chapter 1

# chapter Exam

This exam is provided as a checkpoint exam to see whether students have achieved some of the more important concepts.

1. Which desktop computer component holds memory, ports, and, optionally, expansion slots?  
   [ power supply | display | processor | motherboard ]
2. You are investigating why a Dell desktop computer reboots randomly after several hours of operation. Which search parameters would produce the best results?
3. Dell “reboot” OR “reload”
4. Dell computer
5. Dell intermittent (reboot OR reload)
6. Desktop computer reboot reload hours operation
7. Which is larger, a gigabyte or a megabyte? [ gigabyte | megabyte ]
8. Which components are output devices? (Select all that apply.)  
   [ display | keyboard | mouse | printer | speakers ]
9. Which computer component converts AC to DC and distributes DC to internal computer components? [ power supply | motherboard | processor | BIOS ]
10. Which scenario contains an example of active listening?
11. A technician is listening to a customer describe a display problem. The person is upset and in a panic because of an impending deadline. The technician interrupts the customer to calm the customer down. The technician then proceeds to ask the customer closed questions to guide the customer through the troubleshooting process.
12. A technician shows he is paying attention to the customer by documenting the facts given by the customer.
13. A technician stares at the customer intently to show the customer that he is listening to the customer.
14. A technician is listening to someone explain a printer problem. The technician follows the person to the printer so the person can show and explain what is happening with the printer.
15. What device allows two computers to share the same displays, keyboard, and mouse?  
    [ RAM | adapter | KVM switch | processor ]
16. Which components are end user storage devices? (Select all that apply.)

[ optical drive | display | BIOS | hard drive | motherboard ]

1. What is the most common (and most numerous) type of memory in a PC?

[ BIOS | CPU | Flash | RAM ]

1. List one way to *easily and quickly* identify the purpose of a particular adapter installed in a computer.
2. Which household supply would be appropriate when cleaning a keyboard?  
   a. Upright vacuum

b. Damp, lint-free cloth

1. Bleach
2. Glass cleaner
3. A technician has been told that a keyboard is not responding at all. What can the technician do quickly to determine whether that is true?
4. Press the Caps Lock key to see whether a light illuminates.
5. Replace the keyboard.
6. Move the cable to a different port.
7. Replace the port.
8. [ True or False ] You should remove jewelry before working in PCs and devices.
9. IT technicians are frequently required to lift up to \_\_\_ pounds in the normal course of a day’s work. [ 10 | 20 | 30 | 50 | 75 ]
10. What component controls the boot process and locates an operating system used to boot the system? [ RAM | BIOS | CPU | hard drive ]
11. Why should a technician be able to use a tool such as the Windows Snipping Tool?
12. To be able to remove sections of text
13. To be able to put things in the computer’s clipboard
14. To be able to erase lines in a PDF document
15. To be able to capture what is on the screen
16. List one operating system.
17. [ True or False ] If someone is typing in Notepad and the power goes off to the computer, the information is saved in RAM automatically and will be available once the computer is powered on again.
18. Adapters are installed into \_\_\_\_\_.   
    [ RAM slots | the power supply | expansion slots | the hard drive ]
19. You should use a/an \_\_\_\_\_ when installing an adapter into a PC.  
    [ antistatic wrist strap | power adapter | BIOS tool | screwdriver ]

# chapter Exam Answers

1. Motherboard
2. C
3. Gigabyte
4. Display, printer, speakers
5. Power supply
6. D
7. KVM switch
8. Optical drive and hard drive
9. RAM
10. Look at the port(s) on the adapter and/or trace the attached cable to a device.
11. B
12. A
13. True
14. 50
15. BIOS
16. D
17. Answers may vary, but examples include Windows, Linux, Red Hat, Chrome, and OS X.
18. False; RAM is volatile. (The contents are gone when power is removed from the computer.)
19. Expansion slots
20. Antistatic wrist strap (Not all adapters require the use of a screwdriver to install.)