

Lecture 4

MCQs:

1. What class of fire extinguisher is used to extinguish electrical equipment fires?
 - A. Class A
 - B. Class B
 - C. Class C
 - D. Class D
2. Which of the following is a fact sheet that summarizes information about material identification, including hazardous ingredients that can affect personal health, fire hazards, and first aid requirements?
 - A. ESD
 - B. MSDS
 - C. OSHA
 - D. UPS
3. Which of the following can cause permanent damage to electrical components if you do not use proper tools and safety procedures?
 - A. ESD
 - B. UPS
 - C. MSDS
 - D. OSHA
4. What is the minimum level of electrostatic discharge that a person can normally feel?
 - A. 5 volts
 - B. 1000 volts
 - C. 3000 volts
 - D. 10,000 volts
5. Which recommendation should be followed first when a fire in the workplace is out of control?
 - A. Try to use the elevators to get to the lowest floor faster.
 - B. Get out of the room or building and contact emergency services for help.
 - C. Use the company water system to stop the fire from extending to other areas.

D. Try to control the fire with proper extinguishers.

6. Which of the following tools are recommended for cleaning parts of PC? (Choose two.)

A. Antibacterial spray

B. Mild abrasive detergent

C. Nylon brush

D. Isopropyl alcohol

E. Soft cloth

7. How does a technician discharge static buildup?

A. Touching the painted part of the computer case

B. Touching an unpainted part of the computer case

C. Touching an antistatic wrist strap before touching any computer equipment

D. Touching an antistatic mat before touching any computer equipment

8. Which device is designed specifically to protect computers *and electrical devices* from excess electrical voltage?

A. Power strip

B. Standby power supply

C. Surge protector

D. Uninterruptible power supply

9. Which of the following effects can be observed on *computer components* as a *result of climate*? (Choose three.)

A. Components overheat if it is too hot.

B. Moisture damages computer parts if it is too humid.

C. Components work too slowly if it is too cold.

D. The risk of ESD increases if the humidity is too low.

E. The risk of ESD increases if the temperature is too high.

F. Components overheat if the humidity is too low.

10. Which condition refers to a sudden and dramatic increase *in voltage*?

- A. Brownout
- B. Sag
- C. Blackout
- D. Surge

11. Which of the following would be most appropriate for the workplace? (Select two.)

- A. Clean, pressed cotton pant
- B. Clean, wrinkle-free T-shirt
- C. Clean, wrinkle-free polo shirt
- D. Clean, pressed jeans

12. Which of the following is used to properly discharge voltage from an unplugged computer monitor?

- A. Antistatic wrist strap
- B. Screwdriver
- C. High-voltage probe
- D. Power cord

13. Which of the following must contain information about a chemical solvent's emergency cleanup procedures?

- A. OSHA
- B. MSDS
- C. Product label
- D. CRT

14. You are purchasing, for home use, an inkjet printer cartridge that you know has an MSDS. How do you obtain the MSDS for this product?

- A. The store is required to give you one at the time of purchase.
- B. It's contained in the packaging of the printer cartridge.
- C. You are not legally allowed to have an MSDS for this product.
- D. Visit the website of the printer cartridge manufacturer.

15. In the interest of a safe work environment, which of the following should you report? (Choose two.)

- A. An accident
- B. A near-accident
- C. Dirt on the floor inside a building
- D. Rain forecasted for a work day

16. What is the approximate minimum level of static charge for humans to feel a shock?
- A. 300 volts
 - B. 3,000 volts
 - C. 30,000 volts
 - D. 300,000 volts
17. Which of the following measures can be implemented to reduce the risk of ESD? (Choose two.)
- A. Antistatic wrist strap
 - B. Antistatic bag
 - C. Antistatic hair net
 - D. Shuffling your feet
18. Which of the following are OSHA requirements for a safe work environment that must be followed by employers? (Choose two.)
- A. Attend yearly OSHA safe work environment seminars.
 - B. Provide properly maintained tools and equipment.
 - C. Have an OSHA employee stationed within 5 miles of the facility.
 - D. Display an OSHA poster in a prominent location.
19. What is the proper way to dispose of a broken CRT monitor?
- A. Take it to a computer recycling center.
 - B. Discharge it with a high-volt probe and throw it away.
 - C. Remove the glass screen and throw it away.
 - D. Cut off the power cord and throw the monitor away.
20. When moving computer equipment, which of the following are good procedures to follow? (Choose two.)
- A. Lift by bending over at the waist.
 - B. Carry monitors with the glass face away from your body.
 - C. Use a cart for heavy objects.
 - D. Ensure that there are no safety hazards in your path.
21. You have four AA alkaline batteries that you just removed from a remote-control device. What is the recommended way to dispose of these batteries?
- A. Throw them in the trash.
 - B. Incinerate them.
 - C. Take them to a recycling center.
 - D. Flush them down the toilet.

22. You have discovered prohibited material on a user's laptop computer. What two things should you do first? (Choose two.)
- A. Destroy the prohibited material.
 - B. Confiscate and preserve the prohibited material.
 - C. Confront the user about the material.
 - D. Report the prohibited material through the proper channels.
23. A brownout is:
- A. A partial loss of voltage or power
 - B. A complete loss of power
 - C. A short burst of electricity exceeding 100 percent of the normal voltage
 - D. None of the above
24. The risk for electrostatic discharge is the greatest at:
- A. Daytime
 - B. High humidity
 - C. Low humidity
 - D. Nighttime
25. When you are ready to clean a laptop's LCD, which of the following would you select?
- a. Trichloroethane solvent
 - b. Ammonia-based solvent
 - c. A window cleaning solvent
 - d. Isopropyl alcohol
26. Which class of fire extinguisher is recommended for use in a wood and paper fire?
- A. A
 - B. B
 - C. C
 - D. D
27. Which of the following is high-voltage equipment? (Select all that apply)
- A. Printers
 - B. CRTs
 - C. PSUs
 - D. Hard drives

28. Which of the following actions should you not perform if you want to prevent your computer from any type of ESD while servicing the computer? (Choose two.)
- A. Wear an antistatic wrist band.
 - B. Keep one hand in contact with the bare metal frame of the computer at all times.
 - C. Make sure that the room in which the computer is serviced is carpeted.
 - D. Make sure that the room in which the computer is serviced is cool and dry.
 - E. Do not wear cotton clothes.
29. What class of fire extinguisher is used to extinguish electrical equipment fires?
- A. Class A
 - B. Water Based fire extinguisher
 - C. Non-water based fire extinguisher
 - D. Class D
30. What is used to clean heat sink of computer?
- A. Compressed air
 - B. Isopropyl alcohol
 - C. Water
 - D. Lint free Cloth
31. Which condition refers to a sudden and dramatic increase in voltage, which is usually caused by lightning?
- A. Brownout
 - B. Sag
 - C. Spike
 - D. Surge

Note: Dramatic Increase in voltage caused by Lighting is spike.

Answer:

- 1. C
- 2. B
- 3. A
- 4. C
- 5. B
- 6. D,E

7. C

8. C

9. A, B, D

10.D

11. A, C. Cotton pant and a polo shirt *trump jeans and a T-shirt every time.*

12. C. A high-voltage probe is designed to release the electricity *from high-voltage components*, which are found in the back of CRT computer monitors. *Wearing an antistatic wrist strap* when working on a computer monitor can cause the stored-up *electric current to be released* through your body, which could result in serious injury or death!

13. B. The Material Safety Data Sheet (MSDS) contains information about chemical properties, including what to do if an *accident occurs*.

14. D. Companies are not legally required to provide MSDSs *to consumers*. *However, most* will if you ask. The best place to look is the manufacturer's website.

15. A, B. Accidents and near-accidents should always be reported. Dirt isn't *usually* a safety issue. Rain could be, but hopefully that doesn't affect the inside of your building.

16. B. Most people can feel an electric shock at about 3,000 volts. However, computer equipment can be damaged with as little as 100 volts.

17. A, B. Antistatic wrist straps, bags (for parts), and floor mats *can all help reduce the risk of ESD*. There are no antistatic hair nets (but if you have long hair, it's best to tie it back so it doesn't contact the computer parts). Shuffling your feet on the floor will actually increase the risk of ESD.

18.B, D. Private sector employers are required by OSHA to *maintain a safe work environment*. This includes maintaining tools and equipment, keeping records of accidents, and displaying a safety information poster.

19. A. Monitors should be recycled after the end of their useful life. They contain many harmful elements, including *lead that* can cause environmental problems.

20. C, D. You should always lift with your legs, not your back. This means *bending at the knees* and not the waist. Monitors should be carried with the *glass face toward your body*. Using carts for heavy objects is a good idea, as is ensuring that *your path is free of safety hazards*, such as trip hazards.

21. C. Alkaline batteries should always be recycled. Throwing *them in the trash means they'll* end up in a landfill where they can contaminate the *environment*. *Burning batteries* is always a bad idea because they will explode.

22. B, D. If you encounter prohibited material, you should confiscate and preserve the material and report it through the correct channels. Confronting the *issue directly with the user* before you have established a proper case could cause problems.

23. A

24. C

25. D

26. A

27. A, B, C

28. A, D

29. C

30. A

31. C