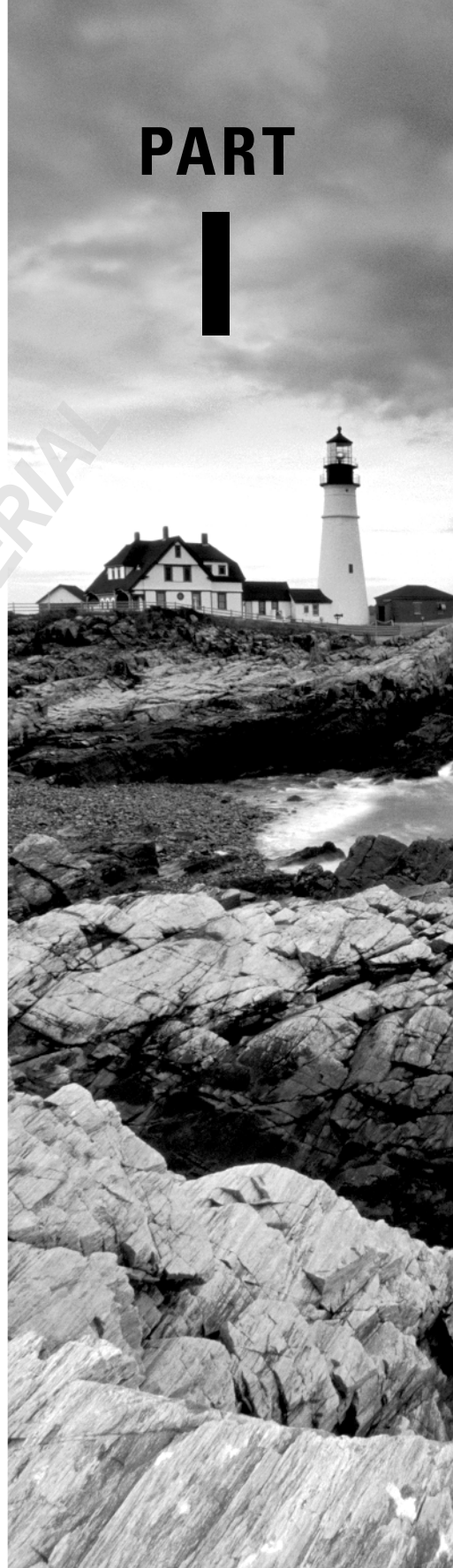


Exam 220-1001

PART

I

COPYRIGHTED MATERIAL



Chapter 1

Mobile Devices

THE FOLLOWING COMPTIA A+ EXAM 220-1001 TOPICS ARE COVERED IN THIS CHAPTER:

✓ **1.1 Install and configure laptop hardware and components.**

- Hardware/device replacement
- Keyboard
- Hard drive
- SSD vs. hybrid vs. magnetic disk
- 1.8in vs. 2.5in
- Memory
- Smart card reader
- Optical drive
- Wireless card/Bluetooth module
- Cellular card
- Video card
- Mini PCIe
- Screen
- DC jack
- Battery
- Touchpad
- Plastics/frames
- Speaker
- System board
- CPU

✓ **1.2 Given a scenario, install components within the display of a laptop.**

- Types
- LCD





- OLED
- WiFi antenna connector/placement
- Webcam
- Microphone
- Inverter
- Digitizer/touchscreen

✓ **1.3 Given a scenario, use appropriate laptop features.**

- Special function keys
- Dual displays
- Wireless (on/off)
- Cellular (on/off)
- Volume settings
- Screen brightness
- Bluetooth (on/off)
- Keyboard backlight
- Touch pad (on/off)
- Screen orientation
- Media options (fast forward/rewind)
- GPS (on/off)
- Airplane mode
- Docking station
- Port replicator
- Physical laptop lock and cable lock
- Rotating/removable screens

✓ **1.4 Compare and contrast characteristics of various types of other mobile devices.**

- Tablets
- Smartphones
- Wearable technology devices
- Smart watches
- Fitness monitors



- VR/AR headsets
- E-readers
- GPS

✓ **1.5 Given a scenario, connect and configure accessories and ports of other mobile devices.**

- Connection types
- Wired
- Micro-USB/Mini-USB/USB-C
- Lightning
- Tethering
- Proprietary vendor-specific ports (communication/power)
- Wireless
- NFC
- Bluetooth
- IR
- Hotspot
- Accessories
- Headsets
- Speakers
- Game pads
- Extra battery packs/battery chargers
- Protective covers/water proofing
- Credit card readers
- Memory/MicroSD

✓ **1.6 Given a scenario, configure basic mobile device network connectivity and application support.**

- Wireless/cellular data network (enable/disable)
- Hotspot
- Tethering
- Airplane mode
- Bluetooth



- Enable Bluetooth
- Enable pairing
- Find a device for pairing
- Enter the appropriate pin code
- Test connectivity
- Corporate and ISP email configuration
- POP3
- IMAP
- Port and SSL settings
- S/MIME
- Integrated commercial provider email configuration
- iCloud
- Google/Inbox
- Exchange Online
- Yahoo
- PRI updates/PRL updates/baseband updates
- Radio firmware
- IMEI vs. IMSI
- VPN

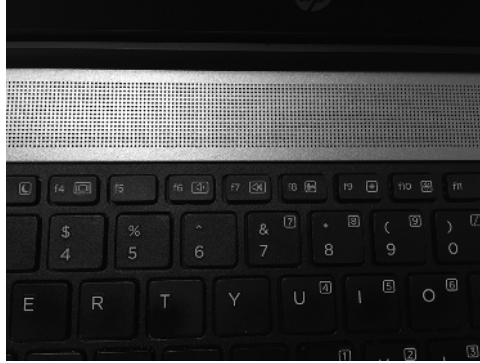
✓ **1.7 Given a scenario, use methods to perform mobile device synchronization.**

- Synchronization methods
- Synchronize to the cloud
- Synchronize to the desktop
- Synchronize to the automobile
- Types of data to synchronize
- Contacts
- Applications
- Email
- Pictures



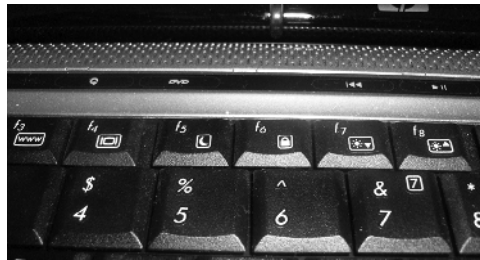
- Music
- Videos
- Calendar
- Bookmarks
- Documents
- Location data
- Social media data
- E-books
- Passwords
- Mutual authentication for multiple services (SSO)
- Software requirements to install the application on the PC
- Connection types to enable synchronization

1. Which type of laptop backlight is typically used in smaller mobile devices and consumes the least amount of power?
 - A. IPS
 - B. TN
 - C. LED
 - D. CCFL
2. In which scenario would you use the Fn key and the F10 key?



- A. To turn the screen brightness down
 - B. To turn the screen brightness up
 - C. To turn the speaker volume down
 - D. To turn the speaker volume up
3. You are purchasing a mobile device that allows you to use your finger to input information. What type of touch screen technology does this device use?
 - A. Capacitive
 - B. Human based
 - C. Warmth
 - D. Resistive
4. You are using a public Wi-Fi hotspot and believe that someone is trying to hack into your laptop. Which laptop feature should you use to immediately turn off all wireless connections?
 - A. Silent mode
 - B. Quiet mode
 - C. Airplane mode
 - D. Connectionless mode

5. You have been asked to purchase a new camera for the company photographer. Some of the cameras are marketed as “smart” cameras. What key feature does this likely mean the camera includes?
- A. Wi-Fi
 - B. RJ-45
 - C. Separate video processor
 - D. Internal hard drive
6. A user approaches you and asks for a CPU upgrade so his Lenovo laptop will run faster. What is most likely the easiest way to meet this user’s needs?
- A. Remove the CPU and replace it with a faster one that fits the same socket.
 - B. Replace the laptop with one with a faster CPU.
 - C. Replace the motherboard with a standard laptop motherboard with a faster processor.
 - D. Replace the motherboard with a Lenovo laptop motherboard with a faster processor.
7. In which scenario would you use the Fn key and the F4 key shown here?



- A. To turn the touch pad on or off
 - B. To change the video output to an external monitor
 - C. To change the screen orientation from landscape to portrait
 - D. To turn the keyboard backlight on or off
8. You are using a laptop computer and the wireless network card fails. There are no wired ports nearby. You need to send a file to your boss, who is in another country, in the next 10 minutes. What should you do to fix the situation?
- A. Remove the defective network card and install a new one.
 - B. Install a USB to RJ-45 dongle.
 - C. Install a USB to Wi-Fi dongle.
 - D. Install a USB to Bluetooth dongle.

9. Which type of mobile device is known for using electrophoretic ink?
 - A. E-reader
 - B. Smart watch
 - C. Smart glasses
 - D. Tablet
10. What type of connection are you using if you use a USB cable to connect your laptop to your cellular phone in order to use the cellular wireless connection from the laptop?
 - A. Hotspot
 - B. Tethering
 - C. USB networking
 - D. Phoning
11. For which characteristic was the BlackBerry smartphone most famous?
 - A. Wi-Fi
 - B. Hardware keyboard
 - C. Anti-glare
 - D. Trackball
12. Which laptop accessory should you purchase if you want to protect the device against theft?
 - A. Docking station
 - B. Change Protective cover
 - C. Cable lock
 - D. LoJack
13. The hard drive in your manager's desktop has failed, and you need to replace it. Your manager asks about the benefits of replacing it with an SSD instead of an HDD. What should you tell her? (Choose two.)
 - A. They are cheaper.
 - B. They take up less space.
 - C. They consume less power and generate less heat.
 - D. They operate silently.
14. Which laptop expansion port was designed as an industry standard to replace VGA and DVI ports and is backward compatible with both standards?
 - A. DisplayPort
 - B. VideoPort
 - C. Thunderbolt
 - D. HDMI

15. In a laptop, which display type illuminates each pixel individually rather than by LED backlight?
- A. CCFL
 - B. E Ink
 - C. LCD
 - D. OLED
16. You have recently purchased a laptop computer with a touch screen. It allows you to draw images on the screen and save them on the computer. Which device is responsible for converting the input into the image that you are able to save?
- A. Inverter
 - B. Touch pad
 - C. Digitizer
 - D. Touch screen
17. A technician has a failed Lenovo laptop, and he suspects the motherboard is bad. He has several other laptops available from which he can harvest parts. Which of the following statements is most likely true regarding the replacement motherboard he selects?
- A. The motherboard is not replaceable.
 - B. He can choose a motherboard from any other laptop.
 - C. He can choose a motherboard from any other Lenovo laptop.
 - D. He must choose a motherboard from that same model of Lenovo laptop.
18. A technician needs to replace a failed laptop hard drive. The user stores a large amount of video on her computer and needs the largest-capacity drive possible. What type of hard drive should you install?
- A. SSD
 - B. Magnetic
 - C. Hybrid
 - D. Flash
19. Which of the following wireless communication types has a maximum distance of about 4"?
- A. NFC
 - B. Wi-Fi
 - C. IR
 - D. Bluetooth

20. Which two components of a laptop are the most useful when making a video conference call? (Choose two.)
- A. Digitizer
 - B. Webcam
 - C. Microphone
 - D. Inverter
21. Which mobile accessory is shown here?



- A. Credit card reader
 - B. Memory card reader
 - C. External battery pack
 - D. Wi-Fi range extender
22. Which mobile connection type allows you to share your cellular Internet connection with a Wi-Fi enabled device?
- A. Hotspot
 - B. NFC
 - C. Bluetooth
 - D. IR
23. You are responsible for replacement parts within your company's IT department. Because of the critical nature of your business, you need to have replacement parts on hand in the event of a hardware failure. Your company uses four different types of laptops, two HP and two Dell. How many different types of motherboards do you most likely need to stock?
- A. One
 - B. Two
 - C. Three
 - D. Four

24. In a laptop computer, which component is responsible for providing light to the display?
- A. Backlight
 - B. Inverter
 - C. LCD
 - D. Screen
25. You need to purchase a memory card reader and removable memory for your mobile device. You need to transfer approximately 1 TB of data at a time. Which technology should you invest in?
- A. SDHC
 - B. miniSD
 - C. microSDHC
 - D. SDXC
26. What type of mobile device would use the connector shown here?



- A. Apple iPhone 4
 - B. Apple iPhone 6
 - C. Samsung Galaxy S5
 - D. Fitbit Surge
27. You are replacing a motherboard in a laptop computer. When you open the case, you notice that there is a small circuit board attached to the motherboard that appears to have video and network circuitry built into it. What is the name of this small circuit board?
- A. Daughterboard
 - B. Secondary motherboard
 - C. Junior board
 - D. Expansion board

28. You are visiting a remote office and need to print some documents. Your host tells you that the printer you need is configured on a piconet. What type of expansion option should you use to connect to this printer?
- A. USB to RJ-45 dongle
 - B. USB to Wi-Fi dongle
 - C. USB to Bluetooth
 - D. USB to Thunderbolt
29. You will be traveling to another country for work and will have a 10-hour airplane flight. You need to work on your laptop while on the flight, but your battery won't last that long. What should you buy to allow you to use the auxiliary power outlets on the airplane?
- A. AC adapter
 - B. DC adapter
 - C. Power inverter
 - D. Docking station
30. Your laptop has an internal Mini PCIe expansion slot. The documentation for an expansion card says that it supports Mini PCIe 2.0 x1 functionality. At what speed does the expansion card run?
- A. 500 Mbps
 - B. 2.5 Gbps
 - C. 5.0 Gbps
 - D. 6.0 Gbps
31. Of the laptop components listed, which one is least likely to be built into the display?
- A. Wi-Fi antenna
 - B. Speakers
 - C. Webcam
 - D. Digitizer
32. A defining characteristic of a phablet is a screen of approximately what size?
- A. Between 3" and 5"
 - B. Between 5" and 7"
 - C. Between 7" and 12"
 - D. Between 12" and 24"
33. You are interested in buying a smart watch that has an OS compatible with your Android-based smartphone. Which brand of smart watch uses the Android Wear OS?
- A. Apple Watch
 - B. Samsung Gear S
 - C. Sony SmartWatch 3
 - D. Pebble Time

34. You want to enable hands-free cellular conversations for when you are driving, so you purchase a wireless headset. Which wireless technology does the headset most likely use?
- A. Wi-Fi
 - B. IR
 - C. Bluetooth
 - D. NFC
35. The AC adapter for your Dell laptop is not working properly, and you are searching for a replacement. Which two factors should be most important when selecting a new AC adapter? (Choose two.)
- A. Polarity
 - B. Same wattage as or higher wattage than the original
 - C. Brand of the adapter
 - D. Size of the adapter
36. A laptop user wants to have a full-sized monitor and keyboard, as well as an external hard drive, available to him when he is at his desk. Which accessory can he purchase so that he doesn't need to plug in each of these devices separately to his laptop every time he returns to his desk?
- A. KVM switch
 - B. Port bay station
 - C. Desktop station
 - D. Docking station
37. Identify the laptop connector, typically located on the bottom of the laptop, shown here.



- A. Mini PCIe
- B. Smart card reader
- C. Docking port
- D. Battery port

38. You need to replace a failed hard drive in a user's laptop, and it's a model you are unfamiliar with. You look at the bottom of the laptop and see no obvious entrance points. Which component will you most likely need to remove to access the hard drive bay?
- A. Plastics/frames
 - B. Battery
 - C. System board
 - D. Keyboard
39. A new laptop user asks you to explain airplane mode to her. Which of the following statements best describes what airplane mode does?
- A. It turns off all your wireless connections.
 - B. It turns off your Wi-Fi connection.
 - C. It turns off your Wi-Fi and cellular connections.
 - D. It turns off your Wi-Fi and Bluetooth connections.
40. Which memory cards have a capacity of up to 32 GB? (Choose two.)
- A. miniSDHC
 - B. microSDHC
 - C. SD
 - D. microSDXC
41. The iPhone 8 and iPhone X use what type of connector for charging?
- A. Thunderbolt
 - B. Lightning
 - C. ApplePower
 - D. USB-C
42. You have a laptop with an ExpressCard/34 slot. Which type of device or devices are you unlikely to be able to use as an expansion option in that slot?
- A. Hard drive
 - B. Sound card
 - C. Network card
 - D. eSATA adapter
43. You have enabled the GPS service in your tablet. What is the minimum number of GPS satellites your tablet needs to be in contact with to determine its location?
- A. One
 - B. Two
 - C. Three
 - D. Four

44. You are investigating new laptops for your company. You want the laptop displays to have a wide viewing angle. Which technology is best suited for your needs?
- A. LED
 - B. CCFL
 - C. IPS
 - D. TN
45. You are using a USB flash drive to transfer files from a laptop. You plug the USB drive in and then copy the files to it. What is the recommended way to remove the drive?
- A. Unplug the drive.
 - B. Use the Safely Remove Hardware icon in the system tray, stop the drive, and then unplug it.
 - C. Close the drive's window in Windows Explorer and unplug it.
 - D. Use the Shut Down Hardware icon in the system tray, stop the drive, and then unplug it.
46. What is the name of the OS used by the Apple Watch, which was designed specifically for the watch?
- A. iOS
 - B. OS X mobile
 - C. WatchOS
 - D. Tizen
47. The new model of laptop just purchased by your company has a Universal ExpressCard slot. Which of the following types of cards can you install into that slot?
- A. ExpressCard/54 only
 - B. ExpressCard/34 and ExpressCard/54
 - C. ExpressCard/24, ExpressCard/34, and ExpressCard/54
 - D. ExpressCard/34, ExpressCard/54, and CardBus
48. You have a MacBook Pro computer with a Thunderbolt 3 port. What is the maximum throughput of a device plugged into this port?
- A. 5 Gbps
 - B. 10 Gbps
 - C. 20 Gbps
 - D. 40 Gbps
49. A technician needs to replace a failed laptop hard drive. What are the possible form factors of this hard drive? (Choose two.)
- A. 1.3"
 - B. 1.8"
 - C. 2.5"
 - D. 3.5"

50. Your laptop has an internal Mini PCIe expansion slot. The documentation for an expansion card says that it supports Mini PCIe USB 2.0 functionality. At what speed does the expansion card run?
- A. 480 Mbps
 - B. 2.5 Gbps
 - C. 5.0 Gbps
 - D. 6.0 Gbps
51. Which laptop component can take input from a stylus and convert it into an image on the computer?
- A. Digitizer
 - B. Touch pad
 - C. Point stick
 - D. Inverter
52. What type of wearable technology device is specifically designed to track a user's movements and heart rate and may include features such as GPS?
- A. Smart watch
 - B. Fitness monitor
 - C. Smart glasses
 - D. Smart headset
53. Your company is producing posters for an upcoming public relations campaign. The project leader wants to embed information into an NFC tag in the poster. How much information can this tag hold?
- A. 8 KB
 - B. 144 KB
 - C. 1.4 MB
 - D. 4.4 MB
54. You want to play video games on your tablet computer. Which accessory would you purchase if you wanted to play the game much like you would on a gaming console?
- A. Docking station
 - B. Touch pad
 - C. Point stick
 - D. Game pad
55. Which laptop expansion port technology was developed by Apple and supports a wide variety of peripheral devices?
- A. USB
 - B. DisplayPort
 - C. eSATA
 - D. Thunderbolt

- 56.** You have a laptop with an ExpressCard/34 slot. Which of the following statements is true regarding installing expansion cards?
- A.** You can only plug in an ExpressCard/34 card.
 - B.** You can plug in an ExpressCard/34 card or an ExpressCard/22 card.
 - C.** You can plug in an ExpressCard/34 card or an ExpressCard/54 card.
 - D.** You can plug in an ExpressCard/34 card or an ExpressCard Universal card.
- 57.** You are wearing your smart watch, which allows you to make payments like a credit card. What type of connection technology does this service use?
- A.** Bluetooth
 - B.** NFC
 - C.** Wi-Fi
 - D.** IR
- 58.** Which laptop display component is capable of discharging energy and causing severe injuries to technicians?
- A.** Screen
 - B.** Backlight
 - C.** Inverter
 - D.** LCD
- 59.** Your new laptop has 4 GB system RAM and an integrated video card. The default setting specifies 512 MB of video memory. How much RAM is available for the processor to use?
- A.** 4 GB
 - B.** 3.5 GB
 - C.** 3 GB
 - D.** It's variable.
- 60.** Oculus, Samsung, and HTC are manufacturers of what type of wearable technology devices?
- A.** Smart glasses
 - B.** Smart headsets
 - C.** Smart watches
 - D.** VR/AR headsets
- 61.** You need to install a memory upgrade in a laptop computer. The computer's documentation says that the laptop uses DDR3 SODIMMs. How many pins will be on the SODIMM?
- A.** 144
 - B.** 200
 - C.** 204
 - D.** 240

62. What type of mobile device would use the connector shown here?



- A. Apple iPhone 4
 - B. Apple iPhone X
 - C. Samsung Galaxy S9
 - D. Fitbit Surge
63. You need to replace a failed laptop hard drive. The user has asked that the new hard drive be as fast as possible, regardless of disk space or cost. What type of drive should you install?
- A. SSD
 - B. Magnetic
 - C. Hybrid
 - D. External
64. Which type of mobile connection uses a process called pairing to logically connect two devices?
- A. Bluetooth
 - B. Wi-Fi
 - C. NFC
 - D. IR
65. Tablet computers feature touch screens that are approximately what size?
- A. Between 5" and 7"
 - B. Between 3" and 5"
 - C. Between 7" and 12"
 - D. Between 12" and 24"

66. What type of connectors are the two shown in the center here?



- A. Lightning
 - B. Thunderbolt
 - C. IEEE 1394
 - D. Power
67. Which mobile technology device makes use of an augmented reality display?
- A. Smartphone
 - B. Smart watch
 - C. Smart camera
 - D. Smart glasses
68. Which type of laptop backlight generally does not require the use of an inverter?
- A. TN
 - B. IPS
 - C. CCFL
 - D. LED
69. You have traveled to the office of one of your suppliers. It does not have wireless networking, and your laptop does not have a wired network connection. If you need to get on the supplier's network, what is the best solution?
- A. Install a Mini PCIe network card with an RJ-45 port.
 - B. Install a USB to RJ-45 dongle.
 - C. Install a USB to Bluetooth dongle.
 - D. Install a USB to Wi-Fi dongle.
70. You are on the phone talking to a technician who is trying to upgrade a laptop. He is having trouble identifying the Mini PCIe card. How wide should you tell the technician that the card is?
- A. 27 mm
 - B. 30 mm
 - C. 51 mm
 - D. 60 mm

- 71.** You have been asked to burn a DVD with several videos on it, but your laptop does not have an internal optical drive. You are certain that this request will be made several times. Which option is the best for you to install or replace a DVD burner?
- A.** Remove the secondary hard drive bay and install an internal DVD burner.
 - B.** Remove the battery pack and install a DVD burner in its place.
 - C.** Install an external DVD burner using a USB port.
 - D.** Install an external DVD burner using the DB-15 port.
- 72.** Which type of network connection is least likely to be found on a tablet computer?
- A.** Wi-Fi
 - B.** Bluetooth
 - C.** RJ-45
 - D.** Cellular
- 73.** A Lightning connector would be used with what type of device?
- A.** Samsung Galaxy S9
 - B.** Fitbit Surge
 - C.** Apple iPhone 4
 - D.** Apple iPhone X
- 74.** You have decided to start playing video-intensive games on your laptop computer. The video appears jumpy and slow to respond. What should you do first to try to increase the performance during gameplay?
- A.** Upgrade the video card.
 - B.** Install additional video memory.
 - C.** Use Windows Control Panel to increase the amount of video memory available.
 - D.** Use the system BIOS to increase the amount of video memory available.
- 75.** A guest presenter plugs an external projector into his laptop using the VGA port on the back of the laptop. He then uses the Fn key and his video toggle switch; the projector displays his presentation, but his laptop screen goes dark. What should he do if he wants to see the presentation on both the projector and his laptop?
- A.** Install a second video driver and then use the video toggle key to switch the video output to both screens.
 - B.** Unplug the projector and plug it back in to synchronize it with the laptop.
 - C.** Unplug the projector, use the video toggle key to switch the video output, and then plug the projector back in.
 - D.** Press the video toggle key again until the presentation is shown on both screens.

- 76.** You need to replace a failed motherboard in a laptop computer. Which of the following components are most likely integrated into the motherboard? (Choose two.)
- A.** Video card
 - B.** Network card
 - C.** Hard drive
 - D.** RAM
- 77.** A user has a laptop that is intermittently locking up. Initial diagnostics indicate that the processor is overheating. What can you do to try to remediate the issue? (Choose two.)
- A.** Leave the case open while the system is running to allow for better airflow and cooling.
 - B.** Lower the CPU voltage in the system BIOS.
 - C.** Lower the CPU clock speed in the system BIOS.
 - D.** Run the laptop on AC power instead of battery power.
- 78.** A client has an older Windows 7 laptop with an integrated video card. The system seems to boot but produces no video, even with an external monitor hooked up. What can you do to fix this?
- A.** Add an external USB video card and connect the monitor to it.
 - B.** Remove the old video card, and replace it with a new internal video card.
 - C.** Replace the motherboard.
 - D.** Leave the old card in the system, and add an internal Mini PCIe video card.
- 79.** You are upgrading a laptop with a Mini PCIe card. What type of connector does Mini PCIe use?
- A.** 52-pin
 - B.** 78-pin
 - C.** 144-pin
 - D.** 200-pin
- 80.** Which of the following are ways to input information or commands into Google Glass? (Choose two.)
- A.** Touch screen
 - B.** Touch pad
 - C.** Voice command
 - D.** Virtual keyboard
- 81.** Which of the following wireless communication methods are the least susceptible to hacking? (Choose two.)
- A.** Wi-Fi
 - B.** IR
 - C.** Bluetooth
 - D.** NFC

82. Of the laptop LCD technologies, which consumes the least amount of power?
- A. LED
 - B. IPS
 - C. TN
 - D. CCFL
83. What types of networking will smart cameras often have built into them? (Choose two.)
- A. Bluetooth
 - B. IR
 - C. RJ-45
 - D. 802.11b/g/n
84. What type of connector is shown here on the right?



By Techtonic, edited from USB types.jpg (public domain), via Wikimedia Commons

- A. USB micro
 - B. USB mini
 - C. USB type A
 - D. Lightning
85. A user has brought his laptop to you because the screen is intermittently flickering. Which display component is most likely causing this?
- A. Backlight
 - B. LCD
 - C. Screen
 - D. Inverter

- 86.** Which of the following wireless communication types has a maximum distance of 1 meter and requires line of sight?
- A.** NFC
 - B.** Bluetooth
 - C.** Wi-Fi
 - D.** IR
- 87.** What is the likely type of Wi-Fi antenna connector you will find on a laptop?
- A.** SMA-female-RP
 - B.** N-male
 - C.** SMA-male-RP
 - D.** N-female
- 88.** A user needs ports for external devices in addition to what his laptop is capable of connecting. The user would like to have these devices available even without the laptop. What device provides that additional connectivity without the laptop?
- A.** Docking station
 - B.** Port replicator
 - C.** KVM switch
 - D.** Docking port
- 89.** A warehouse manager at a factory is required to supervise productivity while walking and taking notes. She finds the laptop awkward to type on while walking but does not want to have to use two devices. What would you recommend she do?
- A.** Get a small tablet to synchronize with the laptop.
 - B.** Place accessible workstations throughout the factory.
 - C.** Get a laptop with a rotating or removable screen.
 - D.** Get a smaller laptop.
- 90.** After enabling your device for communication using the IEEE 802.15.1 standard, what is the next step?
- A.** Entering the PIN code
 - B.** Finding a device for pairing
 - C.** Enter the IMAP server and port.
 - D.** Opening the firewall for 802.15.1 traffic
- 91.** When attempting to pair with a Bluetooth device, what is the typical next step?
- A.** Enabling Bluetooth on both devices simultaneously
 - B.** Entering the Bluetooth password
 - C.** Entering the Bluetooth PIN code
 - D.** Exiting out of any running Bluetooth applications

92. Your client is frustrated that her Bluetooth earpiece that was working yesterday is no longer working? As she asks you for help, what is the likely source of the problem?
- A. Earpiece has paired to a different device.
 - B. Broken earpiece
 - C. Weak Wi-Fi signal
 - D. Bluetooth connectivity was lost.
93. Which mail protocol keeps all emails stored on a single device and can only be accessed from one device?
- A. IMAP
 - B. SMTP
 - C. POP3
 - D. S/MIME
94. Which mail protocol keeps all emails stored on the server, allowing messages to be synchronized between multiple devices?
- A. IMAP
 - B. SMTP
 - C. POP3
 - D. S/MIME
95. Which protocol is used for sending and receiving encrypted email?
- A. S/MIME
 - B. SMTP
 - C. SNMP
 - D. SignE
96. What service is built into Apple-developed devices and permits users and subscribers to store documents, media, and contact information off their devices?
- A. iStore
 - B. BackCloud
 - C. iCloud
 - D. CloudOnline
97. What is the hosted messaging version of Microsoft's Exchange mail server that saves customers off-site?
- A. Google Inbox
 - B. Exchange Online
 - C. iExchange
 - D. On-Prem Exchange

- 98.** What email configuration settings are commonly used when setting up email on a device?
- A.** Active Directory domain name
 - B.** Port and SSL settings
 - C.** DNS server
 - D.** Administrative contact
- 99.** What type of update is done to mobile devices over the air?
- A.** PRI and PRL
 - B.** IMEI
 - C.** Screen resolution
 - D.** IMSI
- 100.** Which number is hard-coded into the phone and identifies your physical phone hardware to the cellular tower?
- A.** PRI
 - B.** IMSI
 - C.** IMEI
 - D.** MAC
- 101.** Which unique mobile number identifies you as a user and is coded into the SIM card, allowing you to transition it from one phone to another?
- A.** PRI
 - B.** IMSI
 - C.** IMEI
 - D.** MAC
- 102.** A user is traveling to a country that employs content blocking technology on the cellular network. What would you suggest he uses to bypass the content blocking as well as keep his mobile browsing more private?
- A.** S/MIME
 - B.** PRL
 - C.** Baseband
 - D.** VPN
- 103.** What best practice can save someone from losing her data on her mobile device if the device is lost?
- A.** Synchronization
 - B.** VPN
 - C.** Encryption
 - D.** Updating

- 104.** A user wants a list of favorite websites to be readily available between multiple devices, including his mobile device. What is his best option?
- A.** Email weblinks to self.
 - B.** Send links to a URL shortening service.
 - C.** Synchronize bookmarks.
 - D.** Print web URLs to carry.
- 105.** When two parents wish to share appointment dates and times between devices, what is their best option?
- A.** Synchronizing calendars
 - B.** Sharing calendar passwords
 - C.** Texting calendar data to each other
 - D.** Emailing calendar invites to each other
- 106.** What technology lets you minimize how often a user must log in for multiple services?
- A.** SSO
 - B.** SMTP
 - C.** Synchronization
 - D.** Repudiation
- 107.** A user comments he needs to use his phone to find a person's cell number because the desktop mail application's address book has some phone numbers but is missing the person's phone number. What would you suggest that user do to make life easier?
- A.** Copy phone numbers on one central piece of paper.
 - B.** Verify all contact information as still current.
 - C.** Synchronize contact information between devices.
 - D.** Erase duplicate numbers, then manually copy missing information.
- 108.** Before starting to install a new application on an older system, what should be done?
- A.** Verify that the operating system is compatible.
 - B.** Confirm software requirements to install the application.
 - C.** Upgrade the memory on the system to the maximum amount.
 - D.** Expand the storage capacity on the system to the maximum.