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**Exam** : **220-604**

**Title** : CompTIA A+ 220-604  
Exam(Depot Tech  
designation pathway)

**Version** : DEMO

1. Which of the following is the process a scanner uses to scan images to a computer?

- A. Light is shown through the image and onto the scanner head.
- B. Light is reflected off a mirror onto the Charged Coupled Device (CCD).
- C. Light is flashed off a mirror onto the CCD.
- D. Light is reflected off the image and into a camera.

**Answer: B**

2. A technician is performing scheduled preventive maintenance on a laser printer. Which of the following should the technician clean or replace?

- A. fuser
- B. ozone filter
- C. transfer corona
- D. primary corona

**Answer: B**

3. A printer takes a long time to print high-end graphics. Which of the following would be the FIRST action to take?

- A. Recommend the use of smaller graphics.
- B. Replace the toner cartridge.
- C. Recommend connecting fewer users to the printer.
- D. Check the amount of memory installed.

**Answer: D**

4. A technician is installing a printer that uses a parallel cable to connect to a computer. Which of the following pin configurations might the technician encounter? (Select TWO).

- A. 9 pin D-type
- B. 36 pin Centronics
- C. 25 pin Centronics
- D. 13 pin D-type
- E. 25 pin D-type

**Answer: BE**

5. Which of the following printers prints multi-part forms at once?

- A. ink jet
- B. thermal
- C. impact
- D. laser

**Answer: C**

6. Which of the following should a technician use to clean the glass on a flatbed scanner?

- A. glass cleaner and paper towels
- B. dish soap and a wet towel
- C. a soft, pre-moistened towel or wipe
- D. dry paper towels

**Answer: C**

7. Which of the following printers sprays the paper? (Select TWO).

- A. impact
- B. laser
- C. thermal
- D. solid ink
- E. ink jet

**Answer: DE**

8. Which of the following item colorizes the paper using a two-component laser printer?

- A. ribbon
- B. developer
- C. laser beam
- D. toner

**Answer: D**

9. Which of the following printers uses a charged drum to transfer toner to paper?

- A. thermal
- B. laser
- C. ink jet
- D. impact

**Answer: B**

10. A technician has added memory to a laser printer. To allow the printer driver software to use the additional memory, the amount of memory should be modified in:

- A. the Device Settings tab in Printer Properties.
- B. Device Manager by clicking on the printer's driver and selecting Parameters.
- C. Device Manager by selecting Upgrade Driver.
- D. the Color Management tab in Printer Properties.

**Answer: A**

11. A technician receives a new printer for repair and the work order states that when powered on the printer makes a loud noise and will not print. Which of the following actions should the technician take?

- A. Install new drivers on the computer.
- B. Install a new ink cartridge.
- C. Install a print head on the printer.
- D. Remove the packing tape from the print head.

**Answer: D**

12. A shipping department is reporting that a laser printer in the receiving area is becoming jammed because the printer attempts to pull several sheets of paper for each print. Which of the following may be the cause?

- A. The paper is sticking to the corona wire and causing the jam.
- B. Humidity is causing the paper to stick together.
- C. A4 paper is being used and may not be supported by laser printers.

D. The fusion roller is dirty and pulling too many sheets of paper.

**Answer: B**

13. When using an ink jet printer, a user reports that colors seem to be missing intermittently. Which of the following is MOST likely the cause?

- A. The printer needs to be calibrated.
- B. There is a problem with the document being printed.
- C. The print head is clogged.
- D. An incorrect paper type is being used.

**Answer: C**

14. When installing a new scanner, Windows XP does not automatically recognize the scanner. Which of the following actions should be taken?

- A. Use the Scanners and Cameras Wizard to add the device.
- B. Enable the scanner in the BIOS.
- C. Add new printer Wizard.
- D. Ensure the scanner is not locked.

**Answer: A**

15. Which of the following may cause a printer to not print correctly after updating from Windows 98 to Windows XP?

- A. Incorrect printer driver.
- B. Printer needs calibration.
- C. Dirty printer head.
- D. Font settings on the printer.

**Answer: A**

16. A laser printer is sent for repair and the work order indicates that there is an image printing problem. Which of the following should a technician do FIRST to confirm this problem?

- A. Run the calibration feature on the laser printer.

- B. Run a self-test image page from the printer.
- C. Clean the corona wire and return printer.
- D. Print a test page from a computer.

**Answer: B**

17. Which of the following is the recommended maintenance for a laser printer?

- A. Clean all fan filters; wipe down the paper path and re-adjust the corona wire.
- B. Clean all pickup rollers; re-adjust the corona wire and replace the fuser assembly.
- C. Clean all pickup rollers; replace the fuser assembly and clean all fan filters.
- D. Clean all pickup rollers; wipe down the paper path and clean all fan filters.

**Answer: D**

18. A technician is locked out of a desktops BIOS because of a forgotten password. Which of the following is a method of removing the password?

- A. Replace the power supply unit.
- B. Reseat the systems memory.
- C. Reset the proper jumper.
- D. Re-install the operating system.

**Answer: C**

19. To force a user to use Ctrl-Alt-Delete to log into the computer, a technician can go to Control Panel then:

- A. Accessibility options.
- B. Security Center.
- C. User accounts and the Advanced tab.
- D. Windows Firewall.

**Answer: C**

20. Which of the following would be an example of a biometric device?

- A. USB security key
- B. smart card reader

C. thumb print reader

D. encryption password

**Answer: C**