

## IT Essentials (ITE v6.0) Chapter 9 Exam Answers 100% 2016

1. Which two statements are true of a laptop CPU when compared to a desktop CPU? (Choose two.)
  - Laptop CPUs operate at higher clock speeds.
  - Laptop CPUs use smaller cooling devices.
  - Laptop CPUs consume more power.
  - Laptop CPUs are interchangeable with desktop CPUs.
  - Laptop CPUs are designed to produce less heat.
2. Which laptop component makes use of throttling to reduce power consumption and heat?
  - CPU
  - motherboard
  - optical drive
  - hard drive
3. Why are SODIMMs well suited for laptops?
  - They have a small form factor.
  - They connect to external ports.
  - They do not produce heat.
  - They are interchangeable with desktops.
4. What is a characteristic of laptop motherboards?
  - Laptop motherboards use the same form factors as desktop motherboards.
  - Laptop motherboards are proprietary.
  - Laptop motherboards use standard form factors.
  - Laptop motherboard components are compatible with desktop motherboards.
5. Which laptop component converts DC power to AC power?
  - fluorescent tube
  - inverter
  - power supply
  - backlight
6. Where is a Wi-Fi antenna commonly located on a laptop?

- on an external USB adapter
  - **above the laptop screen**
  - next to the keyboard
  - on the side of the laptop
7. Which two methods can be used to configure laptop ACPI power options? (Choose two.)
- **BIOS settings**
  - **Windows Power Options utility**
  - Windows UAC settings
  - Windows AERO theme settings
  - power dial
8. A user needs to connect a Bluetooth device to a laptop. Which type of cable is needed to accomplish this?
- **None. Bluetooth connections are wireless.**
  - VGA cable
  - USB cable
  - EIA/TIA 232 cable
  - parallel cable
9. A technician has installed a wireless Ethernet card in a Windows 7 laptop. Where would the technician configure a new wireless connection?
- **Control Panel > Networking and Sharing Center > Set up a new connection or network**
  - Control Panel > Administrative Tools > Services
  - Control Panel > Internet Options
  - Control Panel > System > Device Manager
10. Which technology provides laptops the ability to function on a cellular network?
- **mobile hotspot**
  - Bluetooth
  - infrared
  - 802.11 Wi-Fi
11. A technician is trying to remove a SODIMM module from a laptop. What is the correct way to do this?
- **Press outward on the clips that hold the sides of the SODIMM.**
  - Pull outward by holding the center of the SODIMM module.
  - Apply downward force on the SODIMM module.

- Desolder the SODIMM module.
12. When replacing or adding memory to a laptop, where can a technician find the maximum amount of RAM each memory slot can support?
- BIOS
  - System Properties window
  - POST screen
  - **website of manufacturer**
13. What should be done immediately after a CPU is latched in and screwed down to a laptop motherboard?
- The heat sink should be attached to the CPU.
  - The cooling fan should be fastened to the motherboard.
  - The power cable should be attached from the cooling fan to the motherboard.
  - **The locked down CPU should be protected with thermal paste.**
14. Which technology allows a mobile device to establish wireless communication with another mobile device by touching them together?
- Bluetooth
  - **NFC**
  - IR
  - Lightning connector
15. Which technology will allow a mobile device to share an Internet connection with other devices via tethering?
- infrared
  - **Bluetooth**
  - near field communication
  - Wi-Fi
16. What are two differences between an e-reader and a tablet device? (Choose two.)
- An e-reader only supports Wi-Fi connectivity but a tablet can support both Wi-Fi and cellular connectivity.
  - **An e-reader commonly has longer battery life than a tablet device.**
  - A tablet device is usually lighter in weight than an e-reader.
  - **A tablet device screen may be harder to read in direct sunlight than an e-reader screen.**
  - A tablet uses an electronic paper technology that provides better performance than an e-reader.

17. What type of device is commonly used to measure and collect daily activity data for achieving personal goals?

- phablet
- smart camera
- **fitness monitor**
- Global Positioning System

18. A technician has been asked to decide which laptop components should be cleaned on a monthly basis as part of a maintenance routine. What are two examples of components that should be included? (Choose two.)

- **exterior case**
- **keyboard**
- CPU
- optical drive
- RAM

19. To clean laptops, which two products are recommended? (Choose two.)

- **cotton swabs**
- **mild cleaning solution**
- ammonia
- rubbing alcohol
- car wax

20. What two steps must be taken before performing a cleaning procedure on a laptop computer? (Choose two.)

- **Disconnect the laptop from the electrical outlet.**
- **Remove all installed batteries.**
- Wipe the surface of the touch pad.
- Clean the screen with a cloth.
- Insert the cleaning disk into the optical drive.
- Backup the registry.

21. What is the first step in the process of troubleshooting a laptop?

- **Identify the problem.**
- Establish probable causes.
- Determine the exact cause.
- Verify full functionality.

22. What is the next step in the troubleshooting process after a solution has been implemented on a laptop?

- **Verify the solution.**
- Document the solution.
- Ask the customer to explain the problem.
- Return the device to the customer.

23. While troubleshooting a mobile device, a technician determines that the battery is not holding a charge. What is the next step in the troubleshooting process?

- Implement a solution.
- Document the findings.
- **Determine the exact cause.**
- Verify the solution and full system functionality.

24. A technician notices that a laptop display appears stretched and pixelated. What is a probable cause of this?

- **The display properties are incorrectly set.**
- The power management features are incorrectly set.
- The power inverter is failing.
- The screen has been burned in.
- One of the RAM modules is failing.

25. A user with a company-issued smartphone notices that there is a gap at the end of the device. A technician examines the smartphone and discovers that the battery is swollen. What should the technician do next?

- Use the smartphone until the battery is completely discharged.
- Clean the battery leads with baking soda.
- **Replace the battery.**
- Use a multimeter to see if the output voltage is within range.