- 1. A technician is installing a new power supply in a computer. Which type of power connector should be used to connect to a CD-ROM?
 - A. Berg
 - B. Mini-Molex
 - C. Molex
 - D. 20-pin ATX connector
- 2. A technician is installing a new power supply in a computer. Which type of power connector should be used to connect to an ATX motherboard?
 - A. Berg
 - B. Mini-Molex
 - C. Molex
 - D. 20-pin connector
- 3. When a technician installs a new CPU, what will help maintain even contact and heat distribution between the CPU and heat sink?
 - A. Silicon spray
 - B. Graphite paste
 - C. Glue
 - D. Thermal compound
- 4. When installing a CPU in a ZIF socket, how should the technician align the pins to avoid damage?
 - A. Pin 1 is always aligned with the corner opposite the base of the lever.
 - B. Pin 1 on the CPU is aligned with Pin 1 on the ZIF socket.
 - C. Pin 1 is aligned with the corner closest to the memory.
 - D. The removed corner of the CPU is always aligned with the corner opposite Pin 1.
- 5. A technician is installing additional memory in a computer. How can the technician guarantee that the memory is correctly aligned?
 - A. The label on the memory module should always face the CPU.
 - B. A notch in the memory module should be aligned with a notch in the memory slot
 - C. The arrows on the memory module should be aligned with the arrows on the motherboard slot.
 - D. All memory and motherboard slots are color-coded, with one red end and one blue end.
- 6. When mounting a motherboard in a computer case, what does the technician use to prevent the motherboard from touching the bottom of the case?
 - A. Standoffs

- B. Ground-fault isolators
- C. Silicon spray
- D. Grounding straps
- 7. When installing adapter cards in a computer, how should a technician properly secure the card?
 - A. Install the card, and attach it to the expansion slot using thermal paste.
 - B. Install the card, and attach it to the motherboard using thermal pads.
 - C. Install the card, and secure it using metal retaining clips located on the expansion slot.
 - D. Install the card, and secure it to the case with a screw.
- 8. Which two connectors are used to connect external peripherals?
 - A. EIDE
 - B. Molex
 - C. PATA
 - D. PS/2
 - E. USB
- 9. _____ are used to mount the motherboard into the case?
 - A. Pins
 - B. Standoffs
 - C. Tie Wraps
 - D. Zip Ties
- 10. A technician has just finished assembling a new computer. When the computer is powered up for the first time, the POST discovers a problem. How does the POST indicate the error?
 - A. It issues a number of short beeps.
 - B. The LED on the front of the computer case flashes a number of times.
 - C. It places an error message in the BIOS.
 - D. It locks the keyboard.
- 11. What sort of power connector do better video cards require?
 - A. Molex
 - B. Mini
 - C. PCIe
 - D. SATA
- 12. Steve complains that his aging Windows laptop still isn't snappy enough after upgrading the RAM. What might improve system performance?
 - A. Add more RAM.
 - B. Replace the power supply.
 - C. Replace the battery.
 - D. Replace the HDD with an SSD.

 13. Which of the following is used to store data and programs for repeated use? Information can be added and deleted at will, and it does not lose its data when power is removed. A. Hard drive B. RAM C. Internal cache memory D. ROM
14. Which category of adapters includes NICs? A. Multimedia B. I/O C. Communications D. Video
 15 is the fastest and most modern interface used as an expansion method for external peripherals, such as mice, web cams, scanners, and printers and is popular on laptops and desktops alike. A. Parallel B. PS/2 C. USB D. ATA
16. Which of the following indicates the number of pins found on a DDR SDRAM? A.64 B.128 C.168 D.184
 17. Which of the following most accurately describes the relationship between BIOS and hardware? A. All hardware needs BIOS. B. All hardware that attaches to the motherboard via ribbon cables needs BIOS. C. All hardware built into the motherboard needs BIOS. D. Some hardware devices need BIOS.
 18. A technician is installing a new CPU in a ZIF socket on a motherboard. What is the primary way of securing the CPU in place? A. Thermal compound B. Antistatic fasteners C. Load lever D. Screws

19. Which action is recommended to prevent the motherboard from contacting the metal base of the case?

- A. Ensure that the non-conductive side of the case is beneath the motherboard.
- B. Use standoffs to keep the motherboard above the metal base.
- C. Place a non-conductive barrier between the motherboard and the metal base.
- D. Use a self-adhesive non-conductive membrane on the underside of the motherboard.
- 20. Most PCs give a single beep on bootup to indicate they are ok hardware wise. You boot your PC and don't get a beep. What should you check first?
 - A. System board
 - B. RAM
 - C. Microprocessor
 - D. Keyboard
 - E. Speaker
- 21. From what location are the 1st computer instructions available on boot up?
 - A. ROM BIOS
 - B. CPU
 - C. Boot.ini
 - D. Config.sys
 - E. None of the above
- 22. Which device prevents power interruptions, resulting in corrupted data?
 - A. Battery back-up unit
 - B. Surge protector
 - C. Multiple SIMMs strips
 - D. Data guard system
 - E. None of the above
- 23. A customer calls and says her computer won't boot, she can hear noises and can see lights on the box, but nothing comes up on the screen, what should you take to the site to fix the problem?
 - A. hard drive
 - B. Video card
 - C. Power cable
 - D. Power supply
- 24. What connection type allows a printer to connect to an RJ-45 connector?
 - A. Parallel
 - B. SCSI
 - C. USB
 - D. Network

- 25. What two devices are commonly used to cool components within a PC? (Choose two.)
 - A. Fans
 - B. Compressed air
 - C. Freon
 - D. Heat Sinks
- 26. Ethernet network cards typically use what type of connector?
 - A. RJ-32
 - B. DB-9
 - C. DB-25
 - D. RJ-45