

## Exam Report: 9.8.4 Practice Questions

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## Overall Performance

Your Score: 36%



View results by: ☐ Objective Analysis ☒ Individual Responses

## Individual Responses

## ▼ Question 1:

Incorrect

A technician installs a new touch screen on a laptop. Directly touching on an on-screen button doesn't depress or activate the button, but touching near the button does.

Which of the following actions will correct the misalignment?

- ☐ Lower the screen resolution.
- ☐ Disable all mouse or touchpad devices.
- ➡ ☐ Calibrate the touchscreen.
- ☒ Update the touchscreen display driver.

## Explanation

The misalignment can be corrected by running the utility to calibrate the touchscreen. A reboot may be required after you save the calibration data.

Updating the touchscreen driver does not recalibrate or correct the misalignment.

Other mouse or touchpads actions does not affect the screen misalignment.

The screen resolution is independent of the screen misalignment.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting  
[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_LAPTOP\_HARDWARE\_07]

## ▼ Question 2:

Correct

A technician finds that after restoring the operating system on a mobile device, the touch screen operates unpredictably. This happens in both the default orientation or when the screen is rotated.

Which of the following would BEST correct the problem?

- ➡ ☒ Screen calibration
- ☐ Wi-Fi calling
- ☐ App Store
- ☐ Virtual assistant

## Explanation

The touchscreen may be misaligned after restoring the operating system. You can rectify this by following the manufacturer's instructions for the device to recalibrate the screen.

Virtual assistant is an application that understands voice commands and completes tasks for the users. A

virtual assistance might suggest a screen calibration or open the screen calibration utility when given the device symptoms, but is not the best answer is this scenario.

The App Store may have an application that could help calibrate a touch screen, but is not the best answer is this scenario.

Wi-Fi calling is the ability to make phone calls and send text messages over a Wi-Fi connection.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting

[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_MOBILE\_OS\_FEATURES\_02]

### ▼ Question 3:

Incorrect

A company executive has just bought a new Android mobile device. She wants you to help her make sure it is protected from malware threats.

What options are available and important to use to protect Android devices? (Select TWO.)

☐ Android mobile devices, like iOS devices, are not susceptible to malware threats.

➡ ☒ App reviews and ratings will help you choose an effective anti-virus app.

☐ Any Android anti-virus app will be about as effective as any other.

☐ Anti-virus apps for Android have not been developed yet.

☒ ~~Android operating system updates are sufficient to protect against malware threats.~~

➡ ☐ Anti-virus apps are available for purchase from Android app stores.

## Explanation

Anti-virus apps are available for purchase from Android app stores, but many are not able to protect your Android device from more than 65% of the known malware threats. As you shop for an anti-virus app, be sure to refer to app reviews and ratings to help you choose an effective anti-virus app.

Android devices can be infected by malware, so it is important to take steps to protect them.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting

[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_MOBTRB\_01]

### ▼ Question 4:

Correct

Why is it important to have your mobile device charger plugged in while it is receiving an operating system update?

➡ ☒ If the battery dies during the update, the operating system could become corrupted.

☐ The device must be connected to and charging from a computer so the update can be performed from the app store.

☐ Downloads run faster when the charger is plugged in.

☐ It is not important for the charger to be plugged in, since the update can be received wirelessly.

## Explanation

Being plugged in to the charger does not affect the speed of the update, but if the battery dies during the update, the operating system could become corrupted.

Mobile devices can receive their operating system updates wirelessly so the device is no longer required to be logged into the app store (for example, iOS devices are no longer required to be updated through iTunes).

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting  
[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_MOBTRB\_02]

▼ Question 5: Correct

What is the surest way to prevent the loss of important information on your mobile device if it is lost, stolen, destroyed, or there is a natural disaster?

- ➡ ☒ Configure your device to remotely back up important data to the Cloud.
- ☐ Don't put important information on your mobile device.
- ☐ Only use apps, such as email apps, that store data on the app provider's servers.
- ☐ Configure your device to back up important data to your personal computer.

### Explanation

The surest way to prevent the loss of important information on your mobile device is to configure your device to remotely back up important data to the Cloud.

Backing up data to your personal computer is not a bad idea, but if there is a natural disaster your data is safer in the Cloud than it is on a single machine that could be damaged in the same disaster that affects your mobile device. Not putting important information on your mobile device is a practical impossibility, as is only using apps that store data (like messages in gmail) on the app provider's servers.

### References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting  
[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_MOBTRB\_03]

▼ Question 6: Incorrect

You are updating the operating system on your iPad. Your iPad is connected to your computer and you are using iTunes to install the update.

Which of the following BEST describes what would happen to your iPad if you disconnect it before the operating system update is complete?

- ☒ ~~Your iPad would revert to the previous version of the operating system, so you'd have to start the update again from the beginning to get the update.~~
- ☐ iTunes would pause the update process until you reconnect your iPad to your computer.
- ➡ ☐ If you disconnect during the update, the operating system could become corrupted.
- ☐ The update would continue wirelessly (if a wireless network is available).

### Explanation

It is very important that you not disconnect your iPad while the update is in progress. If you disconnect your iPad while the update is in progress, the operating system could become corrupted.

The update will not pause if you disconnect; it will crash. It will not continue through a wireless connection. The iPad will not just revert to the previous version of the operating system.

### References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting  
[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_MOBTRB\_04]

▼ Question 7: Incorrect

Your iPad is configured to do remote backups everyday to iCloud. Which conditions are required for the iCloud backup to take place? (Select THREE.)

- ☒ ~~The iCloud Backup app has to be running.~~
- ☐ The iPad screen has to be unlocked with a password.



- ☒ The iPad has to be plugged into a power source.
- ☐ The iPad has to have an internet connection.
- ☒ ~~The iPad has to be connected to your computer and logged into iTunes.~~
- ☐ The iPad screen has to be locked.

## Explanation

The iCloud backup will happen everyday, as long as your iPad is plugged in and connected to the internet and its screen is locked.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting  
[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_MOBTRB\_05]

### ▼ Question 8: Correct

A technician is assisting Ann, who reports that the display on her company-issued smartphone is too dim to read in a dark room, even after she adjusts the brightness setting.

Which of the following actions should the technician perform FIRST? (Choose TWO).

- ☒ Adjust the adaptive or automatic brightness control.
- ☐ Close all running apps.
- ☒ Adjust the battery saver setting.
- ☐ Replace the display.
- ☐ Replace the battery.

## Explanation

Before replacing hardware, the technician should adjust the settings that control display brightness, including adjusting the adaptive or automatic brightness control and adjusting the battery saver setting.

Replacing the battery may affect screen brightness, but is not the first action to take.

A faulty display may be the cause, but replacing it is not the first action to take.

Too many running apps is not likely to be the problem in this scenario.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting  
[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_TRBLSHT\_MOBILE\_OS\_APPS\_01]

### ▼ Question 9: Incorrect

Joe, a frequent visitor to a branch office, attempts to connect his tablet to the office wireless network, but is unable to connect to the internet, even though he has verified that the SSID and password are correct. Joe attempts to connect to a coworker's hotspot, but is still unable to connect to the internet.

Which of the following is the MOST likely cause of this issue?

- ☒ ~~MAC filtering has been enabled on the branch office wireless access point.~~
- ☐ Joe's tablet has been configured with full device encryption.
- ☐ The connection between the branch office router and internet service provider is down.
- ☐ Airplane mode has been set on the tablet.

## Explanation

When a mobile device has no wireless connectivity, the most frequent reason is that Airplane Mode has

been set on the device.

The tablet could not connect to the internet from neither the office wireless access point, nor from a coworker's hotspot. This indicates a problem with the tablet, not a problem with the branch office network.

The tablet would not be able to connect to the branch office wireless network if MAC filtering was enabled and the tablet was not on the approved list. If the tablet was on the approved list, MAC filtering would not affect internet connectivity.

While full device encryption may affect the tablet's performance, it would not affect internet connectivity.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting

[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_TRBLSHT\_MOBILE\_OS\_APPS\_02]

### ▼ Question 10: Correct

Travis, a long-haul truck driver, reports that when driving on remote highways, his smartphone battery drains faster than normal, and his phone calls often cut out.

Which of the following is the MOST likely reason for the fast battery drain?

- ☐ A defective SIM card
- ☐ Limited data plan
- ➡ ☒ Signal drop or weak signal
- ☐ Multiple Bluetooth connections

## Explanation

A smartphone can use excessive battery power performing cell signal searches when cell service is nonexistent, weak, or sporadic.

Bluetooth connections do not require as much power as cellular and Wi-Fi. In this scenario, multiple Bluetooth connections is not the most likely reason for battery drain.

A defective SIM card would most likely cause phone problems whether or not there is cellular service. Battery drain only occurs when the cellular signal is weak or nonexistent.

A limited data plan does not affect battery drain or cellular connectivity.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting

[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_TRBLSHT\_MOBILE\_OS\_APPS\_03]

### ▼ Question 11: Incorrect

Joe has been issued a company-owned tablet. He finds that the performance decreases after a few hours of use. After he power-cycles the tablet, performance returns, but the tablet begins to slow again after an hour of use.

Which of the following is the BEST action to troubleshoot the problem?

- ☐ Reset the tablet to factory defaults.
- ☒ ~~Replace the tablet battery.~~
- ☐ Disable wireless networking.
- ➡ ☐ Check the number apps that are running.

## Explanation

Each running app consumes tablet resources such as memory and CPU. Multiple apps contending for scarce resources may cause poor performance. All mobile devices provide the user the ability to either

close all running apps or stop them selectively.

Resetting the tablet to factory defaults will remove all installed apps and data. This action should be used as a last resort.

Replacing the tablet battery will not likely improve performance, especially if the tablet was connected to an external power source.

Disabling wireless networking is often used when troubleshooting performance, but is not the best action in this scenario.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting

[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_TRBLSHT\_MOBILE\_OS\_APPS\_04]

### ▼ Question 12: Incorrect

For the past few days, a mobile phone has stopped functioning and will not respond to touchscreen input. A soft reset no longer returns functionality.

Which of the following is the BEST step the user can take to fix this problem?

- ☐ Close all running apps
- ☒ Perform a force stop
- ☐ Remove and replace the battery

➡ ☐ Reset to factory default

## Explanation

Resetting to factory default will uninstall all apps and remove all data. This is the best option in this scenario.

If the mobile phone does not respond to touchscreen input, there will be no way to close all running apps.

Removing and replacing the battery is similar to a soft reset, which has not corrected the problem.

If the mobile phone does not respond to touchscreen input, there is no way to perform a force stop.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting

[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_TRBLSHT\_MOBILE\_OS\_APPS\_05]

### ▼ Question 13: Incorrect

After a user checks the volume settings and makes sure it not muted, sound still isn't coming from the internal speaker on a tablet device.

Which of the following is MOST likely reason?

- ➡ ☐ The audio output is being directed to a Bluetooth speaker.
- ☒ Multiple apps are sending audio to the speakers.
- ☐ The battery needs to be charged.
- ☐ The tablet is set to airplane mode.

## Explanation

The most likely cause of this problem is that the audio output is being directed to a Bluetooth speaker.

Tablet speakers will still function in airplane mode.

A low battery is unlikely to interrupt audio.

On a tablet, typically, the focused app controls audio functions. If a background app has audio, it will be interrupted by the focused app. This conflict will not cause the internal speakers to cease functioning.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting

[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_TRBLSHT\_MOBILE\_OS\_APPS\_06]

### ▼ Question 14: Incorrect

A technician is troubleshooting a company cell phone that is overheating.

Which of the following is the FIRST action the technician should perform?

- ➡ ☐ Determine whether the battery is warped or swollen.
- ☐ Determine whether the user has been streaming data.
- ☐ Update the operating system.
- ☒ ~~Close all applications.~~

## Explanation

Swollen, warped, cracked, or broken batteries can be dangerous. If the cell phone is overheating, check for a defective battery first.

If the battery is normal, closing applications may reduce the heat generated by the elevated workload.

If the battery is normal, updating the operating system may increase efficiency, thereby reducing the workload causing the overheating.

If the battery is normal, allowing the phone to rest and cool down will reduce any heat caused by the increased workload of data streaming, such as watching an online movie.

## References

TestOut PC Pro - 9.8 Mobile Device Troubleshooting

[e\_mobile\_trb\_pp6.exam.xml Q\_MOB\_TRBL\_TRB\_MOBILE\_08]