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QUESTION 1

To reduce the risk of installing unapproved or possibly malicious apps on a smartphone, a user should:

A. Download apps from a user-supported community.

B. Use a search engine to identify safe apps.

C. Update the firmware to the latest version.

D. Utilize the vendor-provided app store.

Correct Answer: D

QUESTION 2

Which of the following data connections can span the FARTHEST distance?

A. WiFi

B. Dial-up

C. Satellite

D. Cable

Correct Answer: C

QUESTION 3

Your customer is using Windows Vista and complains about the quality of picture he is getting on his monitor. You find that you cannot adjust the refresh rate or the resolution.

What is the most likely cause?

A. The video card is not recognized by Windows.

B. The monitor is not compatible with the video card.

C. The video card has failed.

D. The video card does not have enough video RAM.

Correct Answer: A

When Windows does not recognize the video card, it gives a set of simplified default settings for refresh rate, resolution, etc.

Answer option B is incorrect. As long as the monitor can plug into the card, it is compatible. Answer option C is incorrect. If the video card had failed, there would have been no picture at all on the monitor screen.

Answer option D is incorrect. Lack of sufficient video RAM would just prevent certain graphics from being displayed.

Reference: http://www.technibble.com/troubleshooting-video-cards-problems-and- solutions/

QUESTION 4

Which of the following statements about a docking station are true?

Each correct answer represents a complete solution. Choose two.

A. It allows a laptop to connect to desktop I/O devices such as full-sized keyboards, CRT monitors, etc.

B. Docking station is also known as a workstation.

C. It is a large circuit board found in a computer on which a CPU is mounted.

D. It is a specialized case into which an entire laptop can be inserted.

Correct Answer: AD

A docking station is a specialized case into which an entire laptop can be inserted. This allows the laptop to connect to desktop I/O devices such as full-sized keyboards, CRT monitors, etc. Docking stations are highly proprietary items that are

designed for use with specific computer models. It is useful for a user who wants to maintain only one computer system and avoid transferring information between two computers. With a docking port and a well-equipped laptop, a user can

get the environment of both a laptop and a desktop computer.

Answer option C is incorrect. A motherboard is a large circuit board found in a computer on which a

CPU is mounted.

Answer option B is incorrect. A workstation is a computer in a network from where a user works.

QUESTION 5

Which of the following is an advantage of using cloud-based collaborative applications and storage, rather than local applications and storage?

A. Decreased software licensing costs

B. Higher security encryption

C. Limited storage space for files

D. Increased accessibility to files

Correct Answer: D