

Chapter 1

COMPTIA A+

CORE 1

Safety and Professionalism

Technicians need the right tools to do their job. They include PC toolkit, mobile device toolkit, Voltmeters, and circuit tester, carry multiple thumb drives (Malware & Windows)

★ Troubleshooting theory

Step 1: Identify the problem

Step 2: Establish a theory of probable cause

Step 3: test theory to determine cause

Step 4: Establish plan of Action to resolve & implement solution

Step 5: Verify full system functionality & implement preventative measures

Step 6: Document findings, actions, & outcomes

1 Likely found in technician Toolkit? - Thumb drive, Nut driver, Voltage tester

2 Tool to check power from wall outlet? - Voltmeter

3 What to do when solving a problem is beyond your ability? Ask manager