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| *Indicate the answer choice that best completes the statement or answers the question.* |

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| 1. You are preparing to replace a faulty power supply unit in a desktop computer.    Which of the following is the first step you should take?   |  |  |  | | --- | --- | --- | |  | a. | Remove the CPU to prevent ESD damage. | |  | b. | Remove all jewelry that may come into contact with components. | |  | c. | Locate the toxic waste instructions for the PSU. | |  | d. | Ask a coworker to assist in the repair. | |

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| 2. When is it okay to touch the inside of a computer that is turned on?   |  |  |  | | --- | --- | --- | |  | a. | When disassembling the computer | |  | b. | When using a multimeter to measure voltage output | |  | c. | When reassembling the computer | |  | d. | When a qualified electronics expert or electrician is present | |

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| 3. Which of the following fire extinguisher classifications should be used on an electrical fire?   |  |  |  | | --- | --- | --- | |  | a. | Class A | |  | b. | Class B | |  | c. | Class C | |  | d. | Class D | |

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| 4. When handling a motherboard, cards, or drive, which statement is NOT accurate?   |  |  |  | | --- | --- | --- | |  | a. | You should not touch chips on the device. | |  | b. | You should not hold expansion cards by the edges. | |  | c. | You should not touch any soldered components on a card. | |  | d. | You should not touch edge connectors. | |

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| 5. What is the component called that usually has a dual-voltage selector switch and has cables that connect to the motherboard and internal components?   |  |  |  | | --- | --- | --- | |  | a. | PCIe | |  | b. | HDD | |  | c. | DIMM | |  | d. | PSU | |

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| 6. You are troubleshooting a laptop with multiple sticking keys that result in misspelled words while the user types. Other than several sticking keys, the laptop appears to be functioning properly. You have cleaned the keyboard with compressed air, but the problem persists. After removing one of the key tops, it becomes apparent that a liquid was spilled into the keyboard.    Which of the following is the next step in resolving the issue of sticking keys?   |  |  |  | | --- | --- | --- | |  | a. | Replace the keyboard with a compatible keyboard. | |  | b. | Disconnect and reseat the keyboard ribbon cable. | |  | c. | Clean the keyboard keys with a contact cleaner. | |  | d. | Replace the laptop system board and reseat all connections. | |

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| 7. What is the very first step that should be taken when performing work with a computer?   |  |  |  | | --- | --- | --- | |  | a. | You should back up any important data. | |  | b. | You should ground yourself. | |  | c. | You should remove the power supply. | |  | d. | You should power down the system and unplug it. | |

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| 8. Which statement is NOT a good practice when working inside a computer case?   |  |  |  | | --- | --- | --- | |  | a. | Don’t touch the inside of a computer that is turned on. | |  | b. | Don’t touch a microchip with a magnetized screwdriver. | |  | c. | Remove loose jewelry. | |  | d. | Be sure to hold expansion cards by the edge connectors. | |

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| 9. Which component may be considered a field replaceable unit or FRU?   |  |  |  | | --- | --- | --- | |  | a. | LCD screen | |  | b. | Power supply | |  | c. | Hard drive | |  | d. | Motherboard | |  | e. | All of these | |

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| 10. Which of the following will best help in reducing static electricity and increase equipment reliability?   |  |  |  | | --- | --- | --- | |  | a. | High humidity and low temperature | |  | b. | Humidity and temperature at levels comfortable for humans | |  | c. | Low humidity and high temperature | |  | d. | Low humidity and low temperature | |

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| 11. What is the best method for disposal for empty inkjet printer cartridges and empty toner cartridges?   |  |  |  | | --- | --- | --- | |  | a. | Place cartridges in plastic trash bags and dispose with company trash service. | |  | b. | Flush each empty cartridge with water, wrap in plastic, and place in trash. | |  | c. | Flush each cartridge with water and recycle with office recycling service. | |  | d. | Check with local environmental officials in your area for proper disposal of these items. | |

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| 12. Which of the following is a static control device used to dissipate the static charge on the workbench?   |  |  |  | | --- | --- | --- | |  | a. | UPS | |  | b. | ESD strap | |  | c. | ESD mat | |  | d. | Surge suppressor | |

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| 13. Which statement is NOT true regarding motherboards?   |  |  |  | | --- | --- | --- | |  | a. | Has a CPU socket | |  | b. | Has slots for DIMMs | |  | c. | Has a heat sink on the PCIe slots | |  | d. | Also called a system board | |

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| 14. How many pins are in the power supply connector that is typically used on most motherboards today?   |  |  |  | | --- | --- | --- | |  | a. | 20-pin | |  | b. | 24-pin | |  | c. | 8-pin | |  | d. | 15-pin | |

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| 15. What is the second step in opening the case of a working computer?   |  |  |  | | --- | --- | --- | |  | a. | Press and hold down the power button for a moment | |  | b. | Back up important data | |  | c. | Power down the system and unplug it | |  | d. | Open the case cover | |

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| 16. What acronym is another name for static electricity, which can damage chips and destroy motherboards?   |  |  |  | | --- | --- | --- | |  | a. | LCD | |  | b. | ESD | |  | c. | EMI | |  | d. | CRT | |

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| 17. A user called to inform you that the laptop she purchased yesterday is malfunctioning and will not connect to her wireless network. You personally checked to verify that the wireless worked properly before the user left your office. The user states she rebooted the computer several times but the problem still persists.    Which of the following is the first step you should take to assist the user in resolving this issue?   |  |  |  | | --- | --- | --- | |  | a. | Inform the user she will need to return the laptop so you can replace the internal Wi-Fi card and verify wireless functionality. | |  | b. | Have the user press the appropriate function key combination to enable the wireless radio and then attempt to connect to the wireless network. | |  | c. | Instruct the user on how to reseat the internal mini-PCIe wireless adapter and try to connect to the wireless network. | |  | d. | Ask the user to turn on the laptop’s airplane mode and attempt to reconnect to the wireless network. | |

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| 18. How many pins are used in a serial port?   |  |  |  | | --- | --- | --- | |  | a. | 15 | |  | b. | 9 | |  | c. | 6 | |  | d. | 25 | |

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| 19. What connector has 4 pins, is used for older IDE drives and some SATA drives, and can provide +5 V and +12 V power outputs?   |  |  |  | | --- | --- | --- | |  | a. | Molex connector | |  | b. | SATA connector | |  | c. | PCIe connector | |  | d. | P1 connector | |

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| 20. A company is experiencing electrical surges from the utility company that are significantly higher than the normal rated voltage level.    Which of the following devices will best mitigate the power surge at each of the workstations?   |  |  |  | | --- | --- | --- | |  | a. | ESD mat | |  | b. | Power strip | |  | c. | Extension cords | |  | d. | Surge suppressor | |