# IT Essentials (ITE v6.0) Chapter 2 Exam Answers 100% 2016

1. **A new technician has joined the IT team and is about to service a heavy printer. What advice would you give this technician to avoid any injury when transporting the heavy printer to the service area?**

   o Bend your knees to use the strength in your legs to lift the printer.

   o Avoid bending your knees when lifting the printer.

   o Bend your back to pick the printer up.

   o Use your arms and back to lift the printer.

2. **How does an inline UPS protect computer equipment against electrical power brownouts and blackouts?**

   o by grounding excess electrical voltage

   o by using a battery to supply a constant level of voltage

   o by switching from main power to a standby power source

   o by stopping the flow of voltage to the computer

3. **Which circumstance increases the likelihood of ESD damage to a computer?**

   o working in low levels of humidity

   o using a magnetic screwdriver while working on a hard drive

   o plugging a printer into an UPS

   o self grounding against the computer case

4. **Which condition refers to a reduced voltage level of AC power that lasts for an extended period of time?**

   o Brownout

   o Sag

o　Spike

o　Surge

5.  **What are two significant sources of EMI? (Choose two.)**

o　infrared mice

o　RAM modules

o　electrical storms

o　LCD monitors

o　power lines

6.  **A technician is unpacking a new PCIe video adapter from an antistatic bag to install the card in a desktop computer. Which two measures should the technician use to protect the card and other computer components? (Choose two.)**

o　Use a grounded mat on the workbench.

o　Use a correctly connected antistatic wrist strap.

o　Shield the card and computer from sources of EMI.

o　Ensure that the workplace has a low humidity environment.

o　Connect the computer to a UPS while installing the card.

7.  **How should a technician dispose of an empty inkjet printer cartridge?**

o　Refill it.

o　Throw it away.

o　Follow local regulations for disposal.

o　Give it back to the customer.

8.  **What makes CRT monitor disposal dangerous for a technician who is handling the disposal?**

- o  potential breathing hazards

- o  potential explosive materials

- o  <span style="color:red">potential residual high voltage</span>

- o  potential health-damaging chemicals

9. **A technician is troubleshooting connectivity issues to a PC and needs to verify which cable is plugged into the correct port of the patch panel. What tool should the technician use?**

- o  Multimeter

- o  <span style="color:red">toner probe</span>

- o  punch down

- o  crimper

10. **Which tool is designed to loosen or tighten crosshead screws?**

- o  <span style="color:red">phillips screwdriver</span>

- o  hex driver

- o  flat head screwdriver

- o  torx driver

11. **What tool would a technician use to remove a slotted screw?**

- o  <span style="color:red">flat head screwdriver</span>

- o  hex driver

- o  needle-nosed pliers

- o  Phillips head screwdriver

- o  Torx screwdriver

12. **Which tool in Windows OS gives a technician access to initialize disks and create partitions?**

o   Optimize Drives

o   Disk Cleanup

o   <span style="color:red">Disk Management</span>

o   Format

o   Scandisk

13. **Which Windows OS tool scans the critical files of the operating system and replaces any files that have been corrupted?**

o   Chkdsk

o   Defrag

o   Disk Cleanup

o   Disk Management

o   Scan System

o   <span style="color:red">System File Checker</span>

14. **Which tool should be used if a user needs to optimize space on a hard drive?**

o   <span style="color:red">Optimize Drives</span>

o   Disk Management

o   Fdisk

o   Format

15. **Why is documentation of all services and repairs an important organizational tool for a technician?**
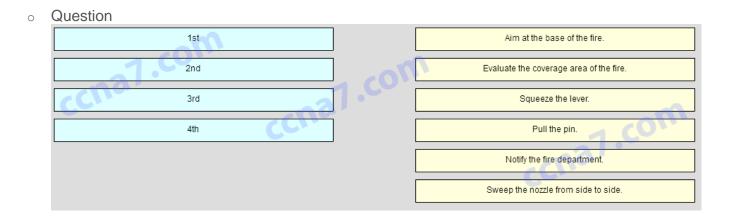
o   It increases the cost of services and repairs.

o   It allows the public sharing of information on the Internet.

o    It reduces the technical skills required of new technicians.

o    It provides reference material for similar problems when they are encountered in the future.

16. **Which tool could potentially cause data loss on hard disk or floppy drives?**

o    a magnetic screwdriver

o    compressed air

o    a lead pencil

o    a computer vacuum cleaner

17. **Why should an antistatic wrist strap be worn when working on electronic equipment?**

o    to prevent interference from clothing and loose jewelry
o    to equalize the electrical charge between a person and the equipment
o    to prevent clothing made of silk, polyester, or wool from generating a static charge
o    to draw static electricity away from a component and transfer it safely from equipment to a grounding point

18. **Which precaution should be taken when working inside computer systems?**

o    Avoid using magnetized tools.
o    Leave the power cord attached to an outlet for grounding.
o    Wear ESD protection to repair monitors in humid environments.
o    Avoid using ESD wrist straps and ESD mats simultaneously.

19. **Which cleaning solution is recommended to clean the contacts of computer components?**

o    rubbing alcohol
o    isopropyl alcohol
o    glass cleaner with ammonia
o    water that is mixed with a small amount of dishwashing liquid

20. **Why should a pencil never be used as a tool when working inside a computer?**

o    Pencil lead is corrosive.
o    Pencil lead is conductive.
o    A pencil can hold a static charge.

o The lead in a pencil can induce current.

21. **A technician suspects that a power supply is faulty. How can it be checked?**

o by checking the temperature of the power supply
o <span style="color:red">by using a multimeter</span>
o by taking apart the power supply
o by powering up the PC after disconnecting each connector in turn

22. **Match the steps of fire extinguisher operation to the order in which they should be completed. (Not all options are used.)**

o Question

| 1st | | Aim at the base of the fire. |
|---|---|---|
| 2nd | | Evaluate the coverage area of the fire. |
| 3rd | | Squeeze the lever. |
| 4th | | Pull the pin. |
| | | Notify the fire department. |
| | | Sweep the nozzle from side to side. |

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o Answer

| 2nd |
|---|
| Evaluate the coverage area of the fire. |
| 3rd |
| 1st |
| Notify the fire department. |
| 4th |

*ITE Chapter 2 Exam v6 Answer 001*