

4

CHAPTER FOUR

Depot Technician Exam

Practice Questions

Quick Check

Domain 1.0: Personal Computer Components

Objective 1.1: Install, configure, optimize, and upgrade personal computer components

1. The types of connectors usually associated with speaker and microphone ports are _____.
 - A. 25-pin, D-shells
 - B. 1/8" mini plugs and jacks
 - C. RJ-11 jacks and plugs
 - D. 15-pin, D-shells

Quick Answer: **360**
Detailed Answer: **364**

Quick Check

2. You are installing an OEM processor upgrade that calls for you to install a faster Pentium 4 processor in an existing system. Although OEM processors do not include a fan and heat-sink unit, you suspect that you need to upgrade the system's cooling capabilities to accommodate the faster processor. However, you are not sure which fan and heat-sink module needs to be installed. What should you do to ensure proper cooling for this processor?
- A. Flash the BIOS to upgrade it for the new processor. The Flash program contains updated fan control information for the new processor.
 - B. Because both processors are Pentium 4s, there is no need to change the fan unit. The BIOS will adapt to the new processor automatically.
 - C. Install the fastest compatible fan unit available. The BIOS will automatically adjust the fan speed to compensate for any additional heat and you will have ensured that enough cooling capability is available.
 - D. You must research and locate a proper cooling system for this processor by matching its operating temperature specification to the fan unit.
3. How many pins are on a Socket A microprocessor?
- A. 370
 - B. 423
 - C. 462
 - D. 478
4. The key to inserting a microprocessor is to _____.
- A. make sure to orient the writing on the top of the chip with that of the previous processor
 - B. align the notch in the chip with the notch in the socket
 - C. reattach the fan unit properly
 - D. look for the arrow on the chip and align it with the arrow on the PC board
5. What specification must you observe when upgrading a power supply?
- A. Maximum current capabilities
 - B. Maximum wattage rating
 - C. Output voltage levels
 - D. Internal resistance

Quick Answer: **360**Detailed Answer: **364**Quick Answer: **360**Detailed Answer: **364**Quick Answer: **360**Detailed Answer: **364**Quick Answer: **360**Detailed Answer: **364**

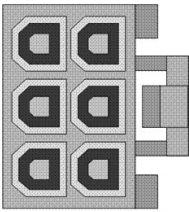
Quick Check

- 6.** What are the consequences of mixing RAM types and speeds within a system? (Select all that apply.)
- A.** It causes the system to lock up.
 - B.** The system runs slower.
 - C.** Hard-memory errors occur.
 - D.** There is no effect.
- 7.** How many devices can be attached to a single Universal Serial Bus (USB) host?
- A.** 32
 - B.** 64
 - C.** 127
 - D.** 255
- 8.** What is the recommended maximum length of an RS-232 cable?
- A.** 100 feet (30 meters)
 - B.** 30 feet (9 meters)
 - C.** 10 feet (3 meters)
 - D.** 50 feet (15 meters)
- 9.** You are thinking about setting up a simple striped array on your email server at the office. What is the minimum number of drives required to implement a RAID0 solution?
- A.** 1
 - B.** 2
 - C.** 3
 - D.** 4
- 10.** RAID0 is also known as _____.
- A.** disk duplexing
 - B.** disk mirroring
 - C.** a striped disk array
 - D.** a disk parity array
- 11.** Which of the following components make up the Pentium processor cooling system? (Select all that apply.)
- A.** The heat sink
 - B.** The fan unit
 - C.** The socket
 - D.** The chipset
- Quick Answer: **360**
Detailed Answer: **364**
- Quick Answer: **360**
Detailed Answer: **364**
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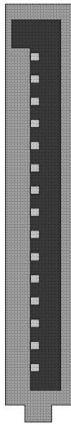
Quick CheckQuick Answer: **360**Detailed Answer: **365**

12. Identify the SATA signal connector from the diagram that follows.

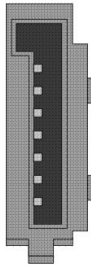
- A. A
- B. B
- C. C
- D. D



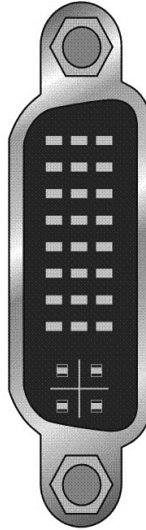
A.



B.



C.



D.

Connector Types

13. Identify three sources of determining the speed of the currently installed microprocessor in a Windows XP Professional PC.

- A. Through the System Information utility
- B. Through the Device Manager utility
- C. Through the Control Panel's Processors icon
- D. Through the System Properties dialog box

Quick Answer: **360**Detailed Answer: **365**

14. Identify two sources for determining the amount of RAM currently installed in a Windows XP Professional PC.

- A. Through the System Information utility
- B. Through the Device Manager utility
- C. Through the Control Panel's Memory icon
- D. Through the System Properties dialog box

Quick Answer: **360**Detailed Answer: **365**

Quick Check

15. Which of the following properly describes the correct technique for installing thermal compound between a new microprocessor and its heat sink?
- A. Run a thin layer on the top of the processor.
 - B. Run an even layer on the top of the heat sink.
 - C. Run a bead around the edges of the heat sink.
 - D. Run a bead around the edges of the microprocessor.
16. What voltages are present on the power supply's 4-pin Auxiliary (disk drive) power connector?
- A. +5/+12 VDC
 - B. +9/+14 VDC
 - C. +7 VDC and ground
 - D. +5 VDC and ground
17. What action must be taken to restore the system if the CMOS supervisory password is forgotten in an ATX system?
- A. Unplug the computer from the power outlet and remove the CMOS backup battery.
 - B. Physically remove and reinstall the CMOS backup battery.
 - C. Remove the microprocessor for 2 minutes to let the information dissipate from the system.
 - D. Change the Password Enable setting in CMOS.
18. Where is system hardware configuration information stored in a notebook PC?
- A. In the BIOS
 - B. In the CMOS area of the RTC
 - C. In the microprocessor's configuration registers
 - D. On the hard drive in the swap file
19. After you physically install a sound card in a desktop PC's expansion slot, what is the first step in starting up the system?
- A. Connect the microphone to the MIC jack.
 - B. Connect the speakers to the speaker jacks of the sound card.
 - C. Turn on the computer and let Windows detect and install the correct drivers for the card.
 - D. Plug the computer into the AC power source and turn it on.

Quick Answer: **360**
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Detailed Answer: **366**

Quick Answer: **360**
Detailed Answer: **366**

20. Which TCP/IP utility can you use to determine whether the network adapter is receiving an IP address?
- A. PING
 - B. TRACERT
 - C. IPCONFIG
 - D. NBSTAT
21. Which of the following connector types are typically used for video output in a PC? (Select all that apply.)
- A. VGA
 - B. HDMI
 - C. PS/2
 - D. USB
22. How much information can you store on a double-sided, single-layer DVD?
- A. 4.7GB
 - B. 9.4GB
 - C. 700MB
 - D. 17.1GB
23. You have been called to a customer's residence to examine his high-end gaming computer. He is frustrated because its performance level is not as good as he had been led to believe. When you examine the system, you notice that the system board has two 16X PCIe video slots. One has a video adapter installed, and the other is empty. What type of system board is this likely to be, and what can you do to increase the system's performance?
- A. The system board is probably SLI Ready, and you should install an additional SLI video card to improve performance.
 - B. The system board is probably MLI Ready, and you should install an adapter card-based MLI RAM accelerator.
 - C. The system board is probably Next Ready, and you should install an adapter card-based NR disk drive accelerator.
 - D. The system board is probably Game Ready, and you should replace the existing video adapter with a dual-channel Game Ready card.

Quick Check

Quick Answer: **360**
Detailed Answer: **366**

Quick Answer: **360**
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Quick Answer: **360**
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Quick Answer: **360**
Detailed Answer: **367**

Quick Check

- 24.** Under what circumstances can you install an NLX system board in a Micro ATX case?
- A.** None; the two form factors are incompatible with each other.
 - B.** Always; the two form factors are compatible with each other.
 - C.** When you install an NLX-to-MATX adapter kit.
 - D.** Only in PC versions that use a universal tower case.
- 25.** How many devices can an ATX Pentium system board support if it employs EIDE technology with ATA-2 enhancements?
- A.** 2
 - B.** 4
 - C.** 8
 - D.** 16
- 26.** You have been tasked with upgrading the existing RAM in one of the production room's PCs. What are the most important considerations you must take before ordering new RAM for this machine?
- A.** The PC's current RAM type and speed
 - B.** The speed of the PC's current microprocessor
 - C.** The PC's front-side bus speed
 - D.** The PC's total RAM capacity
- 27.** Which peripheral interfaces listed require that the system be shut down to change devices? (Select all that apply.)
- A.** Parallel port
 - B.** Serial port
 - C.** USB port
 - D.** FireWire port
- 28.** When you are installing a ribbon cable for a PATA drive, the color stripe should point to _____.
- A.** pin 80
 - B.** pin 34
 - C.** pin 40
 - D.** pin 1
- Quick Answer: **360**
Detailed Answer: **367**
- Quick Answer: **360**
Detailed Answer: **367**
- Quick Answer: **360**
Detailed Answer: **367**
- Quick Answer: **360**
Detailed Answer: **367**

Quick Check

29. You are installing new PATA hard drives and DVD drives in new systems you are building for a client. The system boards you are using feature two IDE interface connections. Which cable type would you use to connect the new PATA drives to the IDE interface on these system boards?
- A. 34-conductor ribbon cable with 34-pin headers
 - B. 36-conductor serial cable with Centronic connectors
 - C. 50-conductor ribbon cable with 50-pin headers
 - D. 80-conductor ribbon cable with 40-pin headers
30. If you are installing a new PATA hard drive upgrade that will be the only drive in the system, how should you configure it?
- A. As the primary slave
 - B. As the secondary master
 - C. As the secondary slave
 - D. As the primary master
31. After you've completed the physical installation of a new SATA drive in the system, you want to install Windows XP on the drive. During the installation process, you receive this error message: Setup did not find any hard disk drives installed in your system. What should you do to correct this problem?
- A. Partition the drive and use it.
 - B. Configure the drive's jumpers.
 - C. Load OEM drivers for the new drive.
 - D. Load Microsoft signed drivers for the drive.
32. What size socket is required to install a second-generation Athlon 64 processor?
- A. Socket 939
 - B. Socket 775
 - C. Socket 750
 - D. Socket 439

Quick Answer: **360**
Detailed Answer: **367**

Quick Answer: **360**
Detailed Answer: **368**

Quick Answer: **360**
Detailed Answer: **368**

Quick Answer: **360**
Detailed Answer: **368**

Quick Check

- 33.** After you upgrade a desktop PC by installing a new PC133 DRAM module, you start the system and see that it is still identifying the RAM as PC100. What action should you take to determine why this is occurring? (Select all that apply.)
- A.** Flash the BIOS with the latest updates for this system.
 - B.** Check the front-side bus speed of the installed processor.
 - C.** Check the installed RAM to make sure that it is all PC133 DRAM.
 - D.** Check the CMOS Setup to confirm that the system is configured properly for the new RAM.
- 34.** What is the minimum RAM type that should be used with a 133MHz FSB?
- A.** PC133
 - B.** PC166
 - C.** DDR133
 - D.** PC100
- 35.** You are assembling a new system for a friend, and you see that the system uses 240-pin memory modules. What type of memory modules should you purchase to build your friend's system?
- A.** DDR DIMMs
 - B.** DDR2 RIMMs
 - C.** DDR SODIMMs
 - D.** DDR2 DIMMs
- 36.** Which of the following are legitimate system board form factors? (Select all that apply.)
- A.** MicroATX
 - B.** HTX
 - C.** ATX
 - D.** NLX

Quick Answer: **360**
Detailed Answer: **368**

Quick Answer: **360**
Detailed Answer: **368**

Quick Answer: **360**
Detailed Answer: **368**

Quick Answer: **360**
Detailed Answer: **368**

37. Which option must be enabled in the CMOS Setup to support large hard drive sizes and allow the IDE controller to convert the sector/head/cylinder addresses into a physical block address that improves data throughput?
- A. Normal
 - B. Auto
 - C. LBA
 - D. ECHS
38. Which of the following are legitimate PATA drive configuration options? (Select all that apply.)
- A. Master
 - B. Cable Select
 - C. ID Source
 - D. Slave
39. Which RAID type employs mirroring?
- A. RAID0
 - B. RAID1
 - C. RAID2
 - D. RAID5

Objective 1.2: Identify tools, diagnostic procedures, and troubleshooting techniques for personal computer components

1. If a system produces an error message before the single beep during bootup, what type of problem is normally indicated?
- A. Configuration
 - B. Hardware
 - C. Operating system
 - D. Bootup

Quick Check

Quick Answer: **360**
Detailed Answer: **368**

Quick Answer: **360**
Detailed Answer: **369**

Quick Answer: **360**
Detailed Answer: **369**

Quick Answer: **360**
Detailed Answer: **369**

Quick Check

2. What happens when you mix different IDE drive types, such as a UDMA 100 hard drive and a UDMA 66 hard drive, on a single signal cable?
- A. Only the master device is disabled.
 - B. Only the slave device is disabled.
 - C. Both master and slave devices are disabled.
 - D. The disk drive system works normally but at the slowest device speed.
3. You need to locate where an ethernet cable ends. What device can be used to locate it?
- A. A multimeter
 - B. An oscilloscope
 - C. An ethernet loopback dongle
 - D. A Time Domain Reflectometer (TDR)
4. Which of the following questions would be helpful to ask computer operators when they present a problem to you?
- A. Are you still under warranty?
 - B. What were you doing when the problem happened, and when did it occur?
 - C. How long have you been operating a computer?
 - D. Where are you located?
5. A friend has asked you to check out her PC. She has tried to upgrade its CPU and RAM using a “How To” book purchased at the local bookstore. The system shows no signs of operating except that the power light comes on when you hit the On/Off switch. When you open the system unit, you notice that the fan and heat-sink unit are simply sitting on top of the processor and not locked down. Also the processor sockets locking arm is not clamped down, and the processor is not all the way down in the socket. What should you do first in this situation?
- A. Lock the processor securely in place by closing the socket’s locking arm.
 - B. Check for thermal grease on the heat sink.
 - C. Check the processor for bent pins.
 - D. Snap the fan/heat-sink unit into position and make sure that its power connection is properly attached.

Quick Answer: **360**
Detailed Answer: **369**

Quick Answer: **360**
Detailed Answer: **369**

Quick Answer: **360**
Detailed Answer: **369**

Quick Answer: **360**
Detailed Answer: **369**

6. What are the effects of microprocessor fan failures on the system?
- A. The system slows down noticeably.
 - B. The system displays Excessive Temperature Failure error messages.
 - C. The system continuously fails and then restarts.
 - D. The system locks up after a short period of operation.
7. The Windows Recovery Console does all the following except _____.
- A. copy files
 - B. control startup of services
 - C. format volumes
 - D. uninstall programs
8. After you upgrade a video adapter card's driver in Windows XP, the video display is scrambled. What action should you take to revert to the old driver version?
- A. Boot into Safe Mode with the command prompt only and remove the driver.
 - B. Boot into Safe Mode and run the Driver Rollback feature from the Device Manager.
 - C. Use the SFC utility to start up the system and roll back the driver.
 - D. Use the Recovery Console to reboot the system and then roll back the driver.
9. What conditions could cause the Device Manager utility to display an exclamation point on a yellow background next to a PC Card adapter? (Select all that apply.)
- A. The PC Card device might be faulty.
 - B. The PC Card controller in the notebook might be faulty.
 - C. The operating system does not support the installed PC Card device.
 - D. PC Card slot support has been disabled in the CMOS Setup.

Quick Check

Quick Answer: **360**
Detailed Answer: **369**

Quick Answer: **360**
Detailed Answer: **369**

Quick Answer: **360**
Detailed Answer: **370**

Quick Answer: **360**
Detailed Answer: **370**

Quick Check

10. When you are checking the power supply unit with a digital multimeter, it should be set to _____.
- A. DC current
 - B. DC voltage
 - C. AC current
 - D. AC voltage
11. Which symptom would the POST not identify?
- A. A corrupt CMOS RAM location
 - B. A bad keyboard controller
 - C. A failing hard drive
 - D. A RAM memory module that fails at high temperature
12. You have added a second hard drive to a working system. When the system boots, an error message appears on the screen, and the system fails to boot up. What is the most likely cause?
- A. The new drive is defective.
 - B. The cable is defective.
 - C. Both drives are set to master.
 - D. Only one drive can be connected at a time.
13. You build your first PC at home. When you turn on your computer, the floppy drive fails to work. Also, you notice that the floppy drive operating light is on continuously. What is the problem?
- A. The floppy drive is bad and needs to be replaced.
 - B. The motherboard BIOS needs to be upgraded.
 - C. The floppy drive cable has been connected backward.
 - D. The power supply connection to the floppy drive is bad.
14. As you begin to troubleshoot a coworker's PC, you realize that the power supply fan is not working. What items should you check to determine why this problem has occurred? (Select all that apply.)
- A. Check to make sure that the system unit's air vents are clear.
 - B. Check the system's CMOS configuration to make sure that the fan circuitry is enabled there.
 - C. Check the external voltage selector switch setting on the back of the power supply unit.
 - D. Check the fan's power connection.
- Quick Answer: **360**
Detailed Answer: **370**
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Detailed Answer: **370**
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Detailed Answer: **370**
- Quick Answer: **360**
Detailed Answer: **370**
- Quick Answer: **360**
Detailed Answer: **370**

Quick Check

15. After you install an 80GB drive in a desktop PC, only 20GB is displayed when the system is started. No extra disk space is shown in Windows Explorer. How can you make use of the rest of the space on the disk without losing data?
- A. Use the Disk Manager utility to partition the rest of the disk space on the drive.
 - B. Use the Device Manager to recalculate the geometry of the disk to use the additional space on the drive.
 - C. You must back up the data on the disk and reformat it to include the additional space.
 - D. You must repartition the drive and start over from the beginning.
16. One of your customers has called you in to determine why a new Media Center PC he's assembled is not performing well. As you investigate the system, you see that it has an Ultra ATA-100 drive that does not seem to be performing up to its full potential. Which of the following could be causing this problem?
- A. The technician who assembled the system did not enable the LBA mode in the CMOS.
 - B. The disk drive has been placed on the same IDE channel as the CD/DVD-RW drive, which slows the operation of the channel significantly.
 - C. The technician who assembled the system did not use an 80-wire EIDE cable.
 - D. The swap file has become too large and should be moved to another drive.
17. One of your associates has contacted you about using isopropyl alcohol that was included in his standard field supply kit. His understanding is that it is not a good idea to use alcohol to clean PC components. Which of the following is true concerning using isopropyl alcohol in PC maintenance programs?
- A. Isopropyl alcohol corrodes metal components.
 - B. Isopropyl alcohol evaporates and leaves a residue that can prevent contact between electrical components.
 - C. Isopropyl alcohol is extremely flammable.
 - D. Isopropyl alcohol can damage the plastic portions of the PC.

Quick Answer: **360**
Detailed Answer: **370**

Quick Answer: **360**
Detailed Answer: **370**

Quick Answer: **360**
Detailed Answer: **370**

Quick Check

- 18.** After you install a new processor in a desktop PC, you notice that the system stops after running awhile. What is most likely the cause of this problem?
- A.** You installed the wrong processor type.
 - B.** You failed to configure the CMOS Setup for the new processor values.
 - C.** You failed to install the processor fan assembly properly.
 - D.** You failed to flash the BIOS to logically upgrade the system for the new processor.
- 19.** What is the easiest way to test a video display monitor?
- A.** Plug the monitor into another working PC.
 - B.** Replace its video adapter and allow the PnP process to detect the monitor.
 - C.** Restart the system in Safe Mode to load the minimal VGA driver for the monitor.
 - D.** Replace the monitor with a known working model.
- 20.** A customer has tried to upgrade her system from Windows 2000 Professional to Windows XP Home. Different I/O error messages appear when she tries to start the system. What can you do to correct these errors?
- A.** Reinstall Windows 2000 Professional.
 - B.** Upgrade to Windows XP Professional.
 - C.** Use the Device Manager to locate the defective driver and load the old driver from the Windows 2000 distribution disc.
 - D.** Use the Device Manager to locate the defective driver and load the newest drivers for the failing device.
- 21.** You are called out to troubleshoot a system that doesn't start up and makes a repetitive loud clicking sound when you turn it on. Which component is most likely the cause of these problems?
- A.** The hard disk drive
 - B.** The video adaptor
 - C.** The network adapter card
 - D.** The microprocessor fan

Quick Answer: **360**
Detailed Answer: **371**

Quick Answer: **360**
Detailed Answer: **371**

Quick Answer: **360**
Detailed Answer: **371**

Quick Answer: **360**
Detailed Answer: **371**

Quick Check

22. How can a CD be retrieved from a disabled CD-ROM drive?
- A. Insert a straightened paper clip into the tray-release access hole in the front panel.
 - B. Press the Open/Close button.
 - C. Eject the disk using the operating system.
 - D. Use a thin knife to gently pry open the door.

Quick Answer: **360**
Detailed Answer: **371**

Objective 1.3: Perform preventative maintenance of personal computer components

1. Speakers are checked using the _____ setting of a multimeter.
 - A. volt
 - B. amperage
 - C. capacitance
 - D. ohms
2. What must you do first if you want to troubleshoot a USB problem on a Windows 2000 system?
 - A. Open the Device Manager.
 - B. Log on as a member of the Administrators group.
 - C. Select the USB driver and click the Properties button.
 - D. Restart the system.
3. What condition is indicated by the Hard Drive Boot Failure error messages?
 - A. The MBR is missing or corrupt.
 - B. The drive is not formatted.
 - C. Operating system files are missing or corrupt.
 - D. The hard drive signal cable is not attached.
4. What meter reading would you expect from an open speaker?
 - A. 4 ohms
 - B. Infinite (or a blank display)
 - C. 8 ohms
 - D. 0 ohms

Quick Answer: **361**
Detailed Answer: **371**

Quick Answer: **361**
Detailed Answer: **371**

Quick Answer: **361**
Detailed Answer: **371**

Quick Answer: **361**
Detailed Answer: **371**

Quick Check

5. What effects does leaving off expansion slot covers after an upgrade have on the operation of the system? (Select all that apply.)

- A. It permits dust to accumulate in the system unit.
- B. It disrupts airflow patterns inside the case.
- C. It diminishes the ground potential of the system.
- D. It has no discernible effect on the system.

6. _____ rearranges noncontiguous files into a more efficient contiguous arrangement on the disk.

- A. DEFRAG
- B. SCANDISK
- C. CHKDSK
- D. FDISK

7. What is the best type of cleaning tool for use on the exterior of computer components?

- A. Damp cloth
- B. Vacuum cleaner
- C. Brush
- D. Antistatic spray

8. Under what conditions should you update a system's BIOS?

- A. Anytime there is an update available
- B. When you are installing a new microprocessor
- C. When the update has functions that are important to the security or operation of the system
- D. When you are installing additional memory modules

9. Which of the following can cause system overheating? (Select all that apply.)

- A. Open slot covers in the back panel of the system unit
- B. Excessive open space in the system unit case
- C. Low humidity conditions
- D. High humidity conditions

Quick Answer: **361**

Detailed Answer: **371**

Quick Answer: **361**

Detailed Answer: **371**

Quick Answer: **361**

Detailed Answer: **372**

Quick Answer: **361**

Detailed Answer: **372**

Quick Answer: **361**

Detailed Answer: **372**

Quick Check

10. You are in charge of maintaining several PCs located in an open-air warehouse. The area is very dusty due to trucks entering and leaving the warehouse, as well as from exhaust created by fork trucks used to move materials in the warehouse. When you perform periodic preventative maintenance procedures on these machines, what extra step should you take to compensate for their environment?
- A. Wash down the PCs with fabric softener to lessen dust buildup due to static charges.
 - B. Install pusher fans to exhaust warm air out of the system unit case and prevent dirty air from entering.
 - C. Remove their front panels and clean the air vents.
 - D. Close off the air vents in the front of the case to prevent dust and moisture from entering the system.
11. Which of the following are common sources of heat buildup that can be found around a PC installation? (Select all that apply.)
- A. Direct sunlight
 - B. Location of heaters
 - C. Excess body heat
 - D. Papers piled on equipment
12. Which of the following is an acceptable method of cleaning oxide buildups from adapter board contacts?
- A. A wet, soft cloth
 - B. Warm, soapy water
 - C. Electrical contact cleaner spray
 - D. A nylon cloth
13. Your company is sending you to install several PCs in a facility located in the desert southwest portion of the United States. The area is very hot and dry in the summer months and is prone to dust storms in the spring and fall of the year. Which of the following is the best scenario for installing the PCs under these circumstances?
- A. Install the PCs in a dust-free area.
 - B. Install the PCs in an air-conditioned area.
 - C. Install foam dust filters in the air intake vents of the PCs.
 - D. Install systems with water-cooled processors.

Quick Answer: **361**
Detailed Answer: **372**

Quick Answer: **361**
Detailed Answer: **372**

Quick Answer: **361**
Detailed Answer: **372**

Quick Answer: **361**
Detailed Answer: **372**

Quick Check

14. At what point does heat buildup become a problem for most PCs?

- A. Room temperatures above 85° F
- B. Room temperatures above 90° F
- C. Room temperatures above 95° F
- D. Room temperatures above 100° F

Quick Answer: **361**

Detailed Answer: **372**

15. Which solution can be used for antistatic cleaning?

- A. A water and fabric softener solution
- B. A water and ammonia solution
- C. A water and bleach solution
- D. A hydrogen tetrachloride solution

Quick Answer: **361**

Detailed Answer: **372**

16. What product is recommended for manual cleaning of floppy disk drives and tape drive R/W heads?

- A. Soft cloths
- B. Cotton swabs
- C. A pencil eraser
- D. Foam swabs

Quick Answer: **361**

Detailed Answer: **372**

Domain 2.0: Laptop and Portable Devices

Objective 2.1: Identify the fundamental principles of using laptops and portable devices

1. You are working with a small advertising firm whose art development person will be traveling a lot over the next six months in conjunction with a big project she is working on. The art developer needs a notebook PC to travel with, but the display has to be very good for her to prepare the types of artwork required for the project. What should you recommend as the best display type for this notebook PC?
 - A. Dual-scan technology
 - B. Active matrix TFT technology
 - C. Passive matrix technology
 - D. CSTN/DSTN technology
2. Which peripheral devices are more likely to use infrared communication? (Select all that apply.)
 - A. A keyboard
 - B. A printer
 - C. A mouse
 - D. A scanner
3. What type of wireless communication is typically carried out directly between portable PCs?
 - A. Infrared
 - B. Bluetooth
 - C. Cellular
 - D. 802.11x
4. The LCD display on a portable computer is powered by _____.
 - A. low-voltage AC
 - B. high-voltage AC
 - C. low-voltage DC
 - D. high-voltage DC

Quick Answer: **361**
Detailed Answer: **373**

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Quick Check

5. Which Windows XP power conservation mode used in portable PCs turns off selected components, such as the hard drive and display, until a system event, such as a keyboard entry or a mouse movement, occurs?
- A. Hibernate mode
 - B. Suspend mode
 - C. Standby mode
 - D. Shutdown mode
6. What functions are performed by the external power supply of a portable computer system?
- A. Increase the voltage of commercial power for the computer
 - B. Convert commercial DC voltage into AC voltage for system usage and battery charging
 - C. Store commercial power to recharge the battery
 - D. Convert commercial AC voltage into DC voltage for system usage and battery charging
7. The main objective of portable system manufacturers is to produce portable computers that can travel efficiently. Therefore, they are typically striving to _____. (Select all that apply.)
- A. create systems that use less energy
 - B. create systems that have larger displays
 - C. create systems that have smaller keyboards
 - D. create systems that are smaller
8. In a portable PC that has PCMCIA slots, the _____ portion of the operating system's socket services delivers the correct device driver for an installed PC Card when it is hot-swapped into the system.
- A. Card Services
 - B. Autodetect
 - C. Driver Bank
 - D. Universal PnP

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9. One of the biggest problems for portable computers is _____.
- A. heat buildup inside the case
 - B. lack of full-sized keys on their keyboards
 - C. lack of expandability due to a limited number of I/O ports
 - D. lack of disk drive capacity

Objective 2.2: Install, configure, optimize, and upgrade laptops and portable devices

1. You have just completed a major upgrade of a notebook PC. You upgraded the notebook's processor to a faster version and doubled the RAM capacity by installing an additional 512MB of new DDR2 RAM. When you start up the system, it shows only 956MB of memory installed. What is the cause of this discrepancy?
- A. One of the memory modules is bad.
 - B. The new memory modules do not match the existing modules.
 - C. The system is set up to use split bank addressing.
 - D. The system is using shared video memory.
2. What is the proper way to remove a USB device from a Windows-based notebook PC system?
- A. Click on the Safe Hardware Removal icon in the systray.
 - B. USB devices are hot-swappable and can be installed or removed at any time.
 - C. Use the New Hardware Wizard to remove the device from the system and then disconnect it.
 - D. Disable the device in the Device Manager and then physically remove it from the system.

Quick Check

Quick Answer: **361**

Detailed Answer: **374**

Quick Answer: **361**

Detailed Answer: **374**

Quick Answer: **361**

Detailed Answer: **374**

Quick Check

3. What must you do to replace a system board in a given notebook computer model?
- A. Obtain an exact replacement for the board being removed.
 - B. Check the compatibility of the replacement board with the other components in the notebook. This can be accomplished by accessing the portable manufacturer's website.
 - C. Obtain a Flash program for the new BIOS to make sure that it is compatible with the existing architecture of the notebook.
 - D. Store the contents of the old BIOS configuration on a floppy before changing out the boards. This permits you to reload your existing settings back into the new system after the installation.
4. You've been asked to upgrade the processor in an old Pentium II notebook PC to gain some performance increase. What should you tell the customer about this upgrade?
- A. The customer needs to upgrade the RAM instead.
 - B. You will upgrade the processor as far as possible.
 - C. This processor can't be upgraded in a notebook PC.
 - D. Upgrading the processor in this system is probably not worthwhile.
5. You increase the amount of RAM in the notebook PC of a friend who is using it to play graphics-intensive video games. However, there is no noticeable sign of performance improvement in the game after the upgrade. Why is this?
- A. Only so much shared memory is available in a notebook PC.
 - B. The shared memory allocation must be increased in the PC.
 - C. Without upgrading the BIOS, the memory upgrade does not take effect.
 - D. To generate a performance improvement, you should have performed a microprocessor upgrade instead.

Quick Answer: **361**
Detailed Answer: **374**

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