

Comptia PDI+ Beta Exam

1. In CMYK printing, the M stands for:

A. make.

B. magenta.

C. mask.

D. marginal.

Answer(s): B

2. When scanning a color document all of the following file types can be created EXCEPT:

A. .TIFF.

B. .EXE.

C. .PDF.

D. .JPG.

Answer(s): B

3. Which of the following is a function of the high voltage power supply (HVPS)?

A. Provides power to the corona assemblies.

B. Provides power to the discharge lamp.

C. Provides power to the fuser assembly.

D. Provides power to the main drive motor.

Answer(s): A

4. Which of the following copy defects would result from a single large black spot of contamination on a single mirror?

A. Overall dark copy quality

B. Black streaks on the copy

C. Overall light copy quality

D. Ghosting on the copy

Answer(s): B

5. Which of the following are methods for dealing with ESD? (Select THREE).

A. Periodically touching a metal doorknob

B. Wearing an anti-static wrist strap

C. Unplugging the power cord

D. Using an anti-static mat

E. Wearing rubber sole shoes

F. Working on a metal table

Answer(s): B,C,D

6. Which of the following IP addresses allows a MFD to operate outside the local network?

A. Subnet address

B. Gateway address

C. DNS address

D. LDAP address

Answer(s): B

7. A technician suspects there is intermittent noise on the power source outlet. Which of the following would be used to run a prolonged test?

A. AC Line Monitor

B. Multimeter

C. Polarity Tester

D. Volt Meter

Answer(s): A

8. Which of the following types of media would MOST likely lead to jamming and permanent damage to the fuser unit?

A. Recycled paper

B. Letterhead

C. Transparency

D. Envelopes

Answer(s): C

9. A customer recently reported that their print quality was poor. Upon arrival, it is discovered that the printer is set in a closet on a very high shelf. Which of the following is the technicians next step before servicing the device?

A. Reschedule the call for when a second technician can come and help lift the printer.

B. Ask the customer to help with moving the machine.

C. Ask the customer to select a more suitable location for the printer.

D. Get a small step stool in order to reach the device.

Answer(s): C

10. The latent image is created on the:

A. photoconductor.

B. developer unit.

C. transfer belt.

D. fuser unit.

Answer(s): A

11. A user reports that their device is printing slower than normal. Which of the following would MOST likely resolve the issue?

A. Replace the toner cartridges.

B. Install a different driver.

C. Verify the media type settings.

D. Adjust the color balance and registration.

Answer(s): C

12. During the purging stage of ink dispersion printing:

A. the heads and nozzles are cleaned.

B. excess ink is removed from the print image.

C. print file is removed from the queue.

D. media is ejected from the feed path.

Answer(s): A

13. Which of the following protocols does a scanner use to send outgoing emails?

A. TCP/IP

B. SMTP

C. SNMP

D. SMB

Answer(s): B

14. A technician is on the phone with technical support at a customer site. Technical supports advice is to order a fuser and a circuit board to fix the problem. Before hanging up with technical support, which of the following would be the BEST thing to do?

A. Confirm the part numbers to be ordered and clarify any recommendations made.

B. Ask for a second recommendation from another support member.

C. Verify the model and serial number again to ensure the right machine is being worked on.

D. Verify the clients address for when the technician returns with the parts.

Answer(s): A

15. If the paper is jamming in the fuser, which of the following actions should be performed? (Select TWO).

A. Check the hot roller for excess wear.

B. Check the photoconductor for contamination.

C. Check the registration roller for excess wear.

D. Check for foreign material in the fuser.

E. Check the feed unit rollers for excess wear.

Answer(s): A,D

16. A customers fax machine is taking a long time to send faxes or is failing with an error message.

A. Move the fax line to a different jack on the same line.

B. Move the RJ-11 connector from Line jack to the Tel jack on the device.

C. Subscribe to a higher DSL bit per second transmission speed.

D. Install a DSL filter on the fax line to the device.

Answer(s): D

17. Which of the following stages supplies a uniform charge to the photoconductor surface, during the laser print process?

A. Transfer

B. Charging

C. Preparation

D. Writing

Answer(s): B

18. In a three roller paper feed unit, which of the following roller is MOST likely equipped with a torque limiter?

A. Transport roller

B. Separator roller

C. Pick roller

D. Feed roller

Answer(s): B

19. Which of the following conditions would result from a contaminated charge roller?

A. Poor print quality

B. Developer unit failure

C. Media jams

D. Drive motor failure

Answer(s): A

20. The scan-to-email function utilizes which of the following types of servers to forward emails?

A. POP3

B. SMTP

C. LDAP

D. SMB

Answer(s): B
