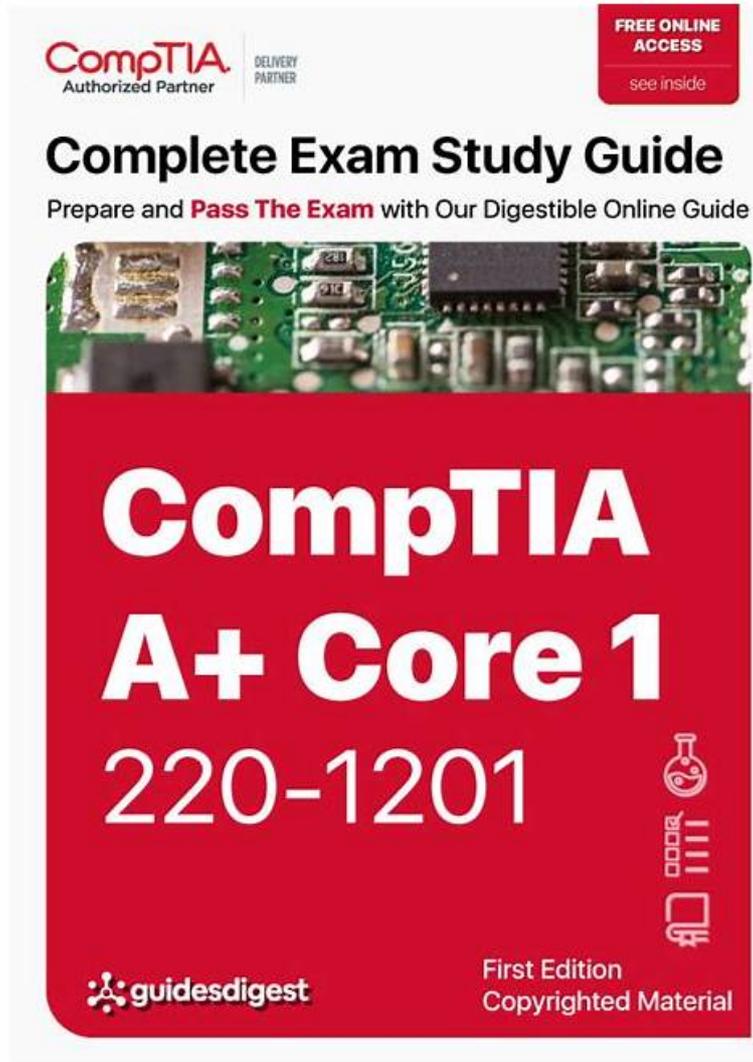


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## CompTIA A+ Core 1 Exam (2026) Sample Questions (Q67-Q72):

### NEW QUESTION # 67

A customer reports that internet browsing on their smartphone is fast at the beginning of the month but significantly slows down toward the end of the month. A technician examines the phone and finds multiple free cloud backup services running, with several gigabytes of personal data spread across each. Data availability is important to the customer. Which of the following is the best way to resolve the customer's issue?

- A. Configuring data synchronization only over Wi-Fi connections
- B. Expanding the cache storage to consolidate data
- C. Disabling all cloud backup services except one
- D. Installing an additional SD card for photos and videos

**Answer: A**

Explanation:

By restricting the cloud backups to run only when the device is on Wi-Fi, you prevent large data transfers from eating into the user's cellular allowance later in the month - keeping browsing performance consistent without disabling any backup service.

### NEW QUESTION # 68

A technician receives several complaints from the same office about VoIP calls sounding broken up, being difficult to hear, and having lagging audio. The technician arrives on-site and runs an internet speed test on several wired and wireless computers. Internet speed seems normal throughout the office. Which of the following should the technician do to fix the call issues?

- A. Configure PoE on the switch
- B. Enable QoS in the router
- C. Turn on MAC address filtering
- D. Change the encryption from WPA3 to WPA2

**Answer: B**

Explanation:

Quality of Service (QoS) prioritizes VoIP traffic on the network, reducing jitter, latency, and packet loss to improve call quality.

### NEW QUESTION # 69

A user reports that the print quality of their desk printer is poor. A technician replaces the ink cartridge, but this does not resolve the issue. Which of the following should the technician do next?

- A. Replace the pickup rollers
- B. Switch the paper type
- C. Change the ribbon
- D. Clean the printheads

**Answer: D**

Explanation:

If print quality remains poor after replacing the ink cartridge, the next step is to clean the printheads.

Printheads can become clogged with dried ink, especially in inkjet printers, causing streaks or faded output.

From the CompTIA A+ 220-1101 Official Study Guide, Objective 4.3 - Troubleshoot printing problems:

"Poor print quality after replacing cartridges is commonly caused by clogged or dirty printheads. Use the printer's cleaning cycle or manually clean the printheads as needed." Verified Source:

CompTIA A+ Core 1 (220-1101) Official Study Guide, Chapter 4: Printer Troubleshooting CompTIA Exam Objectives 220-1101, Domain 4.3

### NEW QUESTION # 70

An office manager reports that a printer is experiencing performance issues. Printouts are smudging when they are handled, and, recently, whenever the manager tries to print oversized documents, the paper jams before anything is printed on it.

#### INSTRUCTIONS

Using the available printer parts, replace only the faulty components on the office printer to resolve the stated issues.

If at any time you would like to bring back the initial state of the simulation, please click the Reset All button.

#### Answer:

Explanation:

Explanation:

### NEW QUESTION # 71

Users working with large files back up the files to external hard drives. One user's files take longer to back up than other users' files. The user has tried backing up the files to other users' drives with the same results.

Which of the following steps should the technician take first to correct this issue?

- A. Update the storage drivers on the user's system.
- **B. Defragment the user's external hard drive.**
- C. Instruct the user to compress the files.
- D. Replace the hard drive's USB cable.

#### Answer: B

Explanation:

If a hard drive is heavily fragmented, file read/write operations can take significantly longer, causing slow backup speeds.

Defragmenting the drive organizes the data for more efficient access.

Why Not A (Replace the hard drive's USB cable): A faulty cable would typically cause disconnections or errors, not just slower speeds.

Why Not C (Update the storage drivers): This might help if the issue is with system drivers, but the described symptoms point to a fragmentation issue.

Why Not D (Compress the files): Compression reduces file size but does not address the root cause of the slow backups.

CompTIA A+ Exam Reference: Core 2 (220-1102), Section 3.1, storage troubleshooting.

### NEW QUESTION # 72

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