDSK along with DEFRAG utility

Correct Answer: B

QUESTION 2

Which of the following mobile phone features redirects the screen orientation as the user turns their phone?

- A. GPS
- B. Geotracking
- C. Locator application
- D. Gyroscope

Correct Answer: D

Reference: <http://android.stackexchange.com/tags/auto-rotation/info>

QUESTION 3

A user states they have to reset the date and time on their computer every day. Which of the following hardware needs to be replaced to resolve this issue?

- A. Processor
- B. Hard drive
- C. CMOS battery
- D. Memory

Correct Answer: C

Reference: http://en.wikipedia.org/wiki/Nonvolatile_BIOS_memory#CMOS_battery

QUESTION 4

Which of the following BEST describes the difference between batteries used in iOS devices versus Android devices?

- A. iOS devices batteries are NiMH
- B. Android device batteries are wirelessly charged
- C. Android device batteries also work in iOS devices
- D. iOS device batteries are not replaceable

Correct Answer: D

QUESTION 5

Which of the following user accounts should be disabled to adhere to security best practices?

- A. Standard user
- B. Guest
- C. Administrator
- D. Power user

Correct Answer: B

Reference: <http://windows.microsoft.com/is-is/windows-vista/what-is-a-guest-account>

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