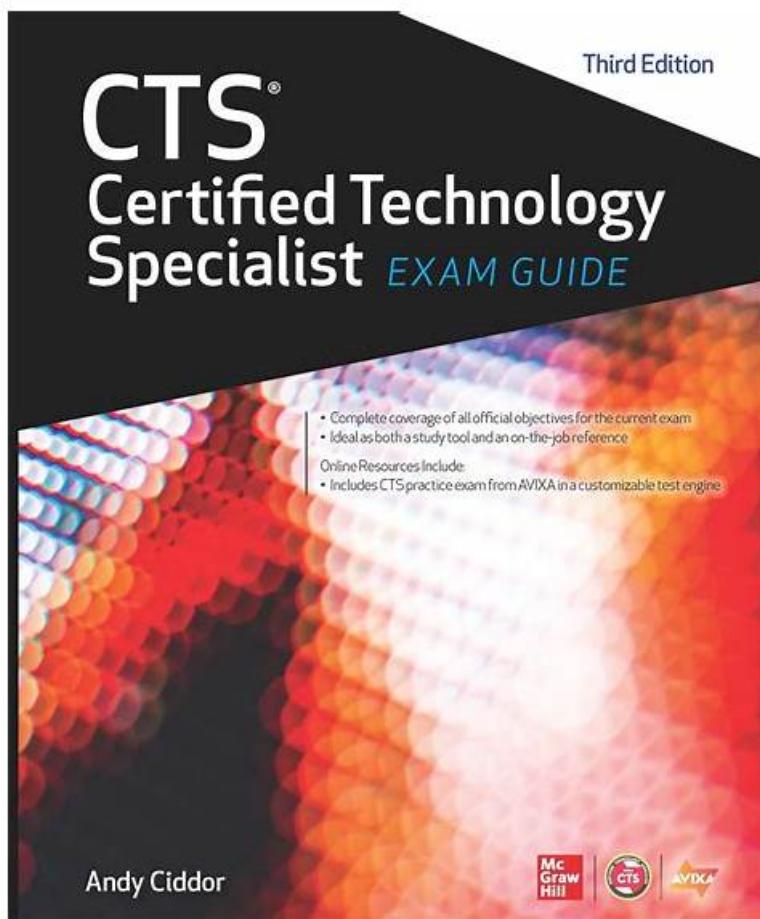


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AVIXA CTS - General Exam Syllabus Topics:

Topic	Weight
Duty A:Creating AV Solutions	47%
Task 1:Gather Customer Information	10%
Task 2:Conduct Initial Site Survey	9%
Task 3: Evaluate Site Environment (acoustics, lighting, seating, finishing, etc.)	9%
Task 4:Develop an AV Project Scope	9%
Task 5: Design AV Solutions	10%

AVIXA CTS Exam Certification Details:

Exam Code	CTS
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Passing Score	350 / 500
Exam Name	AVIXA Certified Technology Specialist (CTS)
Books / Training	Candidate Handbook
Non-Member Exam Price	\$475(USD)
Sample Questions	AVIXA CTS Sample Questions

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AVIXA Certified Technology Specialist Sample Questions (Q21-Q26):

NEW QUESTION # 21

As part of a service agreement offering, what PRIMARY role do preventive maintenance visits (PM/PMV) play?

- A. allows the AV provider to clean, service and assess equipment In the field on a regular basis
- B. allows the AV provider to check in with customer and serves as an opportunity to sell further solutions
- C. allows the AV provider access to client premises and scope future work
- D. allows the AV provider to sell a service that is often forgotten by the customer, and therefore generate greater profit

Answer: A

Explanation:

Preventive maintenance visits (PM/PMV) are primarily designed to ensure that equipment is functioning correctly and to prevent potential failures. This involves cleaning, servicing, and assessing the equipment regularly to maintain optimal performance and longevity. This is in line with industry standards for preventive maintenance, ensuring reliability and reducing downtime.

NEW QUESTION # 22

This screen has a 16:9 aspect ratio. How close should the nearest viewer be positioned?

- A. 3'3" (1 m)
- B. 4'8" (1.4 m)
- C. 6'7" (2 m)
- D. 5'11" (1.8 m)

Answer: B

Explanation:

The question relates to viewer distance based on image height, which is part of image size and viewing distance calculations under AVIXA design principles.

This screen is 65" diagonal with a 16:9 aspect ratio. The image height is given as 31.6" (80.2 cm).

According to the AVIXA CTS Exam Guide, the formula for minimum (nearest) viewing distance for a basic decision-making (BDM) environment is:

Minimum viewing distance = $1.5 \times \text{Image Height}$

- AVIXA CTS Exam Guide, 5th Edition - Chapter 7: Display Design, p. 155 So in this case:

* Image Height = 31.6 inches (80.2 cm)

* Nearest Viewing Distance = $1.5 \times 31.6 \text{ inches} = 47.4 \text{ inches} \# 4'8" (1.4 m)$ Thus, the correct and closest viewing distance to ensure readability and visual comfort is Option C: 4'8" (1.4 m).

Note: For analytical decision-making (ADM), a shorter distance might be used (up to 4× height), and for passive viewing (PV),

longer distances are acceptable. But this question implies nearest (minimum) viewer positioning, hence the 1.5x rule applies.

References:

* AVIXA CTS Exam Guide, 5th Edition - Chapter 7: Display Design, p. 150-160

* AVIXA Design Reference: Image Size for 2D Content in Audiovisual Systems (ANSI/AVIXA V202.01:2016)

NEW QUESTION # 23

When responding to a potential client who quotes online pricing of a display from a retail store as a benchmark for expected pricing, how can the technician BEST counter their point?

- A. Explain the added value of having a professional installer take ownership over the entire solution.
- B. Explain the difference between commissions for a retail store and commissions for the integrator.
- C. Offer to install the Owner Furnished display and have them purchase from the retail store.
- D. **Explain the value of commercial displays and how they differ from residential displays.**

Answer: D

Explanation:

Commercial displays are built for longer operational hours, higher durability, and usually have features like extended warranties and service agreements that are not typically available with consumer-grade displays.

Explaining these distinctions helps clients understand why professional AV solutions are priced differently than retail options.

CTS Technology Specialist Reference According to CTS materials, technicians should be prepared to explain the value and benefits of commercial-grade equipment to justify cost differences.

NEW QUESTION # 24

In order to estimate project task duration, one needs to understand the effort required to complete the expected scope and:

- A. User experience
- B. Required training
- C. Client budget
- D. **Resource availability**

Answer: D

Explanation:

When estimating how long a task will take, it's not enough to know what needs to be done (scope)-you must also factor in resource availability (e.g., technicians, equipment, or tools). If resources are limited, even simple tasks can take longer.

"Task duration depends on the work required and the availability of human and material resources."

- CTS Exam Guide, Project Scheduling and Time Estimation

NEW QUESTION # 25

On a construction project awarded through a competitive process, the electrical contractor says that the AV company is responsible for the installation of conduit. What project document(s) would determine responsibility?

- A. submittals
- B. estimate
- C. **bid (tender) documents**
- D. proposal cover letter

Answer: C

Explanation:

The responsibility for the installation of conduit in a construction project is typically outlined in the bid (tender) documents. These documents detail the scope of work, responsibilities, and specifications agreed upon during the competitive bidding process. They serve as a binding agreement between the parties and clearly delineate who is responsible for various aspects of the project, including the installation of conduit.

NEW QUESTION # 26

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