“WE ARE ANONYMOUS, WE ARE LEGION, WE DO NOT FORGIVE, WE DO NOT FORGET. EXPECT US.”
1. Which two statements are true of a laptop CPU when compared to a desktop CPU?
   - The laptops are designed to produce less heat.
   - The laptops use smaller cooling devices.

2. In the power management settings, which two devices can be set to turn off to conserve battery power?
   - hard disk drive
   - display

3. What is the first step in the process of troubleshooting a laptop?
   - Identify the problem.

4. What is the final task for a technician after troubleshooting a laptop?
   - Document the problem and the solution.

5. What can a user do to reconnect a laptop to a functioning wireless network after a laptop has been moved and the connection has been lost?
   - Change the orientation of the laptop.

6. Why are SODIMMs well suited for laptops?
   - They have a small form factor.

7. An administrator tries to configure Power Options within Windows, but is unable to do so. What is the possible cause?
   - ACPI has not been enabled in the BIOS.

8. A technician is trying to remove a SODIMM module from a laptop. What is the correct way to do this?
   - Press outward on the clips that hold the sides of the SODIMM.

9. What should a technician do prior to replacing a keyboard on a laptop?
   - Remove all sources of power from the laptop.

10. Which two internal expansion slots in laptops are commonly used to install wireless adapter cards?
    - Mini-PCIe
    - PCI Express Micro

11. What is the next step in the troubleshooting process after a solution has been implemented on a laptop?
    - Verify the solution.

12. A technician notices that a laptop display appears stretched and pixelated. What is a probable cause of this?
    - The display properties are incorrectly set.
13. Which statement is true about laptops?
   Most of the internal components that are designed for laptops cannot be used for desktops.

14. What is a definition for CPU throttling?
   the ability to modify CPU clock speed as needed

15. What is the purpose of the eject button on a laptop docking station?
   to detach the laptop from the docking station

16. Which key sequence may be used to control whether the content of the screen will be presented on a built-in display or on an external display?
   Fn + <display>

17. What would be the most effective preventive maintenance routine for company laptops that are subject to high use?
   a proactive routine that is performed monthly and as needed

18. To clean laptops, which two products are recommended?
   cotton swabs
   mild cleaning solution

19. A technician has been asked to decide which laptop components should be cleaned on a monthly basis as part of a maintenance routine. What are two examples of components that should be included?
   exterior case
   keyboard

20. A technician has installed a wireless Ethernet card in a Windows 7 laptop. Where would the technician configure a new wireless connection?
   Control Panel > Networking and Sharing Center > Set up a new connection or network

21. Which component or components would be interchangeable between a laptop and a desktop PC?
   peripheral devices

22. A user needs to connect a Bluetooth device to a laptop. Which type of cable is needed to accomplish this?
   None. Bluetooth connections are wireless.