

Chapter 1 Introduction to Computer Repair

1.1 True/False Questions

- 1) A UPS enables a laptop computer to function as if it were a desktop PC.

Answer: FALSE

Diff: 2

- 2) The power supply is the part of the computer that converts the wall outlet AC voltage to DC voltage.

Answer: TRUE

Diff: 1

- 3) The surge protector is the part of the computer that converts the wall outlet AC voltage to DC voltage.

Answer: FALSE

Diff: 1

- 4) ROM is volatile.

Answer: FALSE

Diff: 1

- 5) RAM is volatile.

Answer: TRUE

Diff: 1

- 6) The traditional BIOS chip holds start-up software that must be present for a computer to boot.

Answer: TRUE

Diff: 1

- 7) Windows 7, Android, XP, and Microsoft Office are all operating systems.

Answer: FALSE

Diff: 1

- 8) Serial ports transfer 8 bits at a time, whereas parallel ports transfer only 1 bit at a time.

Answer: FALSE

Diff: 3

- 9) On most motherboards, the mouse and the keyboard DIN ports are interchangeable.

Answer: FALSE

Diff: 2

- 10) The BIOS is an example of hardware.

Answer: FALSE

Diff: 3

- 11) Working inside a power supply can cause harm to an improperly trained technician.

Answer: TRUE

Diff: 2

12) A USB keyboard or mouse can normally plug in to any available USB port.

Answer: TRUE

Diff: 1

13) An internal modem normally has two RJ-11 ports.

Answer: TRUE

Diff: 3

14) A network card normally has an RJ-11 port.

Answer: FALSE

Diff: 3

15) The DVI port on the motherboard is a female port.

Answer: TRUE

Diff: 2

16) CardBus is an upgrade to ISA for desktop computers.

Answer: FALSE

Diff: 2

17) A CardBus adapter is faster than a PC Card.

Answer: TRUE

Diff: 2

1.2 Multiple Choice Questions

1) Experience, knowledge of the basic hardware components, and a logical mind are characteristics associated with a

- A) System resource specialist
- B) Free thinker
- C) Computer technician
- D) Personal digital assistant

Answer: C

Diff: 1

2) A curious computer user is ready to check out a CRT video problem with a computer system. Because of safety concerns, which one of the following procedures should be carried out only after receiving specialized technical training?

- A) Turning the monitor power off and pushing the power cord plug firmly into its socket on the back of the monitor
- B) Unplugging the monitor, removing its case, and probing various components
- C) Unplugging the PC's power cord from the wall
- D) Turning the computer off before removing the computer cover

Answer: B

Diff: 2

- 3) Microsoft Server, Windows 7, Acrobat Reader, Flash Player, Microsoft Word, WordPerfect, and Lotus 1-2-3 are all examples of
- A) Software
 - B) Operating systems
 - C) Firmware
 - D) Hardware

Answer: A

Diff: 1

- 4) A computer power supply
- A) Converts the DC voltage that comes out of the wall to AC voltage the computer can use
 - B) Supplies DC voltage to the internal parts of the computer
 - C) Allows input of data and is used to select menus and options
 - D) Is a rectangular box normally inside the computer case that is sealed to keep out dust and dirt

Answer: B

Diff: 1

- 5) From the group of the following terms, select one group whose items are incorrectly matched:
- A) Motherboard: mainboard, planar, systemboard
 - B) Memory: RAM, ROM, DVD
 - C) Adapter: controller, controller card, circuit card
 - D) Computer: tower, desktop, portable

Answer: B

Diff: 1

- 6) The largest electronic board in the computer is the ____.
- A) Masterboard
 - B) Superboard
 - C) Motherboard
 - D) Controller board

Answer: C

Diff: 1

- 7) What type of port do keyboards and mice use that no other device uses?
- A) VGA
 - B) PS/2
 - C) USB
 - D) S/PDIF

Answer: B

Diff: 1

- 8) Martha, a new computer user, looks at the maze of cables connected to each adapter found in the back of her computer. Like a motivated detective she is determined to uncover the mysteries of what she sees. The simplest way for her to identify what the adapters do is to
- A) Open the computer case and read the name and model number found on each adapter.
 - B) Follow the cable from the adapter to the device to which it is connected.
 - C) Remove each adapter and observe computer operation without it.
 - D) Ask a computer technician to bring special signal detection devices to read the functions of each adapter.

Answer: B

Diff: 1

9) In which type of memory is data lost when the electricity to the computer is turned off?

- A) RAM
- B) ROM
- C) BIOS
- D) Flash BIOS

Answer: A

Diff: 1

10) ROM stands for

- A) Random Output Modules
- B) Real-time Online Memory
- C) Reset Override Maintenance
- D) Read-Only Memory

Answer: D

Diff: 1

11) The parallel port is being replaced with

- A) A DVI port
- B) A FireWire port
- C) A USB port
- D) A VGA port

Answer: C

Diff: 1

12) A better port for video than VGA is a

- A) DVI port
- B) USB port
- C) DIN port
- D) S/PDIF port

Answer: A

Diff: 1

13) Jane decides to restart her computer by pressing the Ctrl-Alt-Delete combination keys. This procedure is called a

- A) Shut down
- B) Warm boot
- C) Quick start
- D) Mistake

Answer: B

Diff: 1

14) Jack, the wise and experienced PC technician, shows his professional skills to a customer by plugging the three-row 15-pin connector into the

- A) Video port
- B) Parallel port
- C) Serial port
- D) Game port

Answer: A

Diff: 1

- 15) Which one of the following statements about a D-shell connector is FALSE?
- A) The connector end is symmetrical (equal on all sides) so that it can be inserted upside down or right side up.
 - B) It can be male or female.
 - C) Parallel, serial, and video ports use D-shell connectors.
 - D) It has more pins or holes on top than on the bottom.

Answer: A

Diff: 1

- 16) DIN connectors are typically found on
- A) Game controllers and modems
 - B) Monitors and printers
 - C) Mice and keyboards
 - D) Token-ring connectors

Answer: C

Diff: 1

- 17) Which video port was made for digital flat panel monitors?
- A) S-Video
 - B) VGA
 - C) DVI
 - D) S/PDIF

Answer: C

Diff: 2

- 18) A desktop CRT monitor
- A) Has DC power input
 - B) Requires an available USB port
 - C) Should not be disassembled
 - D) Holds the BIOS chip that holds POST

Answer: C

Diff: 1

- 19) A motivated computer user buys a new motherboard for his computer. After taking a hardware repair course through the local college, he disassembles his old computer, replaces the old motherboard, and reassembles his computer. He discovers there is only one DIN connector on the motherboard and it is designated for the keyboard. What should he do?
- A) Return the motherboard for a full refund and reinstall the old motherboard.
 - B) Insert the keyboard into the serial port.
 - C) Install a DIN-to-USB converter on the mouse and use a USB port.
 - D) Buy a new keyboard.

Answer: C

Diff: 2

- 20) A riser board attaches to a
- A) DIN
 - B) USB port
 - C) Motherboard
 - D) CD/DVD drive

Answer: C

Diff: 2

21) USB stands for

- A) Universal Surface Bit
- B) Universal Serial Bus
- C) Ultra Speed Bus
- D) Ultra Stored Binary

Answer: B

Diff: 2

22) IEEE 1394 standard is also known as

- A) Hot swap
- B) FireWire
- C) USB
- D) Ethernet

Answer: B

Diff: 1

23) The most common type of network card is

- A) Ethernet
- B) Token Ring
- C) ARCnet
- D) All of these are common network cards.

Answer: A

Diff: 1

24) Use a(n) _____ to connect a computer to a phone line.

- A) Audio adapter
- B) Modem
- C) Telephone
- D) RJ-45 adapter

Answer: B

Diff: 1

25) All the following are advantages of an integrated motherboard EXCEPT

- A) Built without a port disable function
- B) Easily set up because the manufacturer configures the ports
- C) Depending on motherboard, more slots may be available for specialty devices
- D) Faster than adapters that plug into an expansion slot

Answer: A

Diff: 1

26) After pushing the power switch of the PC to the "on" position, Bob, the PC repair person, realizes that the power-on lights found on the monitor and computer case do not light up and nothing displays on the screen. The first thing that Bob does is check the power plugs found on the back of the computer case and monitor. Bob's actions best illustrate the use _____ in solving a problem.

- A) Logic
- B) Communication
- C) Professional and technical training
- D) Beginner's luck

Answer: A

Diff: 1

27) Mandrake, iOS, Windows XP, and OS X are all examples of

- A) Shareware
- B) Firmware
- C) Hardware
- D) Operating systems

Answer: D

Diff: 1

28) A ____ keyboard has a mechanical switch that closes when a key is depressed, whereas the ____ keyboard uses a change in capacitance to detect a key being depressed and as a result is more expensive.

- A) Capacitive; mechanical
- B) Mechanical; capacitive
- C) Manual; electronic
- D) Manual; digital

Answer: B

Diff: 1

29) From the following group of terms, select one group whose items are incorrectly matched:

- A) Storage: floppy disk drives, hard disk drives, optical drives
- B) Software: Windows Vista, applications, operating system
- C) Hardware: PC, power supply, motherboard
- D) Firmware: BIOS, software, mouse

Answer: D

Diff: 3

30) The ____ holds most of the electronics, expansion slots, and memory.

- A) Motherboard
- B) Floppy drive
- C) Hard drive
- D) Power supply

Answer: A

Diff: 1

31) The common components found inside the computer include:

- A) Motherboard, power supply, RAM, expansion slots
- B) Printer, scanner plotter, keyboard, graphics tablet, motherboard
- C) Motherboard, backup drive, video camera, trackball
- D) Monitor, keyboard, mouse, power supply, floppy drive, hard drive, adapters

Answer: A

Diff: 1

32) From the following group of terms, select one group whose items are correctly matched:

- A) Adapter cards: controller card, circuit card, adapter board
- B) Motherboard: mainboard, system board, expansion board
- C) Memory: RAM, DIMM, S/PDIF
- D) Operating system: XP, Celluloid, iOS

Answer: A

Diff: 1

33) A riser board contains

- A) Risen, a nonconductive plastic found only in riser boards
- B) Tall chips unable to fit on a motherboard because of their height
- C) Expansion slots into which adapter cards can be placed
- D) A plug that fits into the electrical socket on the wall

Answer: C

Diff: 1

34) RAM stands for

- A) Retrieve and Memorize
- B) Read Access Modules
- C) Random Access Memory
- D) None of the above

Answer: C

Diff: 2

35) Joy is concerned that the computer she owns cannot simultaneously run as many programs as the computer that belongs to her neighbor. To keep up with her neighbor, she might need to buy some additional

- A) ROM
- B) BIOS
- C) Firmware
- D) RAM

Answer: D

Diff: 1

36) DIP, DIMM, SIMM, and RIMM are terms associated with types of

- A) Monitors
- B) Ports
- C) Motherboards
- D) Memory

Answer: D

Diff: 1

37) John powers up the computer by pushing the computer start-up button to the on position. This procedure is called a

- A) Cold boot
- B) Black boot
- C) Warm boot
- D) Electric boot

Answer: A

Diff: 1

38) _____ ports have metal pins that protrude out from the connector.

- A) Car
- B) Gender
- C) Male
- D) Female

Answer: C

Diff: 1

- 39) VGA type video ports are
- A) 25-pin male connectors
 - B) 9-pin male connectors
 - C) 15-pin female connectors
 - D) 6-pin DIN connectors

Answer: C

Diff: 3



- 40) Examine the figure. This port is called a
- A) Modem port
 - B) Keyboard port
 - C) Serial port
 - D) Parallel port

Answer: B

Diff: 2

- 41) External modems are devices that attach to a
- A) 15-pin connector
 - B) Parallel port
 - C) Serial port
 - D) Network port

Answer: C

Diff: 2



- 42) Examine the figure. This port is called a
- A) Modem connector
 - B) Video connector
 - C) Mouse connector
 - D) Serial port

Answer: B

Diff: 2

- 43) Firewire supports the following speeds:
- A) 33Mbps/66Mbps/133Mbps/266Mbps/300Mbps
 - B) 66Mbps/133Mbps/533Mbps/1066Mbps
 - C) 10Mbps/20Mbps/60Mbps/100Mbps/120Mbps
 - D) 100Mbps/200Mbps/400Mbps/800Mbps/1200/1600/3200Mbps

Answer: D

Diff: 2

- 44) All the following statements are true EXCEPT
- A) FireWire works only with Apple computers.
 - B) FireWire devices include camcorders, cameras, and printers.
 - C) FireWire can connect up to 63 devices.
 - D) FireWire supports hot swapping.

Answer: A

Diff: 1

- 45) Which of the following is a type of S/PDIF connector?
- A) Fiber optic
 - B) DIN
 - C) Shielded twisted pair
 - D) D-shell

Answer: A

Diff: 2

- 46) Which type of connector is used by an internal modem?
- A) BNC
 - B) RJ-111
 - C) RJ-11
 - D) Parallel

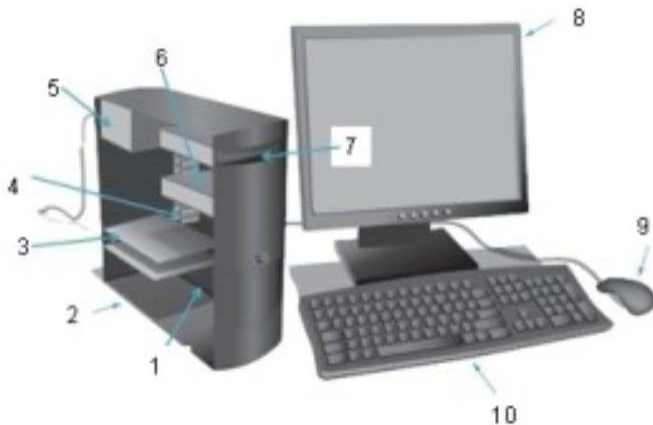
Answer: C

Diff: 1

- 47) A technician troubleshooting a problem on an integrated motherboard may require motherboard documentation because
- A) The motherboard contains many components that can be adjusted.
 - B) Settings may have several options.
 - C) Documentation describes how ports can be disabled.
 - D) All these answers are true.

Answer: D

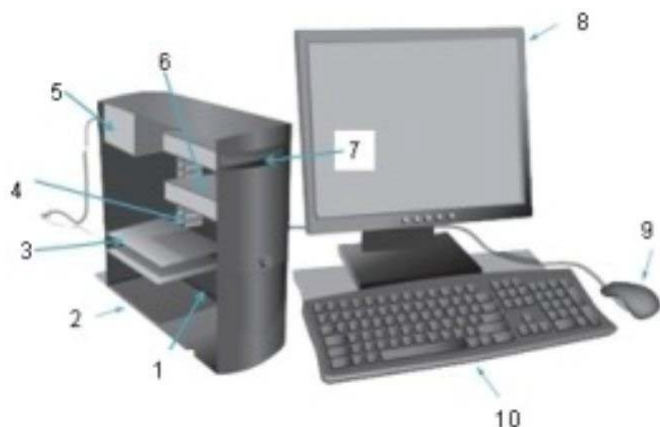
Diff: 1



- 48) Examine the figure. Item 1 is called a(n)
- A) Hard disk drive
 - B) Optical drive
 - C) Power supply
 - D) Motherboard

Answer: D

Diff: 2

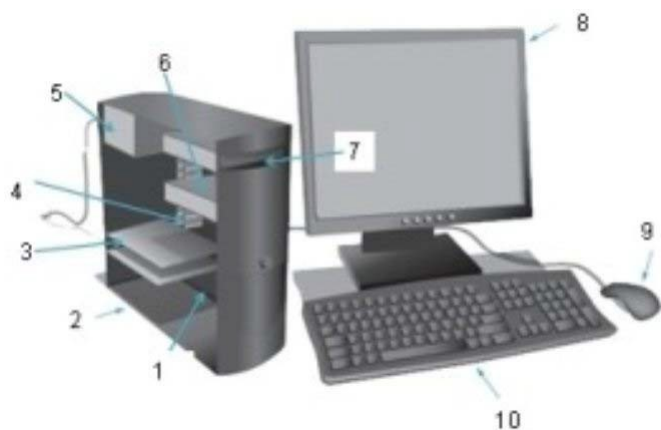


49) Examine the figure. Item 2 is called a(an)

- A) Case
- B) Optical drive
- C) Power supply
- D) Motherboard

Answer: A

Diff: 2

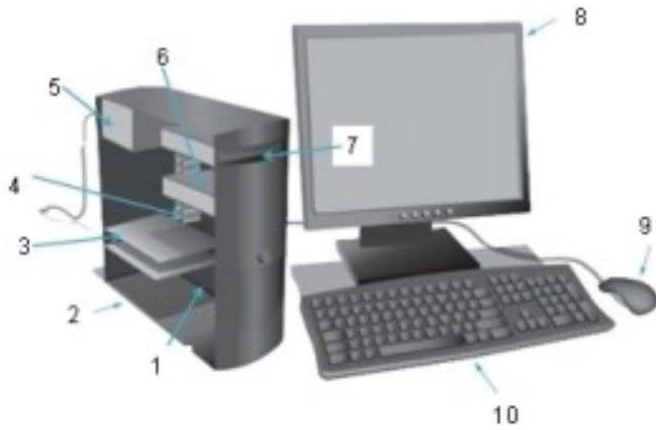


50) Examine the figure. Item 3 is called a(n)

- A) Case
- B) Adapter
- C) Riser
- D) Motherboard
- E) Hard drive

Answer: B

Diff: 2

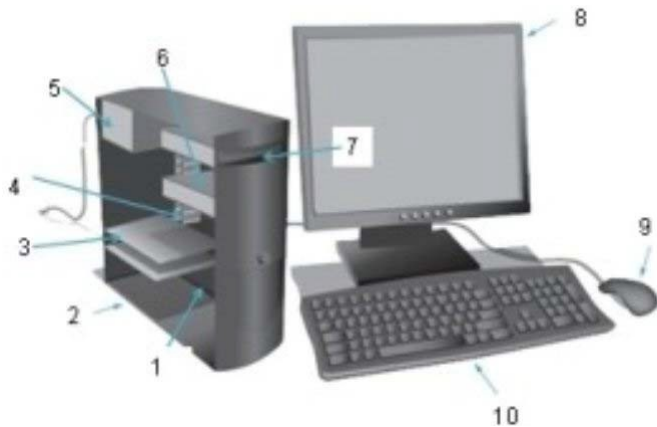


51) Examine the figure. Item 4 is called a(n)

- A) Riser
- B) Adapter
- C) Hard drive
- D) Motherboard
- E) Memory module

Answer: E

Diff: 2

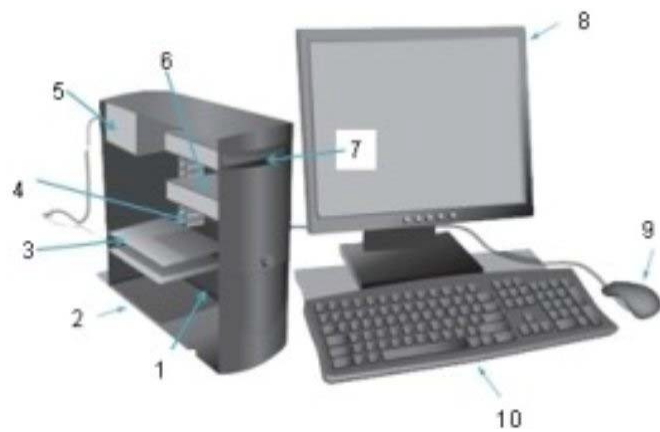


52) Examine the figure. Item 5 is called a(n)

- A) Case
- B) Riser
- C) Hard drive
- D) Optical drive
- E) Power supply

Answer: E

Diff: 2

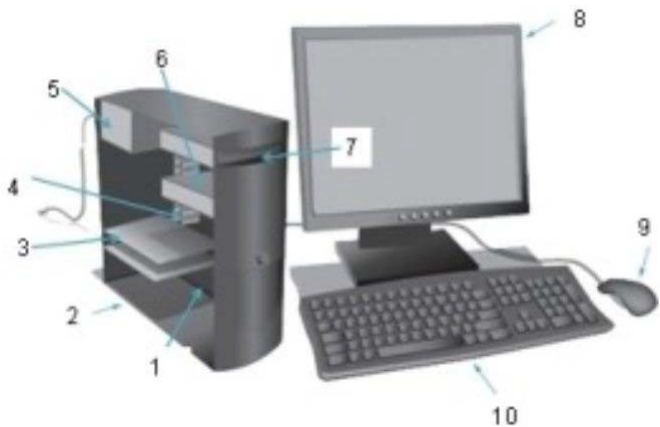


53) Examine the figure. Item 6 is called a(an)

- A) Case
- B) Riser
- C) Hard drive
- D) Power supply
- E) Optical drive

Answer: C

Diff: 2

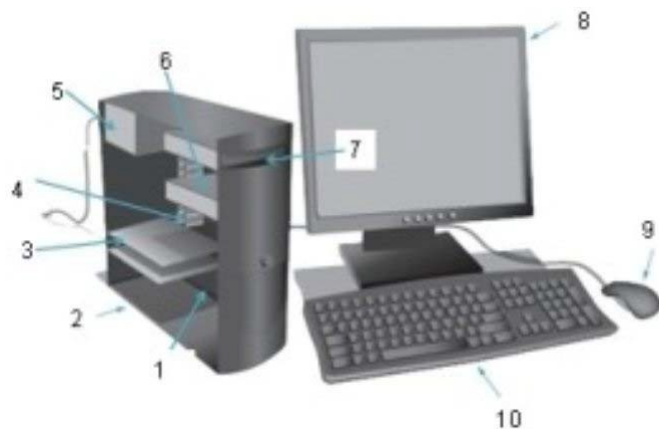


54) Examine the figure. Item 7 is called a(n)

- A) Case
- B) Riser
- C) Power supply
- D) Optical drive

Answer: D

Diff: 2

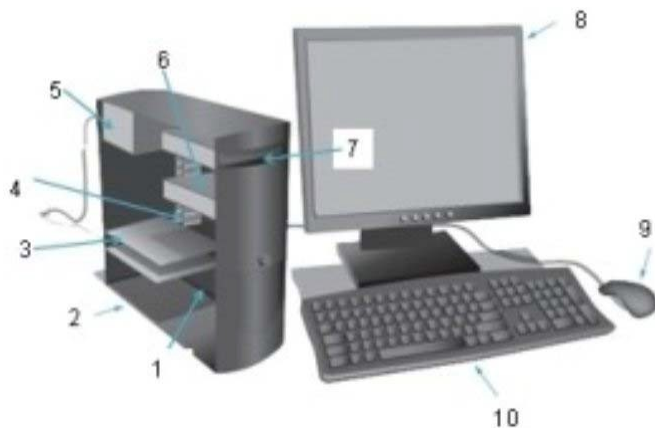


55) Examine the figure. Item 8 is called a(n)

- A) Case
- B) Riser
- C) Monitor
- D) Power supply
- E) Motherboard

Answer: C

Diff: 1

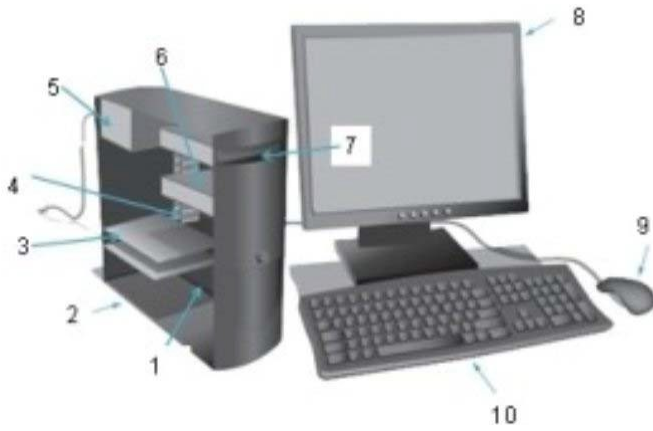


56) Examine the Figure. Item 9 is called a(n)

- A) Case
- B) Mouse
- C) Monitor
- D) Power supply
- E) Optical drive

Answer: B

Diff: 1



57) Examine the figure. Item 10 is called a(n)

- A) Riser
- B) Mouse
- C) Monitor
- D) Keyboard

Answer: D

Diff: 1



58) Examine the figure. This port is commonly found on a(n)

- A) Internal modem
- B) Monitor
- C) Motherboard
- D) Power supply

Answer: A

Diff: 2



59) Examine the figure. This port is commonly found on a

- A) Laptop
- B) Monitor
- C) Motherboard
- D) Power supply

Answer: A

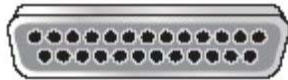
Diff: 3



- 60) Examine the figure. This port is commonly called a
- A) Video port
 - B) Network port
 - C) Serial port
 - D) Keyboard port

Answer: B

Diff: 2



- 61) Examine the figure. This port is commonly called a
- A) Video port
 - B) Network port
 - C) Serial port
 - D) Parallel port

Answer: D

Diff: 2



- 62) Examine the figure. This port is commonly called a(n)
- A) Video port
 - B) USB port
 - C) Serial port
 - D) Parallel port

Answer: C

Diff: 2



- 63) Examine the figure. This port is commonly called a
- A) Video port
 - B) USB port
 - C) Serial port
 - D) Parallel port

Answer: B

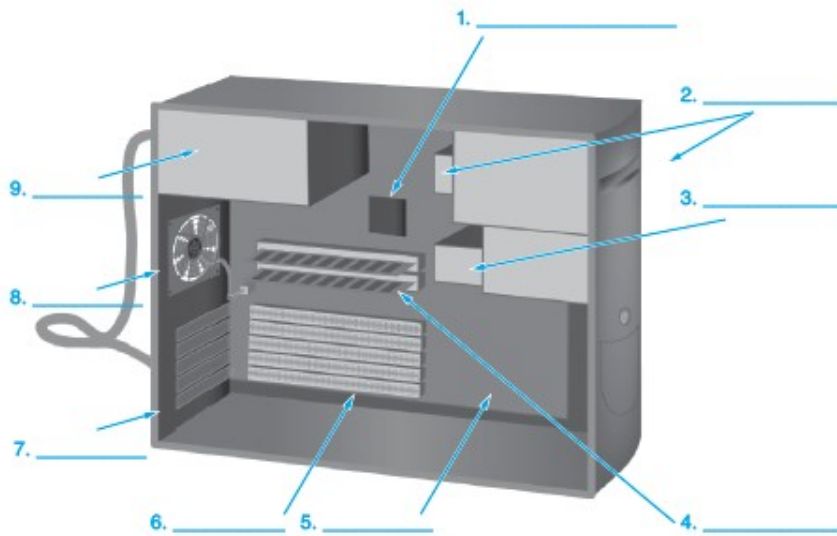
Diff: 2



- 64) Examine the figure. This port is commonly called a
- A) Video port
 - B) USB port
 - C) Serial port
 - D) Parallel port

Answer: A

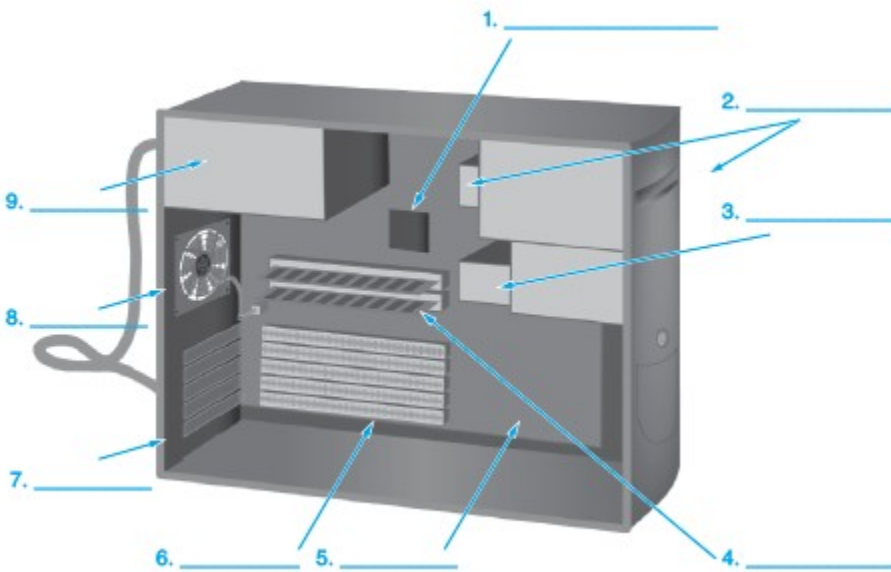
Diff: 2



- 65) Examine the figure. The part shown as 1 is the
- A) CPU
 - B) RAM
 - C) Expansion slot
 - D) Motherboard

Answer: A

Diff: 3

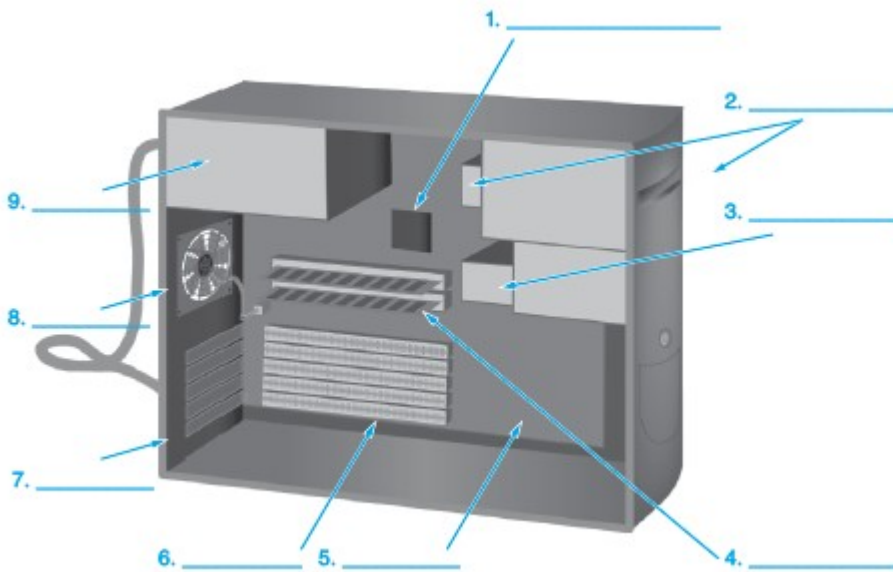


66) Examine the figure. The part shown as 5 is the

- A) CPU
- B) RAM
- C) Expansion slot
- D) Motherboard

Answer: D

Diff: 2

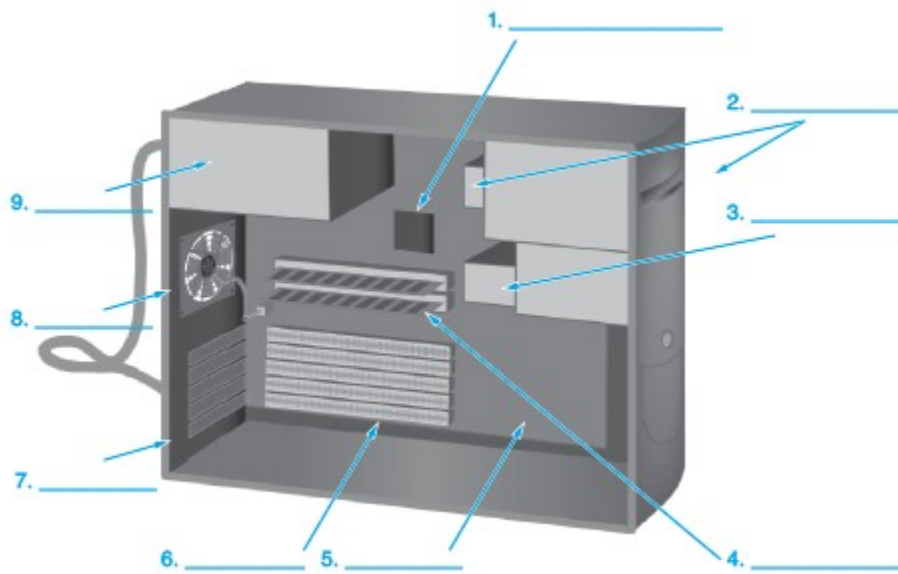


67) Examine the figure. The part shown as 6 is the

- A) CPU
- B) RAM
- C) Expansion slot
- D) Motherboard

Answer: C

Diff: 2



68) Examine the figure. The part shown as 2 is the

- A) CPU
- B) Floppy drive
- C) Expansion slot
- D) Motherboard

Answer: B

Diff: 2

69) Which of the following communication methods would provide the highest throughput when connecting a printer?

- A) USB
- B) RS-232C
- C) IEEE 1294
- D) PATA IDE

Answer: A

Diff: 2

70) What is the maximum transfer rate for a USB 2.0 port?

- A) 1.5Mbps
- B) 3Mbps
- C) 10Mbps
- D) 480Mbps
- E) 1200Mbps

Answer: D

Diff: 2

71) Which type of connector would be used only for digital video connectivity?

- A) DVI-D
- B) VGA
- C) S/PDIF
- D) DVI-I

Answer: A

Diff: 3

72) What is true about USB devices?

- A) A particular USB device is specific to the Windows operating system version.
- B) A charging USB port can provide power even if the computer containing the USB port is powered off.
- C) All USB devices require you to load the device driver before connecting the device to the computer.
- D) Use the *Safely Remove Hardware* icon to remove USB devices without damaging them.

Answer: D

Diff: 2

73) Which laptop accessory would be used to connect multiple displays to the laptop?

- A) Docking station
- B) Output device
- C) Power supply
- D) DVI port
- E) Video delivery system

Answer: A

Diff: 2

74) What is an Internet appliance? (Select the best answer.)

- A) Any device used to connect to the Internet
- B) A safety device otherwise known as a firewall
- C) A device used to connect a laptop to the Internet
- D) A device use to connect just mobile devices to the Internet

Answer: A

Diff: 2

75) Which device would be used to connect multiple DVI and USB cables to a single computer?

- A) Power supply
- B) Video delivery system
- C) KVM switch
- D) USB hub

Answer: C

Diff: 2

76) Which laptop accessory would be used to connect multiple displays to the laptop?

- A) Docking station
- B) Power brick
- C) Power supply
- D) DVI port

Answer: A

Diff: 2

77) Which device converts analog signals to digital?

- A) Docking station
- B) Modem
- C) Power supply
- D) DVI port

Answer: B

Diff: 3

- 78) A teacher has a netbook connected to the overhead projector. What would be the best way to configure the mobile device so that both the netbook display and the projector shows the operating system desktop?
- A) Use Device Manager.
 - B) Use the icon in the notification area.
 - C) Use the Start button *Accessories* option.
 - D) Use the appropriate function key.

Answer: D

Diff: 2

- 79) In Windows XP, Device Manager does not show the Bluetooth device. What should you do first?
- A) Connect the Bluetooth device to a PS/2 port to see whether the device works.
 - B) Reboot the Bluetooth device.
 - C) Install an updated Bluetooth driver.
 - D) Replace the Bluetooth processor.

Answer: C

Diff: 2

- 80) Which laptop accessory would be used to connect multiple displays to the laptop?
- A) Docking station
 - B) Power brick
 - C) Power supply
 - D) DVI port

Answer: A

Diff: 2

- 81) Which type of connection would require line of sight for a wireless mouse?
- A) RF (radio frequency)
 - B) Component
 - C) Bluetooth
 - D) Infrared

Answer: D

Diff: 2

- 82) What is one of the easiest ways to activate Bluetooth on a mobile computer?
- A) Enable using Device Manager.
 - B) Use the function key.
 - C) Reboot the mobile device.
 - D) Tilt the monitor screen to a more vertical position.

Answer: B

Diff: 2

- 83) Under what Android *Settings* option would Bluetooth be enabled?
- A) Wireless and network
 - B) General
 - C) Hardware and sound
 - D) Personal devices

Answer: A

Diff: 2

84) What wireless mouse technology includes 128-bit security all the time?

- A) RF (radio frequency)
- B) Component
- C) Bluetooth
- D) Infrared

Answer: C

Diff: 2

85) What is the best method to use when cleaning the optical sensors on a wireless mouse?

- A) Compressed air
- B) Mild detergent
- C) Alcohol
- D) Monitor wipes

Answer: A

Diff: 2

86) Which type of connection would require line of sight for a wireless mouse?

- A) RF (radio frequency)
- B) Component
- C) Bluetooth
- D) Infrared

Answer: D

Diff: 2

87) What is one of the easiest ways to determine whether a keyboard is working?

- A) Press Caps Lock to see whether the associated light illuminates.
- B) Run POST.
- C) Check in the System BIOS.
- D) Run keyboard diagnostics from within the Start button *Accessories* option.

Answer: A

Diff: 2



88) Refer to the provided figure. What type of port is this?

- A) RF (radio frequency)
- B) Component
- C) Bluetooth
- D) Infrared

Answer: D

Diff: 2



89) Refer to the provided figure. What type of cable would have this symbol?

- A) RF (radio frequency)
- B) USB 3.0
- C) Bluetooth
- D) FireWire

Answer: B

Diff: 1

90) A USB printer would connect to what type of USB port?

- A) Downstream
- B) Upstream
- C) Self-powered
- D) Bus-powered

Answer: A

Diff: 2

91) Which type of USB hub might someone have on their key chain?

- A) Downstream
- B) Upstream
- C) Self-powered
- D) Bus-powered

Answer: C

Diff: 1

92) Why is having the correct device driver so important?

- A) It enables a specific operating system to run as multiple machines.
- B) It enables multiple computers to share devices.
- C) It enables a device to work in both a powered and unpowered state.
- D) It enables a specific operating system to control a specific piece of hardware.

Answer: D

Diff: 2

93) What is the primary purpose of the power supply?

- A) Controls internal computer temperature
- B) Converts AC to DC
- C) Provides power to external devices
- D) Supplies AC electricity to the computer parts

Answer: B

Diff: 1

94) Where is the motherboard on a tower computer?

- A) On the bottom
- B) On the side
- C) On the top
- D) In the middle

Answer: B

Diff: 1

95) What is one way to easily determine an adapter's function?

- A) Look at the part number.
- B) Read the adapter label.
- C) Look at the peripheral that attaches to the adapter.
- D) Look it up on the Internet.

Answer: C

Diff: 1

96) What statement is true regarding RAM and ROM?

- A) ROM commonly holds the computer operating system.
- B) ROM commonly holds stored user data such as photographs.
- C) RAM commonly stores data such as user photos that are retrieved on a later date.
- D) RAM contents are lost when the computer is powered off.

Answer: D

Diff: 1

97) What type of memory would a PC most likely use to hold an application you are currently using?

- A) RAM
- B) ROM
- C) Flash
- D) Optical

Answer: A

Diff: 1

98) Which type of memory would most likely have the most capacity in a business PC?

- A) ROM
- B) Flash
- C) Optical
- D) RAM

Answer: D

Diff: 2

99) What is the most common type of memory module found in a business PC?

- A) DIMM
- B) RIMM
- C) SIP
- D) DIP
- E) SIMM

Answer: A

Diff: 2

100) What statement is true regarding a cold boot?

- A) A cold boot occurs when the PC boots from an internal hard drive.
- B) A cold boot occurs when the PC boots from an external hard drive.
- C) A cold boot occurs when you first turn on a computer.
- D) A cold boot occurs when you press Ctrl+Alt+Del.

Answer: C

Diff: 1

101) What is one device that would most likely connect to a serial port today?

- A) Mouse
- B) External modem
- C) Joystick
- D) Analog phone

Answer: B

Diff: 2

102) What statement is true regarding a cold boot?

- A) A cold boot occurs when the PC boots from an internal hard drive.
- B) A cold boot occurs when the PC boots from an external hard drive.
- C) A cold boot occurs when you first turn on a computer.
- D) A cold boot occurs when you press Ctrl+Alt+Del.

Answer: C

Diff: 1

103) What bus can connect a maximum of 127 devices with five hubs?

- A) USB
- B) IEEE 1394
- C) PCI
- D) AGP

Answer: A

Diff: 2

104) The USB connector found on the motherboard is called a(n)

- A) Type A connector
- B) Type B connector
- C) Type C connector
- D) Type D connector

Answer: A

Diff: 2

105) The_____ is a serial bus that can connect up to 63 devices.

- A) AGP
- B) PCI
- C) IEEE 1394
- D) USB

Answer: C

Diff: 2

106) An adjunct professor has a flash drive attached to a USB on the computer in the adjunct office. The teacher was called away unexpectedly. The departmental secretary should

- A) Power down the computer before removing the drive.
- B) Use the Add/Remove Hardware control panel to remove the drive.
- C) Gently remove the drive from the computer.
- D) Stop the drive and remove it.

Answer: D

Diff: 2

107) What type of bus successfully best handles digital audio and video devices such as cameras, video recorders, and television?

- A) IEEE 1394
- B) AGP
- C) PCI
- D) MCA

Answer: A

Diff: 2

108) What type of USB enables a USB device to be the host and not require a PC or a hub?

- A) Certified Wireless
- B) OTG
- C) 2.0
- D) HI SPEED

Answer: B

Diff: 2

- 109) A friend of yours has purchased a USB printer and asks you to install it. You look at the computer and see there are no USB ports available. What will you recommend?
- A) Exchange the USB printer for a parallel printer.
 - B) Connect the printer to a serial port using a USB to 25 -pin adapter.
 - C) Add an adapter that contains USB ports.
 - D) Upgrade to a more modern computer.
 - E) Add a USB hub.

Answer: E

Diff: 1

- 110) The maximum number of USB hubs that can be installed before reaching the host is ____.
- A) 1
 - B) 2
 - C) 3
 - D) 5
 - E) 7

Answer: D

Diff: 2

- 111) A low-speed USB device has a maximum connection distance of ____.
- A) 3 feet
 - B) 6.2 feet
 - C) 9.8 feet
 - D) 12 feet

Answer: C

Diff: 2

- 112) The USB upstream port is used to connect to ____ or ____.
- A) Hub; USB device
 - B) Another hub; computer
 - C) USB motherboard port; USB adapter port
 - D) Printer; another USB device

Answer: B

Diff: 2

- 113) A scanner attaches to an unpowered USB hub. The scanner is not detected when attached to the hub, but another USB device works fine. What is the first thing you should check?
- A) Ensure the correct USB cable is being used.
 - B) Ensure the scanner is receiving enough power to power on.
 - C) Ensure the USB cable is not too long.
 - D) Ensure the computer USB power is not disabled.

Answer: B

Diff: 2

- 114) No USB device appears to work on a new computer whether attached to a USB hub that attaches to a USB port or any device that attaches directly to the computer's USB port. What is a logical next step?
- A) Try all the USB devices on another computer.
 - B) Check the power supply for proper voltage output.
 - C) Ensure the BIOS has the USB ports enabled.
 - D) Add an external power source to the USB hub.
 - E) Replace the USB hub.

Answer: C

Diff: 2

- 115) A laptop computer can no longer print to a wireless infrared (IrDA) printer. What is the most likely cause of the problem?
- A) The print driver is corrupt.
 - B) The printer needs servicing.
 - C) The printer needs to have the alignment feature ran.
 - D) The printer has been moved out of range.

Answer: D

Diff: 2

- 116) Which of the following is most likely used to troubleshoot an IEEE 1394 device?
- A) Multimedia control panel
 - B) Scanners and cameras control panel
 - C) Task Manager
 - D) Device Manager

Answer: D

Diff: 2

1.3 Multiple Answer Questions

- 1) Which two ports would most likely be used to connect a laptop to an overhead projector? (Select two answers.)
- A) PS/2
 - B) S/PDIF
 - C) VGA
 - D) HDMI
 - E) S-Video

Answer: C, D

Diff: 2

- 2) Which methods are used when cleaning a keyboard? (Select all that apply.)
- A) Turn the keyboard upside down over a trash can and gently shake out debris.
 - B) Use compressed air.
 - C) Use cleaning wipes.
 - D) Vacuuming
 - E) Brushing
 - F) Remove all keys and vacuum.

Answer: A, B, C, D, E

Diff: 2

- 3) What are three of the best qualities for a computer technician? (Select all the apply.)
- A) Is a good listener
 - B) Has a good, professional attitude
 - C) Uses appropriate vocabulary when speaking of technology
 - D) Can fix every computer problem
 - E) Is never late for work

F) Uses resources efficiently

Answer: A, B, C

Diff: 2

4) Which items are operating systems? (Select all that apply.)

- A) Android
- B) Intel
- C) iOS
- D) Windows 7
- E) OS X
- F) Stellar
- G) Fox

Answer: A, C, D

Diff: 1

5) What are **three** purposes of a power supply?

- A) Converts AC to DC
- B) Converts DC to AC
- C) Computer cooling
- D) Impedance matching
- E) CPU liquid cooling
- F) Distribute DC to the computer parts

Answer: A

Diff: 2

6) What **two** parts would be least likely found in a tablet or smartphone?

- A) RAM
- B) External ports
- C) Optical drive
- D) Processor
- E) Hard drive

Answer: C, E

Diff: 2

7) What are **two** purposes of a laptop's AC adapter?

- A) Downstream
- B) Upstream
- C) Self-powered
- D) Bus-powered

Answer: C

Diff: 1

1.4 Matching Questions

1) Match the port to the description.

Ethernet _____

CRT monitor _____

Flat screen _____

USB _____

Serial _____

Parallel _____

Modem _____

PS/2 mouse _____

A. 9-pin male

B. Type A

C. DVI

D. 15-pin female

E. 25-pin female

F. RJ-45

G. RJ-11

H. DIN

Answer: F, D, C, B, A, E, G, H

Diff: 2

2) Match the part to the description.

Hard drive _____

Power supply _____

Mouse _____

Adapter _____

RAM _____

Motherboard _____

Docking station _____

LCD _____

BIOS _____

A. Memory

B. Laptop screen

C. Holds processor and memory

D. Contains firmware

E. Outputs DC

F. Tower computer expansion

G. Large storage device

H. Input device

I. Laptop expansion

Answer: G, E, H, F, A, C, I, B, D

Diff: 2

3) Match the input device to the definition.

Touch screen _____

Track pad _____

Digital tablet _____

A. A laptop input device that uses finger movement

B. A monitor that uses a pen or fingertip as an input device

C. Used in computer-aided drawing and frequently comes with a mouse or pen

Answer: B, A, C

Diff: 1

1.5 Fill-in-the-Blank Questions

1) A single USB port can have a maximum of _____ hubs attached.

Answer: 5, five

Diff: 3

2) An operating system is an example of _____.

Answer: software

Diff: 1

3) The hard drive, keyboard, and monitor are examples of _____.

Answer: hardware

Diff: 1

4) An example of a small input device connected to the motherboard PS/2 port is a/an _____.

Answer: mouse

Diff: 1

5) The _____ provides DC voltage to various parts of a computer.

Answer: power supply

Diff: 1

6) Adapters plug into a/an _____ on the motherboard.

Answer: expansion slot

Diff: 1

7) A/An _____ plugs into the motherboard and holds adapters in some computer models.

Answer: riser

Diff: 2

8) The most common type of memory found on the motherboard that can be expanded is _____. Note: use the acronym (the letters) commonly used for this part.

Answer: RAM

Diff: 2

9) The chip that contains software to start the computer is the _____. Note: use the acronym (the letters) commonly used for this part.

Answer: BIOS

Diff: 2

10) A connector with a notch or an extra metal piece that enables a cable to be inserted only one way is said to be _____.

Answer: keyed

Diff: 1

- 11) The round port used to connect a keyboard or mouse is a DIN otherwise known as the _____ port.
Answer: PS/2 or PS2
Diff: 1
- 12) A/An _____ port enables the connection of up to 127 devices. Note: use the acronym (the letters) commonly used for this port.
Answer: USB
Diff: 1
- 13) The most common connector used for an Ethernet port is a/an _____.
Answer: RJ-45 or RJ45
Diff: 2

1.6 Essay Questions

- 1) Using good grammar, explain why technicians must be able to identify common ports.
Answer: Answers will vary, but a sample answer follows: Technicians must be able to identify common ports so that they connect the proper cable and device to the port. Identification is also important when troubleshooting a computer problem.
Diff: 2
- 2) List three devices that can connect to a USB port.
Answer: Answers will vary, but a sample answer follows: Three devices that might connect to a USB port are as follows: printer, scanner, mouse, keyboard, game controller, optical drive, hard drive, floppy drive, flight yoke, digital camera, web camera, modem, speaker, video phone, data glove, and digitizer.
Diff: 2
- 3) Using good grammar, name at least two advantages of an integrated motherboard.
Answer: Answers will vary, but a sample answer follows: Advantages of an integrated motherboard include more available expansion slots, port speed is faster, ease of configuration, and easier to troubleshoot.
Diff: 2
- 4) Using good grammar, explain the difference between a docking station and a port replicator.
Answer: Answers will vary, but a sample answer follows: A docking station usually includes expansion slots or drive bays, whereas a port replicator just has more ports.
Diff: 2
- 5) Using good grammar, describe a drawback to using an infrared wireless keyboard.
Answer: Answers will vary, but a sample answer follows: The infrared keyboard must be kept within line of sight of the transceiver.
Diff: 2