

IT Essentials (ITE v6.0) Chapter 11 Exam Answers 100% 2016

1. Which factor affects the speed of an inkjet printer?
 - the desired quality of the image
 - the size of printer power supply
 - the quality of the paper
 - the cost of the inkjet cartridges
2. What are two cables that are used to connect a computer to a printer? (Choose two.)
 - serial
 - FireWire
 - PS/2
 - HDMI
 - eSATA
3. What type of connection would be used to connect a printer directly to the network?
 - Ethernet
 - serial
 - USB
 - Firewire
4. What is a characteristic of thermal inkjet nozzles?
 - The heat creates a bubble of steam in the chamber.
 - Heat is applied to the ink reservoir of each nozzle.
 - The vibration of the crystal controls the flow of ink.
 - A charge is applied to the printhead.
5. In laser printing, what is the name of the process of applying toner to the latent image on the drum?
 - developing
 - charging
 - transferring
 - fusing

6. What mechanism is used in a laser printer to permanently fuse the toner to the paper?

- heat
- electrical charge
- pressure
- light

7. Which statement describes a printer driver?

- It is the interface in Windows that identifies a unique printer attached to the workstation.
- It is cache inside a printer that stores documents to be printed in a queue.
- It is software that converts a document into the format that a printer can understand.
- It is the configuration code that is sent to a printer to identify the operating system of the workstation.

8. A technician is installing a printer that will be directly connected to a computer. Why does the technician not connect the printer initially during the installation process?

- The printer needs to be configured first.
- The OS of the workstation needs to be updated first.
- The printer driver might need to be installed first before the printer is connected.
- The Microsoft download site needs to be searched first for the printer driver.

9. 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?

- the printer that is set as the default printer
- the software-based printer that is used to create PDF files
- the software-based printer that is used to create XPS files
- a manual selection, which is always needed

10. What is a characteristic of global and per-document options in print settings?

- Per-document options override global options.
- Global options take precedence over per-document options.
- It is not possible to configure per-document options.
- It is not possible to configure global options.

11. 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?

- Calibrate the printer.
 - Adjust the printer spool.
 - Replace the fuser.
 - Replace the drum.
12. 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?
- The printer does not have enough memory to buffer an entire photograph.
 - The printer is not configured for duplex printing.
 - The paper is not adequate for photograph printing.
 - The printer is not configured for the proper paper orientation.
13. What is the purpose of the Additional Drivers button in the Sharing tab of the Printer Properties?
- to add additional drivers for other operating systems
 - to add additional drivers for other printers in the network
 - to add additional drivers for duplex printing
 - to add additional drivers for other printers connected to the computer
14. What are two methods to connect to a printer wirelessly? (Choose two.)
- IEEE 802.11 standards
 - Bluetooth
 - WiMax
 - satellite
 - microwave
15. In Windows 8, what must be configured to enable one user to share a USB-connected printer with another user on the same network?
- Windows firewall
 - Windows Defender
 - IEEE 802.11
 - File and printer sharing
 - virtualization option in BIOS
16. Which type of print server provides the most functions and capabilities?
- a dedicated PC print server
 - a computer-shared print server
 - a hardware print server

- a print server that is implemented in software

17. What are two functions of a print server? (Choose two.)

- provide print resources to all connected client computers
- store print jobs in a queue until the printer is ready
- ensure that the connected client computers have up-to-date printer drivers
- store backups of documents sent to the printer
- provide uninterrupted power to the printer

18. Which action supports an effective printer preventive maintenance program?

- Reset the printer page counters if available.
- Replace laser printer toner at set predetermined time intervals.
- Clean inkjet print heads when they stop working.
- Disconnect the printer from the power source when it is not in use.

19. How can the life of a thermal printer be extended?

- Clean the heating element regularly with isopropyl alcohol.
- Clean the inside of the printer with a vacuum cleaner with a HEPA filter.
- Keep the paper dry in a low humidity environment.
- Wipe the outside of the printer with a damp cloth.

20. 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?

- verifying the solution and system functionality
- identifying the problem
- testing a theory to determine the cause of the problem
- documenting findings, actions, and outcomes

21. 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?

- documenting findings, actions, and outcomes
- verifying the solution and system functionality
- identifying the problem
- testing a theory to determine the cause of the problem

22. What are two probable causes for printer paper jams?

- high humidity
- the wrong type of paper
- a defective print cartridge
- misaligned print heads
- an incorrect print driver

23. What corrective action should be taken if a printer is printing faded images?

- secure loose printer cables
- update the print driver
- clean the printer
- replace the toner cartridge

24. What corrective action would a technician take in response to a print spooler error?

- reboot the printer
- restart the print spooler
- update the printer driver
- clean the printer

25. What would cause an inkjet printer to fail to print any pages?

- The printer software is set to toner save.
- The printer ribbon is worn out.
- The ink cartridge is empty.
- The printer is loaded with a paper type other than photo paper.

26. A user tells a technician that the printer does not respond to attempts to print a document. The technician attempts to print a document and the printer does not output any pages. The technician notices that the printer LCD display is blank and unlit. What is most likely the problem?

- The screen contrast is too low.
- The printer is not turned on.
- The printer is out of ink.
- The print head is clogged.

27. Match the common printer configuration options to the correct descriptions. (Not all options are used.)

- Question

built to meet a specific need	community cloud
intended for a specific organization or entity, such as the government	public cloud
made up of two or more clouds connected via a single architecture	hybrid cloud
services made available to the general population	private cloud

ITE Chapter 11 Exam v6 Question 001

○ Answer

collate
paper orientation
draft, normal, or photo
grayscale printing
print layout
duplex

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