

## Exam Report: 9.2.7 Practice Questions

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Candidate: Garsteck, Matthew  
Login: mGarsteck

## Overall Performance

Your Score: 33%



View results by: ☐ Objective Analysis ☒ Individual Responses

## Individual Responses

▼ Question 1: Correct

A technician is tasked with replacing a Wi-Fi antenna in a laptop computer.  
Which of the following places would the antenna MOST likely be located?

- ☐ Near the memory expansion slots
- ➡ ☒ Around the laptop's bezel
- ☐ Next to the laptop battery
- ☐ Under the laptop keyboard

## Explanation

A Wi-Fi antenna performs best when placed in an elevated location. For most laptops, this is around the display within the lid of the laptop.

Under the laptop keyboard, next to the laptop battery, and near the memory expansion slots are not likely locations for a Wi-Fi antenna.

## References

TestOut PC Pro - 9.2 Laptop Components  
[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_LAPTOP\_DISPLAYS\_02]

▼ Question 2: Incorrect

A technician is tasked with increasing the RAM memory on a laptop by adding a SODIMM module to an empty memory slot.

Which of the following processes will seat the module in the slot?

- ☐ Add the mounting pegs to the side of the memory module. Attach the ribbon cable and press into place until the mounting clips catch the mounting pegs.
- ➡ ☐ Align the notch on the long side of the memory module with the rise in the memory slot. Insert the module pins into the slot at a 45-degree angle. Rotate the module by pressing down until the side hold-down clips snap into place.
- ☒ Align the notch on the long side of the memory module with the rise in the memory slot. Insert the module pins into the slot at a 90-degree angle to the motherboard and press down until the side hold-down clips snap into place.
- ☐ Slide the memory into the external Expresscard slot horizontally until the card is even with the laptop case and you hear a click.

## Explanation

Install SODIMM by aligning the notch on the long side of the memory module with the rise in the

memory slot, inserting the module pins into the slot at a 45-degree angle, and rotating the module by pressing down until the side hold-down clips snap into place.

Aligning the notch on the long side of the memory module with the rise in the memory slot, inserting the module pins into the slot at a 90-degree angle to the motherboard, and pressing down until the side hold-down clips snap into place is the process for installing DIMM memory in a desktop computer.

SODIMM memory is never added using the expresscard slot.

Adding mounting pegs to the side of the memory module, attaching the ribbon cable, and pressing into place until the mounting clips catch the mounting pegs is the process for installing a hard drive in a laptop.

## References

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_LAPTOP\_HARDWARE\_01]

### ▼ Question 3: Incorrect

A user normally connects a laptop to a company's network using the laptop's internal wireless NIC. The laptop does not have an Ethernet port. The wireless network has failed, and the replacement part will take two days to arrive.

Which of the following solutions will connect the laptop to the company's wired network?

- ☐ Use a USB-to-Wi-Fi dongle to replace the laptop's internal wireless NIC.
- ☐ Enable a Bluetooth connection between the laptop and a computer that is connected to the network.
- ☒ ~~Transfer files using an external USB flash drive and then move the flash drive to a computer that is connected to the network.~~

➡ ☐ Use a USB-to-RJ45 dongle and connect to a wall jack with an Ethernet cable.

## Explanation

A simple solution is to use a USB-to-RJ45 dongle and connect to a wall jack with an Ethernet cable.

The USB-to-Wi-Fi dongle would not work because the wireless network is not operating.

Although important files could be transferred using a USB flash drive, transferring files does not connect the laptop to the network.

A Bluetooth connection may be possible between the laptop and a computer that is connected to the network. However, special software or configurations must be used to pass network traffic from the laptop through the computer and to the network.

## References

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_LAPTOP\_HARDWARE\_02]

### ▼ Question 4: Incorrect

A technician is tasked with replacing an internal laptop hard drive.

Which of the following hard drive standards would be of MOST concern when selecting a replacement?

- ☒ ~~The hard drive's storage capacity~~
- ☐ The hard drive's minimum voltage requirements

➡ ☐ The hard drive's form factor

- ☐ The hard drive's read and write speeds

## Explanation

For laptops, the hard drive's form factor is very important. Most laptop's use either the 1.8 inch or 2.5 inch form factor standard.

Most hard drives have the same voltage requirements.

The storage capacity may drive the cost of a hard drive, but the capacity doesn't usually change whether the hard drive is compatible with a laptop.

The read and write speeds may drive the cost of a hard drive, but they don't usually change whether the hard drive is compatible with a laptop.

## References

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_LAPTOP\_HARDWARE\_04]

### ▼ Question 5: Correct

A user reports that an older laptop is having trouble connecting with newer wireless networks. Which of the following actions should a technician consider as an alternative to replacing the laptop?

- ☐ Replace the hard drive with one with a larger capacity.
- ☐ Add more memory.
- ☐ Replace the system board.

➡ ☒ Replace the internal wireless card.

## Explanation

A newer wireless card may allow the laptop to connect with newer wireless protocols.

Additional memory will not affect wireless connectivity.

A larger hard drive will not affect wireless connectivity.

A new system board using the same wireless card will not affect wireless connectivity.

## References

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_LAPTOP\_HARDWARE\_05]

### ▼ Question 6: Correct

After replacing a laptop touchpad, a technician finds that the touchpad does not move the cursor. However, a USB mouse does.

Before opening the laptop case to re-check the connection, which of the following actions should the technician perform?

- ☐ Increase the operating system's mouse speed setting.
- ☐ Toggle the scroll lock key on the keyboard.

➡ ☒ Unplug the USB mouse and re-check touchpad movements.

- ☐ Perform a minimal boot of the operating system so that device drivers are not loaded.

## Explanation

If the "Leave touchpad on when a mouse is connected" setting can be cleared, the touchpad may be turned off because the USB mouse is connected. In this case, removing the mouse will activate the touchpad.

A minimal boot will not resolve the touchpad issue.

Mouse settings don't affect the touchpad's operations.

The scroll lock keyboard key doesn't affect the touchpad's operations.

## References

**▼ Question 7:** Correct

The integrated mouse, the small monitor, and the compact nature of the keyboard are impeding your work when you use a notebook, but you still need a system that is portable if necessary. What is your best option?

- ☐ Buy the biggest notebook possible so you don't feel so confined.
- ☐ Switch to a tablet device.
- ➡ ☒ Buy a docking station for your notebook.
- ☐ Buy a small, lightweight desktop computer.
- ☐ Connect an external keyboard, mouse, and monitor when necessary.

**Explanation**

A docking station lets you use notebook systems as a desktop system. The docking station includes special ports that connect to the back of the notebook and let you use normal-sized external mouse, keyboard, monitor, and speakers. The docking station provides a quick and easy way to connect these peripheral devices. While you could connect these devices manually each time, using the docking station will be more convenient.

**References****▼ Question 8:** Incorrect

As an IT technician, you are often asked to work on laptop computers that included internal wireless network cards.

Which of the following is the MOST commonly used type of card for these internal wireless adapters?

- ☐ USB
- ➡ ☐ Mini-PCI
- ☐ Firewire
- ☒ ExpressCard/34

**Explanation**

Most internal wireless network cards in laptops connect using a mini-PCI interface. USB, Firewire, and ExpressCard are external buses for external devices.

**References****▼ Question 9:** Incorrect

An internal laptop keyboard is generally connected to the laptop's system board using a:

- ➡ ☐ Ribbon cable
- ☐ Mini-molex connector
- ☒ USB connector
- ☐ PS/2 port

## Explanation

A laptop keyboard is generally connected to the system board using a flat, ribbon-like cable. PS/2 ports are used to attach external devices, such as keyboards and mice, to older laptops. USB connectors are used to connect external keyboards to a laptop. The power cable for floppy drives uses a mini-molex connector.

## References

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_NOTEBOOK\_COMPONENTS\_13]

### ▼ Question 10:

Incorrect

You have a notebook computer with a built-in wireless network card. One day, it stops working. Because the network card is integrated onto the motherboard, you do not want to replace the entire motherboard. What can you use to connect to the wireless network? (Select TWO.)

☐ Enable the Bluetooth adapter on the notebook.

☒ ~~Enable the infrared port on the notebook.~~

➡ ☐ Insert an ExpressCard wireless network card.

☐ Install a PCI wireless network card.

➡ ☐ Insert a wireless USB network card.

## Explanation

You can add devices to a notebook computer using USB or ExpressCard interfaces. You cannot add a PCI card to a notebook. The infrared port would not be able to connect to the wireless network as it uses a different signal type to communicate between devices. Bluetooth is used to connect to personal area networks (PANs), not LANs.

## References

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_NOTEBOOK\_COMPONENTS\_14]

### ▼ Question 11:

Incorrect

You need to replace the video card in a laptop. What is the first step?

☐ Remove the access panel at the bottom of the laptop.

☐ Remove the bezel.

➡ ☐ Find a service manual with correct disassembly procedures.

☒ ~~Remove the display wires if the video card is integrated into the motherboard.~~

☐ Remove the keyboard.

## Explanation

Before replacing the video card, find the documentation to determine the location of screws and to identify installation sequences for accessing the system components. On most notebooks, you access the video card by removing the keyboard. Some video cards are integrated on the motherboard and cannot be replaced. If the video card can be replaced, you will need to disconnect the display wires. You can typically view or add memory to a laptop by removing the access panel on the bottom of the notebook. The bezel is the case in which the LCD screen is set and typically houses the antenna for wireless network cards.

## References


TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_NOTEBOOK\_COMPONENTS\_17]

### ▼ Question 12:

Incorrect

Which type of interface is typically used for internal wireless networking cards in laptops?

-  ☐ Mini-PCI
- ☐ Firewire
- ☒ ExpressCard
- ☐ PCI
- ☐ USB

### Explanation

Most internal wireless network cards in laptops connect using a mini-PCI interface. USB, Firewire, and ExpressCard are external buses for external devices.

### References

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_NOTEBOOK\_COMPONENTS\_18]

#### ▼ Question 13: Incorrect

You need to replace the hard disk in your laptop computer. Which of the following hard drive sizes would you likely choose for the laptop?

- ☐ 3.5"
-  ☐ 2.5"
- ☒ 1.25"
- ☐ 5.25"

### Explanation

Notebook hard drives and SSD drives are typically 2.5". 3.5" drives are normal sized drives for desktop computers. 5.25" are older hard drives and floppy drives.

### References


TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_NOTEBOOK\_COMPONENTS\_19]

#### ▼ Question 14: Correct

You have removed the bezel from a notebook display that has stopped functioning. You see a DC-to-AC power inverter at the base of the screen.

Which of the following BEST describes the type of display you are working with?

- ☐ A plasma display that does not use backlighting.
- ☐ An LCD display that uses LEDs for backlighting.
- ☐ An LED display that does not use backlighting.
-  ☒ An LCD display that uses CCFL backlighting.

### Explanation

The inverter looks like a long, rectangular circuit board and is used to convert DC power into the AC power used by the fluorescent tubes for the CCFL backlighting. The inverter is usually located at the base of the screen.

LED backlighting does not use a power inverter.

### References

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_NOTEBOOK\_COMPONENTS\_20]

**Question 15:** Incorrect

You're troubleshooting a malfunctioning notebook computer system. The user has indicated that the LCD screen suddenly became dark and difficult to read while he was downloading a large file through his wireless network card while the system was plugged in at his desk. You've checked the system and determined that the backlight has stopped working.

Which of the following is the MOST likely cause? (Select TWO).

- ☐ The inverter in the LCD assembly has malfunctioned.
- ☒ The cold cathode fluorescent lamp has burned out and needs to be replaced.
- ☐ The extended download placed high demands on the system DC power, causing the BIOS to shut off the backlight.
- ☐ Malware was installed as part of the download that targeted the backlight circuitry.
- ☐ The wireless network card is emitting radio signals that interfere with the backlight, causing it to stop functioning.

**Explanation**

The two main problems encountered with LCD backlights are a burnt out CCFL or a malfunctioning inverter. It's also possible to have a power management setting that turns off the backlight to save power; however, it would only be applied if the system were running on battery. Wireless radio signals do not interfere with the workings of the backlight. Extended downloads does not demand higher DC power. There is no malware that can target backlight circuitry.

**References**

TestOut PC Pro - 9.2 Laptop Components

[e\_comp\_pp6.exam.xml Q\_NB\_REPAIR\_TRB\_NOTEBOOK\_22]