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| **1.** | **Which factor affects the speed of an inkjet printer?**  *Welcher Faktor beeinflusst die Geschwindigkeit eines Tintenstrahldruckers?* |
| ➀ | the desired quality of the image |
| ➁ | the size of printer power supply |
| ➂ | the quality of the paper |
| ➃ | the cost of the inkjet cartridges |

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| **2.** | **What are two cables that are used to connect a computer to a printer? (Choose two**.)  *Was sind zwei Kabel, die verwendet werden, um einen Computer mit einem Drucker zu verbinden?* |
| ➀ | |  | | --- | | eSATA | |
| ➁ | HDMI |
| ➂ | PS/2 |
| ➃ | FireWire |
| ➄ | serial |

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| **3.** | **What is a characteristic of thermal inkjet nozzles?**  *Was ist charakteristisch für Thermo-Inkjet-Düsen?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   The heat creates a bubble of steam in the chamber. |
| ➁ | Heat is applied to the ink reservoir of each nozzle. |
| ➂ | The vibration of the crystal controls the flow of ink. |
| ➃ | A charge is applied to the printhead. |

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| **4.** | **In laser printing, what is the name of the process of applying toner to the latent image on the drum?**  *In Laserdruck, was ist der Name des Verfahrens der Aufbringung von Toner auf das latente Bild auf der Trommel?* |
| ➀ | |  | | --- | | developing | |  | |  | |  | |
| ➁ | charging |
| ➂ | charging |
| ➃ | fusing |

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| **5.** | **What is the purpose of the Additional Drivers button in the Sharing tab of the Printer Properties?**  *Was ist der Zweck der Zusätzliche Treiber Schaltfläche in der Registerkarte Freigabe der Printer Properties?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  | |  |   to add additional drivers for other operating systems |
| ➁ | to add additional drivers for other printers in the network |
| ➂ | to add additional drivers for other printers in the network |
| ➃ | to add additional drivers for other printers |

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| **6.** | **A small LAN uses a shared printer that is connected to a computer. None of the users can print but all of the users can access the shared resources on the computer to which the printer is locally connected. What is a possible cause of this?**  *Ein kleines LAN verwendet einen freigegebenen Drucker, die an einen Computer angeschlossen ist. Keiner der Benutzer kann Drucken , aber alle Benutzer sind auf der freigegebenen Ressourcen auf dem Computer mit dem der Drucker lokal angeschlossen ist zugreifen. Was ist eine mögliche Ursache dafür?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   The cable that connects the printer to the PC is faulty. |
| ➁ | The printer needs a new ribbon. |
| ➂ | The printer spool is full. |
| ➃ | The printer has the wrong paper loaded. |

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| **7.** | **How would a user install a new USB printer on a PC that is running Windows 7 Professional?**  *Wie würde ein Benutzer eine neue USB-Drucker an einem PC installieren, auf dem Windows 7 Professional ist?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   Connect the printer and power it on. Windows will detect the printer and install the needed drivers. |
| ➁ | Copy the printer driver to the System32 folder. |
| ➂ | Click Start > All programs > Control Panel > Printers and Faxes > right-click on the desired printer and choose Add. |
| ➃ | Configure the BIOS to accept the specific model of printer in the USB port. |

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| **8.** | **A Windows 7 computer has several printers configured in the Control Panel Devices and Printers window. Which printer will the computer choose to be the first option for printing?**  *Ein Windows 7 Computer hat mehrere Drucker in der Systemsteuerung Fenster Geräte und Drucker konfiguriert. Welche Drucker wird der Computer wählen, um die erste Option für den Druck sein?* |
| ➀ | the printer that is set as the default printer |
| ➁ | |  | | --- | |  | |  | |  | |  |   the software-based printer that is used to create PDF files |
| ➂ | the software-based printer that is used to create XPS files |
| ➃ | a manual selection, which is always needed |

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| **9.** | **What are two methods to share a printer wirelessly? (Choose two**.)  *Was gibt es für zwei Methoden, um einen Drucker drahtlos zu teilen?* |
| ➀ | |  | | --- | |  | |  |   IEEE 802.11 standards |
| ➁ | |  | | --- | |  | |  | |  | |  |   infrared |
| ➂ | |  | | --- | |  |   WiMax |
| ➃ | |  | | --- | |  |   satellite |
| ➄ | microwave |

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| **10.** | **A user discovers that an inkjet color printer is printing different colors from those that are shown on the screen. What can be done to solve this problem?**  *Ein Benutzer entdeckt, dass ein Tintenstrahl-Farbdrucker druckt verschiedene Farben von denen, die auf dem Bildschirm angezeigt werden. Was kann getan werden, um dieses Problem zu lösen?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   Calibrate the printer. |
| ➁ | Adjust the printer spool. |
| ➂ | Replace the fuser. |
| ➃ | Replace the drum. |

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| **11.** | **The users on a LAN are reporting that computers respond slowly whenever high resolution photographs are being printed on the color laser printer. What would be the cause of this problem?**  *Die Benutzer auf einem LAN berichten, dass der Computer langsam reagiert, wenn Fotos in hoher Auflösung auf dem Farb-Laserdrucker gedruckt werden. Was wäre die Ursache für dieses Problem sein?* |
| ➀ | |  | | --- | |  | |  | |  | |  |   The printer does not have enough memory to buffer an entire photograph. |
| ➁ | The printer is not configured for duplex printing. |
| ➂ | The paper is not adequate for photograph printing. |
| ➃ | The printer is not configured for the proper paper orientation. |

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| **12.** | **What is a characteristic of global and per-document options in print settings?**  *Was ist ein Merkmal der globalen und pro-Dokument-Optionen in den Druckeinstellungen?* |
| ➀ | |  | | --- | | Per-document options override global options. | |  | |  | |  | |
| ➁ | Global options take precedence over per-document options. |
| ➂ | It is not possible to configure per-document options. |
| ➃ | It is not possible to configure global options. |

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| **13.** | **What is true about the PostScript language?**  *Was ist wahr, über die PostScript-Sprache?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  | |  | |  | |  |   Was ist wahr, über die PostScript-Sprache? |
| ➁ | It prints faster than other languages do. |
| ➂ | It requires less printer memory than other languages require. |
| ➃ | It allows the page to be rendered in the local workstation. |

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| **14.** | **What are two closed-ended questions that a technician could ask a user while trying to identify the problem with a printer? (Choose two.)**  *Was sind zwei geschlossene Fragen, dass ein Techniker einen Benutzer fragen könnte bei dem Versuch, das Problem mit einem Drucker zu identifizieren?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   Is the printer powered on? |
| ➁ | Can you print a test page on the printer? |
| ➂ | What were you doing when the problem occurred? |
| ➃ | What error messages were displayed when the problem occurred? |
| ➄ | |  | | --- | |  | | What recent software or hardware changes have been made to your computer? | |

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| **15.** | **After applying a solution to a printer problem, a technician restarts the printer and prints a test page. Which step of the troubleshooting process is the technician applying?**  *Nach der Anwendung eine Lösung für ein Problem, startet ein Techniker den Drucker neu und druckt eine Testseite. Welche Stufe der Fehlersuche ist der Techniker die Anwendung?* |
| ➀ | verifying the solution and system functionality |
| ➁ | identifying the problem |
| ➂ | testing a theory to determine the cause of the problem |
| ➃ | |  | | --- | | documenting findings, actions, and outcomes | |  | |  | |  | |

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| **16.** | **A user notices that a job submitted to a printer is displayed in the print queue, but the printer is not printing the document. What is a probable cause of this problem?**  *Ein Benutzer bemerkt, dass ein Auftrag an einen Drucker übermittelt in der Warteschlange wird angezeigt wird, aber der Drucker druckt nicht das Dokument. Was ist eine wahrscheinliche Ursache für dieses Problem?* |
| ➀ | a bad cable connection |
| ➁ | an incorrect printer driver |
| ➂ | the wrong paper type |
| ➃ | |  | | --- | |  | |  | |  | |  |   the wrong paper type |

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| **17.** | **A technician recorded that a new fuser roller unit was installed in a laser printer to solve a printing problem. Which step in the troubleshooting process did the technician just perform?**  *Ein Techniker erfasst, dass eine neue Fixierwalze Einheit in einem Laser-Drucker installiert wurde, um einen Druck zu lösen. Welchen Schritt in die Fehlersuche hat der Techniker nun zu führen?* |
| ➀ | documenting findings, actions, and outcomes |
| ➁ | verifying the solution and system functionality |
| ➂ | identifying the problem |
| ➃ | testing a theory to determine the cause of the problem |

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| **18.** | **An employee reports that each time a workstation is started it locks up after about 5 minutes of use.  What is the most likely cause of the problem?**  *Ein Angestellter(Angestellte) berichtet, dass jedes Mal wen er den Arbeitsrechner startet , stürzt der PC nach ungefähr 5 Minuten ab. Was ist die wahrscheinlichste Ursache des Problems?* |
| ➀ | The CPU experiences overheating. |
| ➁ | |  | | --- | |  | | The power supply fails to provide adequate voltage and current. | |  | |  | |
| ➂ | The RAM is malfunctioning. |
| ➃ | The hard disk is failing. |

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| **19.** | **Where would network printer sharing be configured in a Windows 7 environment?**  Wo würden Netzwerkdrucker Sharing in einer Windows 7-Umgebung konfiguriert werden? |
| ➀ | |  | | --- | |  | |  | |  | |  |   Network and Sharing Center |
| ➁ | Devices and printers |
| ➂ | Printers and Other Hardware |
| ➃ | Ease of Access Center |

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| **20.** | **What are two functions of a print server? (Choose two.)**  *Was sind zwei Funktionen von einem Druckserver? (Wählen Sie zwei.)* |
| ➀ | provide print resources to all connected client computers |
| ➁ | store print jobs in a queue until the printer is ready |
| ➂ | |  | | --- | |  |   ensure that the connected client computers have up-to-date printer drivers |
| ➃ | |  | | --- | |  | |  | |  | |  |   store backups of documents sent to the printer |

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| **21.** | **Which action supports an effective printer preventive maintenance program?**  **Welche Aktion unterstützt eine effektive vorbeugende Wartung Drucker-Programm?** |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   Reset the printer page counters if available. |
| ➁ | Replace laser printer toner at set predetermined time intervals. |
| ➂ | |  | | --- | | Clean inkjet print heads when they stop working. | |
| ➃ | |  | | --- | |  | |  | |  | |  |   Disconnect the printer from the power source when it is not in use. |

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| **22.** | **Which two replacement parts are typically found in a laser printer maintenance kit? (Choose two.)**  *Welche zwei Ersatzteile sind in der Regel in einem Laserdrucker Wartungs-Kit gefunden? (Wählen Sie zwei.)* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   fuser assembly |
| ➁ | |  | | --- | |  | |  | |  | |  | |  |   transfer rollers |
| ➂ | toner cartridge |
| ➃ | |  | | --- | |  | |  | |  |   pack of paper |
| ➄ | replacement print head |

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| **23.** | **How can the life of a thermal printer be extended?**  *Wie kann das Leben eines Thermodrucker verlängert werden?* |
| ➀ | |  | | --- | |  | |  | |  | |  | |  |   Clean the heating element regularly with isopropyl alcohol. |
| ➁ | |  | | --- | |  | |  | |  | |  | |  |   Clean the inside of the printer with a vacuum cleaner with a HEPA filter. |
| ➂ | Keep the paper dry in a low humidity environment. |
| ➃ | |  | | --- | |  | |  | |  |   Wipe the outside of the printer with a damp cloth. |