

Exam Report: 9.4.5 Practice Questions

Date: 3/25/2020 6:06:04 pm
Time Spent: 5:11

Candidate: Garsteck, Matthew
Login: mGarsteck

Overall Performance

Your Score: 47%



View results by: ☐ Objective Analysis ☒ Individual Responses

Individual Responses

▼ Question 1: Correct

A technician is tasked with repairing a laptop keyboard with sticking keys.
Which of the following actions should the technician perform before replacing the keyboard?

- ☐ Enable the Bounce Keys setting to ignore repeated keystrokes.
- ☐ Disable the Sticky Keys keyboard setting.
- ➔ ☒ Spray compressed air between the keys.
- ☐ Repeatedly drop a small rubber ball on each sticky key.

Explanation

Spraying compressed air between keyboard keys will remove dust and debris that cause sticking keys.

Sticky Key settings allow users to press keyboard shortcuts (such as Ctrl+ Alt + Del) one key at a time. This setting does not help physically sticking keys.

Bounce key settings control how repeated keystrokes are handled. When set, repeated keystrokes are ignored for a specific amount of time.

Dropping a small rubber ball on sticking keys is not likely to unstick them.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrp_pp6.exam.xml Q_LAP_MAINT_TRB_MOBILE_02]

▼ Question 2: Incorrect

Recently, your laptop won't power on, and the battery is not charging. You suspect the block on the power cord (also known as a brick) no longer works. Which tool will help you troubleshoot this problem?

- ☐ Power supply tester
- ➔ ☐ Multimeter
- ☒ Loopback plug
- ☐ Cable tester

Explanation

In this case, you should use a multimeter to test the DC current flowing from the brick. If the current is incorrect, then you may need a replacement AC adapter. A power supply tester is specifically designed to test DC current flowing from a PC power supply and its associated connectors. A cable tester verifies that a network can carry a signal from one end to the other, and that all wires within the connector are in their correct positions. A loopback plug lets you test a port for proper functionality. The loopback plug crosses the receive and transmit wires, letting the computer send a signal to itself.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting

[e_notetrb_pp6.exam.xml Q_BATT_CAL_TRB_NOTEBOOK_12]

▼ Question 3: Correct

A user complains that his notebook display has started to go dim intermittently. You suspect the backlight might need to be replaced, but you want verify that the backlight is failing before you replace it.

Which of the following would be BEST to check before replacing the backlight?

- ☐ Check for cracks in the power bundles that go from the laptop to the display.
- ☐ Check the display inverter connections.
- ☐ Make sure the power adapter cords are plugged in securely.
- ➡ ☒ Make sure that the dimming isn't being caused by a power saving method that has been configured to conserve notebook power.
- ☐ Make sure the battery is still able to hold a charge.

Explanation

It is possible that the configuration of the power saving method has been changed and is dimming the screen earlier than the user is accustomed to. You should first check to see if the power saving method is working as configured.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting

[e_notetrb_pp6.exam.xml Q_P_TRB_LAPTRB_04]

▼ Question 4: Incorrect

Vera has brought her notebook computer to you for repair. After listening to her describe its symptoms, you hypothesize that the notebook may have a malfunctioning keyboard.

Which of the following steps can you take to BEST determine whether the keyboard needs to be replaced? (Select TWO).

- ➡ ☐ Check for special keyboard features that could be enabled that may cause some keys to perform alternate tasks.
- ➡ ☒ Connect an external keyboard.
- ☒ Use Device Manager to make sure the correct keyboard driver is installed and up to date.
- ☐ Recalibrate the keyboard's pressure sensors.
- ☐ Check for cracks in the power bundles that go from the keyboard to the motherboard.

Explanation

Check to see if the user has inadvertently set a special notebook keyboard feature that alters the way certain keys work. For example, setting the NumLock feature may cause part of the keyboard to emulate 10-key functionality. If no special features have been set, you can connect an external keyboard to see if the malfunctioning keyboard symptoms go away. If they do, the laptop keyboard needs to be replaced.

None of the other troubleshooting options could be used to determine what is wrong with a notebook keyboard.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting

[e_notetrb_pp6.exam.xml Q_P_TRB_LAPTRB_05]

▼ Question 5: Incorrect

A user hibernates a laptop after giving a video presentation. Now, when it resumes, the display flickers for a moment, but remains blank. A technician suspects a bad graphics processing unit (GPU).

Which of the following troubleshooting steps should be completed? (Select TWO).

- ➡ ☐ Toggle the dual display function key.
- ☒ ~~Connect an external keyboard and mouse.~~
- ☐ Connect an external USB hard drive.
- ☒ ~~Replace the battery.~~
- ➡ ☐ Connect an external display device.

Explanation

Depending on the display settings, the laptop may be sending a video signal to the external display port instead of the internal laptop display. Connecting a monitor will confirm this.

The dual displays settings may be causing the laptop to only use the external display. Toggling the dual display function key will change these settings to use the internal display as well.

Replacing the battery will interrupt processing and may cause data loss.

Connecting an external hard drive is not likely to affect the display.

Connecting an external keyboard and mouse is not likely to affect the display.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_MOBILE_01]

▼ Question 6: Incorrect

A technician is servicing a laptop that works properly when the power adapter is plugged in. Even though the battery icon shows that the battery is fully charged, when the laptop is unplugged, the laptop immediately shuts down.

Which of the following actions should the technician perform?

- ☐ Replace the power adapter.
- ☐ Change the power options mode to Power Saver.
- ☒ ~~Change the power options mode to Balanced.~~
- ➡ ☐ Replace the laptop battery.

Explanation

Since the laptop is unable to run using the power supplied by the battery, the battery is defective and should be replaced.

Changing the power options mode to Power Saver will reduce the drain on the battery, but will not revive a defective battery.

The laptop works correctly when using only the power supplied by the power adapter. The power adapter is not defective.

Changing the power options mode to Balanced will balance the laptop performance with energy consumption, but will not revive a defective battery.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_MOBILE_03]

▼ Question 7: Incorrect

A user calls the help desk stating that the touchpad on a laptop does not work.

Which of the following actions would BEST help the technician diagnose the problem?

- ➡ ☐ Toggle the touchpad function key.
- ☒ ~~Disable the touchscreen.~~
- ☐ Attach an external keyboard.
- ☐ Attach an external mouse.

Explanation

Many laptops have a function key that enables and disables the touchpad. Toggling the key would test whether the touchpad is enabled.

While an external mouse moves the cursor, it has no effect on the touchpad.

Attaching an external keyboard has no effect on the touchpad.

Disabling the touchscreen has no effect on the touchpad.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_MOBILE_05]

▼ Question 8: Incorrect

A technician is assisting a user with rebooting a frozen laptop that does not respond to keystrokes or mouse clicks.

Which of the following is the SIMPLEST way to power down the laptop?

- ☒ ~~Disconnect the power adapter.~~
- ➡ ☐ Hold down the power button for several seconds.
- ☐ Press Ctl + Alt + Del and open the task manager.
- ☐ Remove the battery.

Explanation

Many laptops power off when the power button is held down for several seconds.

Pressing Ctl + Alt + Del on a Windows computer opens the task manager. The task manager can be used to close frozen applications. However, in this scenario, the laptop does not respond to keystrokes.

Disconnecting the power adapter and removing the battery interrupts the power to the laptop, forcing it to shut down. Both must be done to interrupt the power. Holding down the power button for five seconds is an easier option.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_MOBILE_06]

▼ Question 9: Correct

A technician is replacing a hard drive in a laptop.

Which of the following is the FIRST action the technician should perform before opening the laptop case?

- ☐ Document and label cable and screw locations.
- ☐ Obtain the appropriate hand tools.
- ☐ Create written disassembly notes and tape screws and parts to the notes.

- ➡ ☐ Review the laptop manufacturer's documentation.

Explanation

The first step in repairing a mobile device is to refer to the manufacturer's documentation. This will guide you while disassembling, disconnecting, reconnecting, and reassembling the device.

Documenting and labeling cable and screw locations adheres to proper procedures, but is not the first action.

Obtaining the appropriate hand tools adheres to proper procedures, but is not the first action.

Producing written disassembly notes and taping screws and parts to the notes adheres to proper procedures, but is not the first action.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_MOBILE_07]

▼ Question 10: Incorrect

After arriving in a new city today, a traveling sales team member calls you stating that his wireless connection no longer works. He has checked the wireless configuration, and he knows it to be correct because it was working yesterday. What should you do first?

- ☐ Have him purchase a USB wireless card to use until you can check the problem yourself.
- ➡ ☐ Have him verify that the wireless card's hardware switch is in the On position.
- ☒ Have him manually configure the wireless card to use only 802.11b.
- ☐ Have him update the drivers for the wireless card.

Explanation

Have the user verify that the wireless card's hardware switch is in the On position. Many built-in wireless cards can be turned off and on through a switch on the laptop case. Because this is a likely problem and easy to check, you should verify the switch's placement before trying other solutions.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_NOTEBOOK_02]

▼ Question 11: Correct

You have just purchased a new laptop with built-in 802.11 wireless and Bluetooth capabilities. When you boot into Windows, you do not see a Bluetooth adapter listed in Device Manager.

Which of the following would be BEST to perform first?

- ☐ Update the device driver in Windows.
- ➡ ☒ Enable Bluetooth in the BIOS/UEFI configuration.
- ☐ Enable the Bluetooth device in Device Manager.
- ☐ Replace the wireless card in the laptop.

Explanation

You can enable and disable built-in devices in the system BIOS/UEFI configuration. Check the BIOS/UEFI configuration before trying to replace components. You cannot enable the device or update the driver in Windows until Windows can see the device. With the device disabled in the BIOS/UEFI configuration, Windows does not know that the device exists.


References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_NOTEBOOK_05]

▼ Question 12: Correct

In preparation to use your laptop on the airplane as you travel to a conference, you disconnected the USB mouse. The cursor drifts consistently to the left side of the screen while using the built-in trackpad and mouse buttons.

Which of the following actions would MOST likely stop the mouse from drifting?

- ☐ Calibrate the trackpad in Control Panel.
- ☐ Replace the trackpad.
-  ☒ Access the BIOS/UEFI configuration and disable the USB pointer option.
- ☐ Update the trackpad drivers.

Explanation

This issue is frequently seen in notebook systems where both the internal trackpad and an external mouse interface (such as USB or even PS/2) are enabled at the same time in the BIOS/UEFI configuration. Essentially, the two mouse interfaces contend with each other for control of the cursor. This problem can be fixed by disabling the external mouse option in the BIOS/UEFI configuration. If that doesn't work, then you can try updating the trackpad drivers or even replacing the trackpad.


References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_NOTEBOOK_11_NEW]

▼ Question 13: Correct

You're troubleshooting a notebook system that uses a digitizer pad and stylus for user input. The user has complained that the digitizer pad registers stylus registers taps about one inch to the right of where the taps actually occur.

Which of the following actions would MOST likely fix this issue?

- ☐ Replace the stylus.
- ☐ Remove any scratches from the digitizer pad.
- ☐ Replace the digitizer pad.
- ☐ Hold the stylus at an increased angle.
-  ☒ Recalibrate the digitizer pad.

Explanation

To fix this problem, you need to recalibrate the digitizer pad. Over time, digitizer pads on notebooks can develop drift. You can fix this issue by running a recalibration program, which is usually included with the pad.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_NOTEBOOK_15]

▼ Question 14: Correct

A user is trying to log into Windows on her notebook computer. She enters the correct password for her user account, but the system won't let her authenticate, claiming the wrong password has been entered.

Which of the following is MOST likely causing this problem?

- ☐ The Scroll Lock key has been pressed, locking all input from the keyboard.
- ☐ The keyboard must be replaced.

- ☐ She has entered the wrong password too many times, causing Intruder Detection in Windows to lock the system.
- ☐ The CPU is in power-save mode, causing all login attempts to be denied.
- ➡ ☒ She has turned Num Lock on, causing the keyboard to register numbers instead of letters.

Explanation

The most likely cause of this user's problem is that the Num Lock key sequence for the notebook system has been pressed, causing the keyboard register numbers rather than letters. Turning Num Lock off should fix the problem. When Intruder Detection is enabled, no logon attempts are allowed, even if the correct password is used.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_NOTEBOOK_16]

▼ Question 15: Incorrect

You are troubleshooting a malfunctioning laptop computer. Nothing appears on the LED display when the system is powered on.

Which of the following is the BEST step to try first?

- ☐ Replace the video card.
- ☒ ~~Replace the motherboard.~~
- ➡ ☐ Plug in an external monitor.
- ☐ Calibrate the battery.

Explanation

If the built-in monitor isn't working, connect an external monitor to the laptop. If the display appears on an external monitor but not the built-in display, the problem could be a malfunctioning LED assembly, or it could be due to the display output being redirected to the external monitor port using the Fn key. If you don't get a display on the internal or external monitor, you can assume that there is a problem with the video card. Repairing the video card typically means replacing the motherboard. You should calibrate the battery if your battery seems to be losing the ability to hold a charge or if the power drops shortly after you begin use.

References

TestOut PC Pro - 9.4 Laptop Troubleshooting
[e_notetrb_pp6.exam.xml Q_P_TRB_TRB_NOTEBOOK_21]