Which of the following help keep any gaps from appearing between the bezel and LCD panel on some laptops?



Glue



Screws



Clips



Double Sided Tape

Which type of ESD damage can decrease the long term lifespan of a computer component?



Immediate



Latent

How should you align the processor to the socket during an installation?



Align the marking on the corner of the processor with the marking on the socket.



Align the marking on the corner of the processor with the marking on the processor door.



Align the notches on the processor with the tabs in the socket.

If a system has an internal battery, but no process to disable it, what should be done before servicing the system?



Nothing. Service the system as-is



Perform a power cycle



Insert a paper clip into the reset hole



Disconnect the internal battery from the system board

Which processors will require less than a pea sized dab of thermal compound?



Small form factor desktop



Notebook



Workstation desktop

1)

A PC technician's tool kit should include which of the following USB Type-C items? (Select all that apply)

USB-C Phone chargerUSB-C Flash driveUSB-C Video CardUSB-C to USB-A Adapter

2)

Which form factor is most likely to have a 3.5 inch hard disk or hybrid disk drive?



Laptop



Desktop

3)

Which form factor is more likely to have a socketed processor that can be removed?



Desktop



Notebook



Tablet

4)

Which tool can help you to determine a problem is in the power supply?



Anti-static wrist strap



Anti-static mat



Power supply tester



Coin cell battery

5)

Which of the following scenarios would be optimal for working on a computer?



Sitting in a chair with the computer on a table, wearing short sleeves with no jewelry or accessories on.



Standing on a flat surface with the computer on a table, wearing short sleeves with no jewelry or accessories on.

6)

When removing the processor, you want to avoid touching...



The edges of the processor



The bottom of the processor



7)

Which of the following cables are secured to the inside of the top cover of a laptop with an adhesive backing?



TouchPad cable



ThinkPad logo LED



DC-In cable



Hard Drive cable

8)

Which of the following storage drives uses NAND memory instead of spinning magnetic platters?



Hard disk drive



Solid State drive



Hybrid Disk Drive



Optical Disk Drive

9)

Which of the following tools would you use to pry open the bottom cover of a notebook?



Flat head screwdriver



Phillips screwdriver



Metal pry tool



Spudger

10)

Of the following systems, which have cables that are at risk of being damaged, if they are installed incorrectly? (Select all that apply)

TabletDesktopLaptopAll-in-one

11)

Which of these tools would be recommended for use in servicing Lenovo systems? (Select all that apply)

SpudgerMetal pry toolTweezers with ESD coatingScrew driver

12)

Clothing is insulated and maintains its own static charge separate from the wearer.



TRUE



FALSE

13)

In small form factor desktops, what other component is most likely to block your access to the memory module clips?



PCI or PCI express card



Power supply



Optical drive



Heat sink fan assembly

14)

The alligator clip should be connected to:



Anti-static mat



Bare Metal on the inside of the chassis



Your Clothing

15)

Which of the following statements are true about replacing the thermal compound on a laptop?



Place a line of compound on the processor.



Draw a big X on the processor.



Spread the thermal compound until the entire surface is covered.



Place multiple dots all over the top of the processor.

16)

In which form factor are you most likely to find DIMMs?



Workstations



Notebooks



Tiny Desktops



All-in-One Desktops

17)

Under which menu can you find the Power sub-menu while navigating through the system BIOS?



Security



Configuration



Boot



Advanced

18)

How is the ESD field kit used to ground a service technician? (select all that apply)

Wrist strap to the system chassisAnti-static mat to the system chassisWrist strap to the anti-static matAlligator clip to the component being replaced

19)

Which of the following systems may have an LCD panel that includes multiple parts combined into a single component? (Select all that apply)

TabletNon-touch screen laptopTouch screen laptopTouch screen All-in-One

20)

In which systems are you most likely to see an M.2 Solid State Drive in place of a 2.5 inch or 3.5 inch storage drive?



Desktops and Workstations



Ultrabooks and Convertibles

21)

Which of the following cable management solutions can be found in desktop systems? (Select all that apply)

Snap clipsTwist clipsZip tiesTape

22)

What is the most common type of storage drive?

* Hard disk drive
* Solid State drive
* Hybrid Disk Drive
* M.2 Solid State Drive

**Score: 1.49**

**Single choice**

23)

Which of the following help keep any gaps from appearing between the bezel and LCD panel on some laptops?

* Glue
* Screws
* Clips
* Double Sided Tape

**Score: 1.49**

**Single choice**

24)

When removing a heat sink in a desktop tower system, which of the following tools will likely be the most helpful?

* Small Phillips screwdriver
* Large Phillips screwdriver
* Spudger
* Security Torx driver

**Score: 0**

**Single choice**

25)

What is the purpose of the notch in the memory module and the tab in the memory slot on the system board?

* Ensure the module is installed properly

Comments: That is correct.

* Lock the memory module into place

**Score: 1.49**

**Single choice**

26)

Immediate damage is more important than latent damage.

* TRUE
* False

**Score: 0**

**Single choice**

27)

In a tower system, which of the following should be done before removing the system board?

* Remove the power supply
* Install components
* Disconnect cables
* Change the serial number information with the Maintenance Disk Utility

**Score: 0**

**Single choice**

28)

When replacing a memory module you should never touch...

* The memory module edges
* The memory module contacts
* The slot on the system board

**Score: 0**

**Single choice**

29)

Which type of ESD damage can decrease the long term lifespan of a computer component?

* Immediate
* Latent

**Score: 1.49**

**Single choice**

30)

Which of the following systems may have a tool-less removal system for the system board?

* Laptop
* All-in-One Desktop
* Small Form Factor Desktop
* Workstation Tower

**Score: 1.49**

**Single choice**

31)

It is okay to leave peripherals and other cables connected to the computer you are operating on.

* TRUE
* FALSE

**Score: 1.49**

**Single choice**

32)

How should you align the processor to the socket during an installation?

* Align the marking on the corner of the processor with the marking on the socket.
* Align the marking on the corner of the processor with the marking on the processor door.
* Align the notches on the processor with the tabs in the socket.

**Score: 0**

**Single choice**

33)

Which of the following would you need a USB key for?

* Bootable diagnostics
* Changing a coin cell battery
* Back up a user's data
* Installing a hard drive

**Score: 1.49**

**Single choice**

34)

What can you do to ensure that you do not forget how the cables are installed before you service a system?

* Use a wiring diagram
* Refer to the HMM
* Draw a map
* Take a photograph

**Score: 0**

**Single choice**

35)

What is electrostatic discharge?

* The sudden flow of static charge from an object with a higher charge to an object with a lower charge.

Comments: That is correct.

**Single choice**

36)

You need to replace the system board in a notebook. Which of the following should be ordered along with the new system board to ensure that the threads of the screws will lock, once installed?

* Screw kit
* Spudger
* Super glue
* Torx driver

**Score: 0**

**Single choice**

37)

Which processors will require less than a pea sized dab of thermal compound?

* Small form factor desktop
* Notebook
* Workstation desktop

**Score: 1.49**

**Multiple Choice**

38)

If you don't have a field kit handy, constantly touching which components in the chassis will give you zero potential for ESD? (select all that apply)

* Plastic
* Bare Metal on the inside of the chassis
* CMOS battery
* Power Supply Case

**Score: 0**

**Multiple Choice**

39)

Why would a technician need to carry some extra batteries in their tool kit? (Select all that apply)

* For the flashlight
* For the power supply
* For the anti-static vacuum
* For the anti-static mat and wrist strap

40)

In order to disable the internal battery on a system, you must boot the system into which of the following?

* Diagnostics Mode

Comments:

* BIOS setup
* Maintenance Utility
* Lenovo Solution Center

**Score: 0**

**Single choice**

41)

The metal on the inside of the wrist strap should be making contact with your skin at all times.

* TRUE
* FALSE

**Score: 1.49**

**Single choice**

42)

In notebooks which other component might share a heat sink with the processor?

* Graphics processor
* Chipset
* Wireless card

**Score: 1.49**

**Single choice**

43)

When removing a heat sink with a numbered pattern embossed on it you should...

* Remove the screws in a cross pattern
* Remove the screws in ascending numbered order
* Remove the screws in descending numbered order

**Score: 0**

**Single choice**

44)

Which of the following laptop cables are usually routed through a hinge assembly and into the base of the system?

* System fan cable
* ThinkPad logo LED cable
* WLAN Antenna Cables
* DC-in cable

**Score: 0**

**Single choice**

45)

What method is recommended for applying thermal compound in desktop form factors?

* Place a pea sized dab in the middle of the processor
* Draw an "x" in the middle of the processor
* Place three dabs the size of a grain of rice

**Score: 1.49**

**Single choice**

46)

How do you enter BIOS Setup?

* Insert a paperclip into the reset hole
* Remove the external battery and press the power button for 15 seconds
* Continually tap F1 during system boot
* Disconnect the AC power adapter and power the system on

**Score: 1.49**

**Single choice**

47)

Which of the following is the correct thermal paste to use on Lenovo systems?

* Shin-Etsu Microsi X23-7783D
* Arctic Silver AS5-3.5G
* Arctic MX-4
* Thermal Grizzly Kryonaut

**Score: 1.49**

**Single choice**

48)

A customer needs a processor replaced, the old heat sink is still in good working condition and you only have a replacement processor. How should you go about installing the new processor with the old heat sink?

* Uninstall the old processor and heat sink. Then clean the heat sink, install the processor, apply thermal compound and install the old heat sink.
* Uninstall the old processor and heat sink. Then install the processor and install the old heat sink.
* Uninstall the old processor and heat sink. Then install the processor, apply thermal compound and install the old heat sink.

**Score: 1.49**

**Single choice**

49)

In desktop systems, a tool-less 3.5 inch hard disk bracket will likely have these in place of screws.

* Rails
* Metal pins
* Rubber grommets

**Score: 1.49**

**Multiple Choice**

50)

Which of the following systems have LCD panels that can be removed and replaced? (Select all that apply)

* Laptop
* All-in-One
* Tower
* Tablet

**Score: 0**

**Single choice**

51)

Components should be removed from the static protective bag long before placing them into the computer.

* TRUE
* FALSE

**Score: 0**

**Single choice**

52)

Which of the following must be used to update the serial number and machine type model number after the system board has been replaced?

* Maintenance Utility or BIOS Update Utility
* HMM
* BIOS
* Permanent Marker

**Score: 0**

**Single choice**

53)

Which of the following statements are true about removing the thermal assembly on a laptop?

* You should lift the thermal assembly by the fans and not the heatsinks.
* You should lift the thermal assembly by the heatsinks and not the fans.
* You should lift the thermal assembly by the cables.
* You should use a screwdriver to pry up the heat sinks.

**Score: 0**

**Single choice**

54)

What is the main purpose of the anti-static mat?

* Surface to place components on
* Protective layer to prevent scratching the chassis
* Portable anti-static workspace

**Score: 0**

**Single choice**

55)

If a system has an internal battery, but no process to disable it, what should be done before servicing the system?

* Nothing. Service the system as-is

Comments:

* Perform a power cycle
* Insert a paper clip into the reset hole
* Disconnect the internal battery from the system board

**Score: 0**

**Single choice**

56)

Which desktop systems have components stacked tightly together in a very small package, making it likely to be necessary to remove all other components before accessing the system board?

* Tower
* Small Form Factor
* Tiny
* Laptop

**Score: 0**

**Single choice**

57)

Which of the following storage devices plugs directly into a connector on the system board?

* Hard disk drive
* Solid State drive
* Hybrid Disk Drive
* M.2 Solid State Drive

**Score: 0**

**Single choice**

58)

If a computer with an internal battery stops responding or cannot be powered off by pressing the power button, which of the following might help?

* Insert a paperclip into the reset hole
* Disable the internal battery

Comments:

* Perform a power cycle
* Remove the external battery

**Score: 0**

**Single choice**

59)

Which form factor could possibly have a socketed, replaceable processor, but is unlikely to?

* Desktop
* Notebook
* Tablet

**Score: 1.49**

**Single choice**

60)

What must be removed from the new LCD panel before reassembling the system?

* Retaining screws
* Protective cover
* Hinges
* LCD bezel

**Score: 1.49**

**Single choice**

61)

Which of the following shows the list of components that must be removed before servicing the LCD panel?

* Support website
* Sales receipt
* User guide
* Hardware Maintenance Manual (HMM)

**Score: 1.49**

**Single choice**

62)

Which method is suggested for the removal of thermal compound?

* Isopropyl alcohol wipes or a cotton swab dipped in isopropyl alcohol
* Warm water and a microfiber cloth
* Damp paper towel
* Window cleaner and sponge

**Score: 1.49**

**Single choice**

63)

What is one of the first things a technician should do before servicing the system board in any Lenovo product?

* Download and review the User Guide
* Visit the support site
* Download and review the Hardware Maintenannce Manual (HMM)
* Begin removing components right away

**Score: 1.49**

**Single choice**

64)

Why is it important to tighten heat sink screws in a cross pattern?

* To avoid damaging the system board
* To assure that the thermal compound spreads evenly
* To apply even pressure between the processor and the socket

**Score: 0**

**Single choice**

65)

What are the two major different types of memory modules that will be found across Lenovo systems?

* DIMMs and SO-DIMMs
* DIMMs and MicroDIMMs
* SIMMs and SO-DIMMs
* SIMMs and TransFlash

**Score: 0**

**Single choice**

66)

You are servicing a desktop tower system. When you remove the cover, you find some dust inside. Which of the following tools should you use to clean it?

* Dry rag
* Anti-static vacuum
* Brush
* Damp paper towel

**Score: 1.49**

**Single choice**

67)

Which of the following tools will likely be used the most out of your PC tool kit?

* Thermal paste
* Screwdriver
* Tweezers
* Power supply tester

**Score: 0**