

## Help Desk Study Guide

- Account for Outgoing Mail
- Cheating a New Hardware Profile
- Command-Line Switches
- Computer Maintenance
- Computer Relations
- Connect to a Network Projector Wizard
- Control Panel Applets
- Controlling a PC Card in Windows XP
- Controlling Inbox Clutter
- Customer Communication
- Disadvantages of SLIP
- Describing Troubleshooting Computer Problems
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- E-mail Etiquette
- Goals of Incident Management
- Help Desk Services
- Hot Swapping vs. Hot Docking
- Indication Computer Tech did a Good Job
- Industry Standard Vocabulary
- Installing XP Methods of Installing XP
- Mobility Center
- Most Important Technician Trait
- Network Operating System
- Offline Files
- PPP Channels
- Printer Firmware
- Printer Troubleshooting
- Restricted Zone Security Level
- Restoring Files in Windows Vista
- SLIP
- Steps in Establishing a Direct Connection
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- System Icon in the Control Panel
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- Types of Network Cards for Different Topologies
- Types of Offline File Types
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- Windows Vista
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- WINNT Command
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- XP Installation Methods
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## Terminology

- Bench Technician
- Control Center
- Cyberfence
- Firewall
- GDI
- Hard-Disk Loading
- Help Desk
- Hot Docking
- Hot Swapping
- KSA
- Level One Specialist
- Linking
- Outsourcing
- PCL
- PC Support
- PC Service
- Phishing
- Postscript
- Sharing
- Spooling
- SQL
- Support Group Analyst
- Sync Center