

**Exam Code:** 220-604

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

**Vendor:** CompTIA

**Version:** DEMO

## **Part: A**

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.

**Correct Answers: 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

**Correct Answers: 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.

**Correct Answers: 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

**Correct Answers: B E**

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

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

**Correct Answers: 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

**Correct Answers: C**

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

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

**Correct Answers: D E**

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

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

**Correct Answers: 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

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: 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.

**Correct Answers: A**