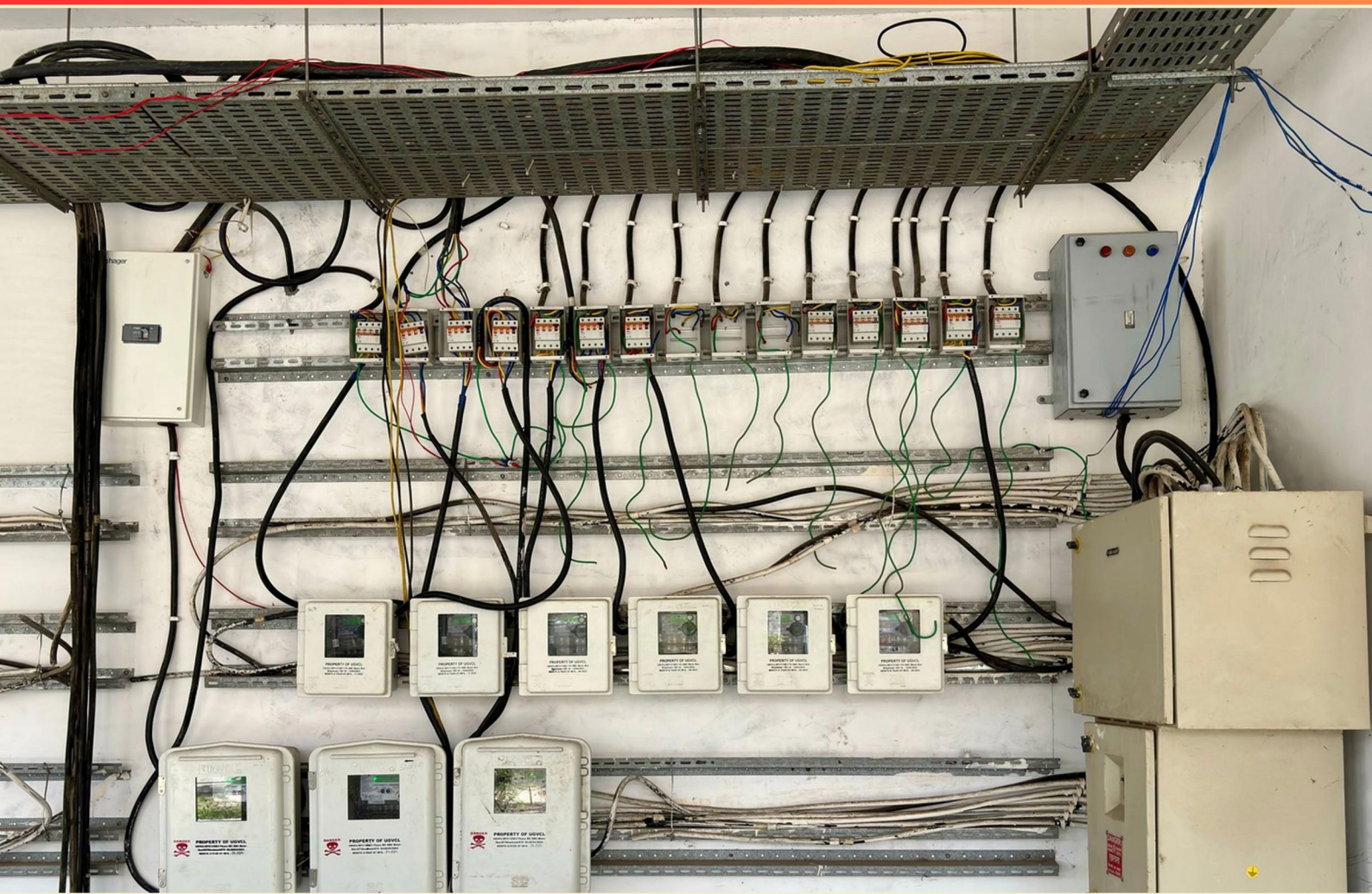


AVIXA CERTIFIED TECHNOLOGY SPECIALIST (CTS) PRACTICE EXAM (SAMPLE) STUDY GUIDE



SAMPLE STUDY GUIDE WITH LIMITED QUESTIONS

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THE FULL VERSION STUDY GUIDE

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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. If a control system's touch screen is locked or frozen, what should be done first?**
 - A. Remove and return it to the manufacturer.
 - B. Check all connectors and power saver mode.
 - C. Use a voltage meter to check for continuity.
 - D. Reroute all systems to the nearest functioning system.
- 2. The brightness controls on a display primarily adjust which level?**
 - A. Black Level
 - B. Chroma Level
 - C. Hue
 - D. White Level
- 3. How is "aspect ratio" defined in video?**
 - A. The proportion of sound to video quality
 - B. The width-to-height ratio of a video image
 - C. The frame rate of the video display
 - D. The contrast level of the video
- 4. A client requires a front projection system. What drawings should be requested to select the appropriate lens?**
 - A. Reflected ceiling plans and elevations
 - B. Building section and millwork details
 - C. Floor plans and wall details
 - D. Structural and electrical plans
- 5. What should be AVOIDED when communicating with a client?**
 - A. Using diagrams and drawings as a reference
 - B. Industry slang terms and jargon
 - C. Plain language
 - D. Demonstrating abstract concepts with examples

- 6. Which of the following is NOT an objective of training end users on an AV system?**
- A. Eliminate the need for a service contract
 - B. Reduce equipment damage due to improper use
 - C. Reduce the number of service calls due to preventable issues
 - D. Build up user confidence in the equipment
- 7. What are two primary types of projectors used in AV systems?**
- A. LCoS (Liquid Crystal on Silicon) and LED (Light Emitting Diode)
 - B. DLP (Digital Light Processing) and LCD (Liquid Crystal Display)
 - C. CER (Color Enhanced Rear) and iLCD (Intelligent LCD)
 - D. Digital Cinema and Home Theater
- 8. Which of the following is a common type of display technology?**
- A. LED (Light Emitting Diode)
 - B. LCD (Liquid Crystal Display)
 - C. OLED (Organic Light Emitting Diode)
 - D. PLASMA (Plasma Display Panel)
- 9. What is least likely to prevent a misunderstanding regarding an invoice after an emergency service call?**
- A. Service agreement on file was referenced when the service call was placed
 - B. Service agreement specified coverage details, including operator error conditions
 - C. Predetermined no need for service agreement due to expected failure rates
 - D. System operation training provided at completion and during maintenance
- 10. How does the needs analysis pyramid support project management success?**
- A. By ensuring cost efficiency
 - B. By clarifying user expectations
 - C. By outlining technical specifications
 - D. By providing legal compliance

Answers

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1. B
2. D
3. B
4. A
5. B
6. A
7. B
8. B
9. C
10. B

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Explanations

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1. If a control system's touch screen is locked or frozen, what should be done first?

- A. Remove and return it to the manufacturer.
- B. Check all connectors and power saver mode.**
- C. Use a voltage meter to check for continuity.
- D. Reroute all systems to the nearest functioning system.

When a control system's touch screen is locked or frozen, the first step should be to check all connectors and power saver mode. This is essential because a locked or unresponsive screen can often be attributed to a loss of communication or power supply issues. By inspecting the connectors, you can ensure that everything is securely attached and functional. Additionally, checking the power saver settings may reveal if the device is simply in a low-power state that requires user interaction or adjustment. Starting with these checks is the most logical approach as it addresses the potential causes that are easiest to resolve before considering more complicated solutions or sending the device for repair. If the touch screen is malfunctioning due to connectivity problems or power management, these simple troubleshooting steps can often restore functionality.

2. The brightness controls on a display primarily adjust which level?

- A. Black Level
- B. Chroma Level
- C. Hue
- D. White Level**

The brightness controls on a display primarily adjust the white level, which refers to the overall brightness of the display and how bright the white areas appear. When you increase the brightness, you are essentially raising the light output of the display, making the brightest parts of the image more luminous. This adjustment allows for better visibility in brightly lit environments and helps ensure that information displayed, particularly in the highlights, is clear and legible. Black level adjustments relate to the darkness of the darkest parts of an image, affecting contrast but not overall brightness. Chroma level refers to the saturation or intensity of colors, while hue adjusts the actual color itself rather than brightness. Therefore, when discussing brightness controls, the primary focus is on how they impact the display's response to white levels, making "White Level" the most accurate answer.

3. How is "aspect ratio" defined in video?

- A. The proportion of sound to video quality
- B. The width-to-height ratio of a video image**
- C. The frame rate of the video display
- D. The contrast level of the video

Aspect ratio is defined as the width-to-height ratio of a video image. This measurement describes the proportional relationship between the horizontal and vertical dimensions of the video frame. For example, a common aspect ratio for many television shows and films is 16:9, which means that for every 16 units of width, there are 9 units of height. Understanding aspect ratio is crucial for video production, distribution, and display, as it affects how the visual content is framed and presented to viewers, ensuring that the intended composition and visual storytelling are effectively communicated. Other options do not accurately describe aspect ratio; for instance, the proportion of sound to video quality focuses on audio characteristics and does not relate to visual dimensions. The frame rate pertains to how many frames are shown per second and is unrelated to the image's dimensions. Lastly, contrast level deals with the difference between the darkest and lightest parts of the image, which is a feature of video quality rather than its aspect ratio.

4. A client requires a front projection system. What drawings should be requested to select the appropriate lens?

- A. Reflected ceiling plans and elevations**
- B. Building section and millwork details
- C. Floor plans and wall details
- D. Structural and electrical plans

Requesting reflected ceiling plans and elevations is essential for selecting the appropriate lens for a front projection system because these drawings provide crucial information about the layout and dimensions of the space where the projection will take place. Reflected ceiling plans show the location of the projector relative to the screen and account for ceiling heights, potential obstructions, and the positioning of other fixtures that might impact projection quality. Elevations provide a vertical view of the space, offering insight into how the projector's throw distance and angle of projection will relate to the screen's location. This information is vital for determining the lens specifications, such as throw ratio, which influences how far the projector must be from the screen to achieve the desired image size and focus. In contrast, while building sections, millwork details, floor plans, wall details, and structural or electrical plans may provide valuable information about the environment, they do not specifically address the critical aspects of projector placement and screen location needed to choose the correct lens effectively.

5. What should be AVOIDED when communicating with a client?

- A. Using diagrams and drawings as a reference
- B. Industry slang terms and jargon**
- C. Plain language
- D. Demonstrating abstract concepts with examples

Using industry slang terms and jargon should be avoided when communicating with a client primarily because it can create barriers to understanding. Clients may not have the same level of familiarity with technical language or specific terminology used in the AV industry, which can lead to confusion or misinterpretation of key concepts. Clear and effective communication is crucial in client relationships, ensuring that both parties are on the same page and fostering a more productive dialogue. In contrast, using diagrams and drawings as a reference enhances understanding by providing a visual representation of ideas. Plain language is essential for clarity and accessibility, allowing a wider audience to grasp the information presented easily. Demonstrating abstract concepts with examples can also help clarify complex topics, making them more relatable and comprehensible for the client. These effective communication strategies contribute positively to client interactions, emphasizing the importance of clear language over technical jargon.

6. Which of the following is NOT an objective of training end users on an AV system?

- A. Eliminate the need for a service contract**
- B. Reduce equipment damage due to improper use
- C. Reduce the number of service calls due to preventable issues
- D. Build up user confidence in the equipment

Eliminating the need for a service contract is not an objective of training end users on an AV system because service contracts usually cover ongoing support, maintenance, and troubleshooting that cannot solely be replaced by user training. While training can empower users to operate the equipment more effectively and handle some issues independently, it doesn't remove the inherent risks or complexities associated with AV systems. Training aims primarily to enhance user understanding, proficiency, and confidence with the equipment, which can lead to reduced equipment damage and fewer service calls while still valuing the need for professional support through a service contract.

7. What are two primary types of projectors used in AV systems?

- A. LCoS (Liquid Crystal on Silicon) and LED (Light Emitting Diode)
- B. DLP (Digital Light Processing) and LCD (Liquid Crystal Display)**
- C. CER (Color Enhanced Rear) and iLCD (Intelligent LCD)
- D. Digital Cinema and Home Theater

The identification of DLP (Digital Light Processing) and LCD (Liquid Crystal Display) as the two primary types of projectors used in AV systems is accurate due to their widespread application and distinct technological frameworks in projection. DLP projectors offer benefits like high contrast and color accuracy, which make them suitable for a variety of environments, from corporate settings to large venues. This technology uses micro mirrors to reflect light, creating images with sharp clarity and vibrant colors. In contrast, LCD projectors utilize liquid crystal technology to modulate light and produce images. They are known for their ability to render bright, vivid colors and can perform well in settings with ambient light. LCD projectors are often more affordable and have a straightforward design, making them beneficial for educational or small-scale applications. Together, DLP and LCD represent the core projector technologies found in many AV installations, with each offering unique advantages that cater to different user needs and settings. This makes them the primary choices when discussing projectors in the AV industry.

8. Which of the following is a common type of display technology?

- A. LED (Light Emitting Diode)
- B. LCD (Liquid Crystal Display)**
- C. OLED (Organic Light Emitting Diode)
- D. PLASMA (Plasma Display Panel)

LCD (Liquid Crystal Display) is a prevalent type of display technology widely used in various applications, such as televisions, monitors, and mobile devices. It works by manipulating light through liquid crystals, which are sandwiched between layers of glass or plastic. When voltage is applied to the liquid crystals, they align in ways that either block or allow light to pass through, creating images. LCD displays are known for their slim profiles, energy efficiency, and ability to produce sharp images with vibrant colors. They have been a staple in the display market for many years, making them familiar to consumers and industries alike. Their versatility and cost-effectiveness contribute to their commonality in homes and offices. While LED, OLED, and Plasma technologies are also significant and have their own unique advantages, LCD remains one of the most widely employed display technologies, particularly in settings where budget and broad accessibility are considerations. Each of these other technologies has its specific applications but may not be as universally used as LCD.

9. What is least likely to prevent a misunderstanding regarding an invoice after an emergency service call?

- A. Service agreement on file was referenced when the service call was placed
- B. Service agreement specified coverage details, including operator error conditions
- C. Predetermined no need for service agreement due to expected failure rates**
- D. System operation training provided at completion and during maintenance

The option reflecting the least likelihood of preventing a misunderstanding regarding an invoice after an emergency service call is related to having predetermined that no service agreement is needed due to expected failure rates. This approach suggests a casual attitude towards the necessity of formal service agreements, thereby increasing the potential for misunderstandings. When service agreements are in place, they provide clear expectations about what is covered and under what conditions, which is essential for transparency in any service arrangement. When a service agreement is referenced during a service call, it helps ensure that all parties are aware of the terms of service and the related costs involved. Similarly, having a detailed service agreement that specifies coverage details—including aspects like operator error—serves to clarify responsibilities and avoid billing disputes. Training on system operation at the completion of installation and during maintenance further enhances understanding and communication, helping to ensure that users are aware of how to correctly operate the equipment and what constitutes proper usage. In contrast, not requiring a service agreement based on anticipated failure rates undermines clear communication and can lead to disagreements about service expectations and obligations.

10. How does the needs analysis pyramid support project management success?

- A. By ensuring cost efficiency
- B. By clarifying user expectations**
- C. By outlining technical specifications
- D. By providing legal compliance

The needs analysis pyramid is a valuable tool in project management as it helps clarify user expectations at different levels of a project's requirements. The pyramid typically represents various levels of needs, ranging from fundamental requirements to more advanced expectations. By establishing a clear understanding of what users truly need, project managers can make informed decisions that align with those expectations. This clarity helps to mitigate misunderstandings, ensures that the project delivers what users actually want, and fosters better communication among all stakeholders involved. When user expectations are accurately defined and communicated, it results in a more streamlined project development process, minimizes the risk of scope creep, and enhances overall project satisfaction upon completion. As a result, the project is more likely to meet its goals and objectives, leading to a successful outcome that aligns with both user needs and organizational priorities.

Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://avixacts.examzify.com>

We wish you the very best on your exam journey. You've got this!

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