

IC3 placement Test Sample

1. The ability for different people to use the same computer is made possible through:

- a. Open-source software.
- b. Desktop elements.
- c. **User accounts.**
- d. The Settings app.

User Accounts, Obj 3.5

Each user on a computer has his or her own account. You can think of an account as a special area on the computer where you can work and keep your files, separate from other users.

2. Which of the following is the collection of stored settings that ensure your customizations are in effect whenever you log on?

- a. **Your user profile.**
- b. Your domain.
- c. Your lock screen.
- d. Your permission level.

User Profiles, Obj 3.5

Each user account is associated with a profile which includes settings for elements such as the Desktop background, lock screen, screen saver, pointer preferences, date and time format, and so on.

3. Kelly has several documents open on her laptop, and is working concurrently in each one. She is about to leave for several hours to attend an off-site social function, but will return to her documents later in the day. Which option below would save the most power and still ensure that she can pick up right where she left off?

- a. **Hibernating the laptop.**
- b. Putting the laptop to sleep.
- c. Shutting down the laptop.
- d. Displaying the lock screen.

Understanding Windows Power On/Off Options, Obj 2.6

Hibernate mode uses no power and is useful if you will not be using your laptop for an extended period of time, but you do not want to close your documents.

4. From which of the following areas in Windows 10 can you access Desktop customization settings?

- a. Desktop drop-down list.
- b. Desktop Customization wizard.
- c. Calculator app.
- d. **Control Panel.**

The Windows Control Panel, Obj 3.8

In Windows 10 you can access Desktop customization settings through the Control Panel or the Settings app.

5. Which of the following Windows dialog box features allows you to select several options?
- Drop-down lists.
 - Radio buttons.
 - Check boxes.**
 - Command buttons.

The Windows Control Panel, Obj 3.8

Check boxes allow users to turn one or more option choices on or off.

6. Which of the following is an example of a global setting on a Windows system?
- Desktop background picture.
 - Screen resolution.**
 - Accent color.
 - Screen saver.

Changing the Screen Resolution, Obj 3.3, 3.2

The screen resolution is a global hardware setting (it affects all user accounts on the PC).

7. Which mobile operating system feature helps you avoid accidentally placing a call or taking a picture?
- Virtual personal assistant.
 - Pinch gesture.
 - Dock.
 - Lock screen.**

Lock Screen

Lock screens protect your devices from unintended access (that is, you can't accidentally launch an app or make a call while the phone is in your pocket or purse).

8. Which of the following is a function of the operating system?
- To compose and send email.
 - To edit photographs and other high-resolution images.
 - To control communication and manage files.**
 - All of these are operating system functions.

What is an Operating System?

The operating system: manages hardware devices, controls communication among hardware devices, controls communication between application programs and hardware devices, and manages files stored on the computer.

9. What is the best way to shut down a computer?
- Press the power button on the computer case.
 - Click Start, Power, Shut down, then let the process complete.**
 - Press CTRL+ALT+DEL twice.
 - Press ESC.

Powering Off a Windows Computer, Obj 2.6

You should always use the operating system's Power Off or Shut Down option. Click Start, Power, Shut down, and the computer closes all files and programs, closes the operating system and turns off the power.

10. What is a service pack?
- A collection of software updates.
 - A form of spyware.
 - A power mode designed to provide emergency power during a power outage.
 - A collection of Desktop backgrounds, sounds and themes that you can find online and then download and install on your system.

Operating System Updates, Obj 3.1

A service pack is a collection of updates that is typically released after enough updates have accumulated to warrant the release.

11. Which internal component performs calculations and logical operations?
- Microprocessor
 - RAM chips
 - System board
 - Power supply

Measuring Frequency, Obj 2.7

The microprocessor is a silicon chip that performs calculations and logical operations in the computer.

12. Why is RAM used for temporary storage?
- It is not big enough to be used for permanent storage.
 - It disappears when the computer is turned off.
 - It is too slow to be used for permanent storage.
 - It wears out after a few uses.

Random Access Memory (RAM), Obj 2.2

RAM can store data only while the computer is on. Any information stored in RAM "vanishes" when the computer is turned off.

13. Which of the following is likely to have the greatest internal storage capacity?
- Chromebook
 - Tablet
 - Server
 - Smart phone

Servers, Obj 2.1

Servers usually have a lot of storage capacity. Processor power, memory and hard drive size are the main selling points for servers.

14. Which of the following is a disadvantage of using a desktop PC?
- It is not portable.
 - It probably does not have a lot of storage capacity.
 - It probably does not have a lot of RAM.

- d. All of these are disadvantages of using a desktop PC.

Desktop Computers, Obj 2.1

Desktop PCs are not portable because they must be plugged into an electrical outlet. They generally have a lot of storage capacity and RAM.

15. Which of the following is a disadvantage of using a touch screen keyboard?

- a. It becomes uncomfortable after a period of time.
- b. It does not include symbols.
- c. It does not include numbers.
- d. All of these are disadvantages of using a touch screen keyboard.

Touch Screens, Obj 2.14

Touch screen keyboards become uncomfortable to use after a while; however, they include numbers and symbols as well as uppercase and lowercase letters.

16. Madge is going to connect a printer to her laptop computer. Which type of port is she likely to use?

- a. A video port
- b. An audio port
- c. A USB port
- d. There is no way to tell

Printers, Obj 2.3

Printers are connected directly to computers using a USB connection.

17. Adam stores video files on a 1TB hard disk. Which computing device is he most likely using?

- a. A desktop
- b. A tablet
- c. A Chromebook
- d. A smart phone

Desktop Computers, Obj 2.1

Desktop computers are stable and powerful and most include ample storage space (500GB – 1TB on average).

18. Which piece of smart phone hardware identifies a GSM phone to its carrier network?

- a. The lock screen
- b. The widget
- c. The SIM card
- d. The infrared transmitter

Subscriber Identify Module (SIM)

GSM phones all contain a Subscriber Identity Module (SIM) card which identifies the phone to the carrier network.

19. Gary is going to connect an external monitor to his laptop. Which of the following ports is he most likely to use?

- a. Ethernet port
- b. HDMI port

- c. USB port
- d. Line In port

Video Ports and Connectors, Obj 2.3

You must connect a monitor to a video port. Standard computer video ports include: Video Graphics Adapter (VGA), Digital Video Interface (DVI) and High-Definition Multimedia Interface (HDMI).

20. Harlene wants to pair her Bluetooth headset to her laptop. Which of the following is a step she must take?
- a. Connect the headset to a USB port.
 - b. Change power plan on her laptop to High Performance.
 - c. Put the headset into discovery mode.
 - d. Turn off the wireless networking card because it interferes with Bluetooth.

Bluetooth, Obj 2.7

In order to pair Bluetooth devices you must turn the devices on, put the accessory into discovery mode, scan for nearby devices, and pair the devices.

21. Which protocol is required to access the Internet?
- a. 802.11a
 - b. TCP/IP
 - c. 802.11ac
 - d. TKIP

TCP/IP, Obj

TCP/IP is the international standard protocol for both local and wide area networking, and it is the networking protocol used on the Internet.

22. Which of the following is an example of a private network?
- a. The Internet.
 - b. The telephone network.
 - c. Your carrier's cell network.
 - d. Your company's LAN.

LANs and WANs, Obj

LANs are private networks.

23. Which of the following broadband technologies is the fastest?
- a. DSL
 - b. Satellite
 - c. Broadband cable
 - d. 3G cellular

Service Providers, Obj 2.11

Broadband cable provides speeds up to 30Mbps; DSL provides speeds up to 3Mbps, Satellite provides speeds up to 15Mbps, and 3G cellular provides speeds up to 2Mbps.

24. Ann's cable modem has only one Ethernet port and does not support wireless connections. What must she add to her network in order to share her Internet connection with her laptop, tablet and smart phone?
- A wireless broadband router.
 - A network printer.
 - An optical network terminal.
 - A satellite dish.

Broadband Modems, Obj 2.11

If your broadband modem provides only a single Ethernet port (and does not support wireless connections), and you want to share your Internet connection among multiple systems in your LAN, then you must add a broadband router to your network.

25. How fast is Fast Ethernet?
- 10 Mbps
 - 100 Mbps
 - 1,000 Mbps
 - 10,000 Mbps

Ethernet Standards and Cables, Obj 2.4

Fast Ethernet moves data at 100Mbps.

26. Which two frequency bands are used by wireless LANs?
- The 88MHz band and the 206MHz band.
 - The 800MHz band and the 1.2GHz band.
 - The 2.4GHz band and the 5GHz band.
 - The 54MHz band and the 300GHz band.

Adapters, Signals and Bands, Obj 2.11

Wireless LANs use two frequency bands: the 2.4GHz band and the 5GHz band.

27. Which Wi-Fi standard is the fastest?
- 802.11a
 - 802.11ac
 - 802.11g
 - 802.11n

Wireless Standards, Obj 2.11

802.11ac is the fastest Wi-Fi standard; its top speed is 1.3Gbps.

28. Which wireless standard simplifies the process of adding a device to a WLAN?
- WPA
 - WPA2
 - WEP
 - WPS

Wi-Fi Protected Setup (WPS), Obj 2.11

WPS is a wireless networking standard that you can use to connect wireless devices to your WLAN by pressing a button on the router.

29. Which cellular network is fastest?

- a. 1G
- b. 2G
- c. 3G
- d. LTE

Cellular Generations, Obj 1.1

LTE is the fastest cellular technology currently available.

30. Sue made a big bowl of popcorn and is planning to stream four hours of Disney movies to her cell-enabled tablet. Why has she opted to use Wi-Fi for her movie night?

- a. Wi-Fi gives a clearer picture.
- b. Using Wi-Fi won't impact her data plan.
- c. Wi-Fi provides for true surround-sound.
- d. No special reason; Sue is just being whimsical.

Cellular-Enabled Tablets, Obj 1.2

Sue is using Wi-Fi because tasks performed over Wi-Fi will not impact her data plan allowances.

31. Which letter is commonly used to refer to the storage device where the operating system is installed on a computer?

- A
- B
- C
- D

Drive Letters, Obj# 3.6

The hard drive in a PC is drive C. This is where the operating system and application programs are installed.

32. What happens when you connect a flash drive to a USB port on your computer?

The operating system assigns the next available drive letter to that device.

You are asked to download and install a device driver to handle USB drives.

The operating system asks you which drive letter to assign to the device.

A shortcut to the device is automatically created and added to your Desktop.

Connected Storage Devices, Obj# 3.6

When you connect an external storage device to your PC (for example, through a USB port or an SD card slot), the operating system automatically assigns the next available drive letter to that device.

33. What do you call the organization of files and folders on a disk?

Directory or directory tree

Path

File management

Root directory

Directories and Paths, Obj# 3.6

The organization of files and folders on a disk is called a *directory* or a *directory tree*.

34. When you connect your smart phone to your PC using a USB cable, what can you do?

Navigate the device's internal storage system.

Assign the smart phone a drive letter.

Organize the installed apps on the phone.

Install a mobile operating system update on the phone from your PC.

Connecting "Smart" Devices, Obj 3.6.4

When you connect a smart device to a PC, the device appears as a location/folder and you can navigate its internal storage system just as you can a folder within your PC. A smart device is one that includes its own operating system.

35. Who can work with files stored under another user's profile?

A user with an Administrator account.

A standard user with Read permissions.

A standard user with Write permissions.

A standard user with Read/Write permissions.

File and Folder Permissions, Obj# 3.6.2, 3.10

Only a user with an Administrator account can work with files stored under another user's profile.

36. Which are the four control buttons you can use to adjust the display of a window on the screen?

Minimize, Maximize, Restore Down, Close

Help, Minimize, Maximize, Close

Program Icon, Minimize, Maximize, Close

Help, Program Icon, Restore Down, Close

File Explorer, Obj#3.3.2

Use the Minimize, Maximize, Restore Down, or Close buttons to change the way currently open windows are displayed.

37. Which method would you use to move a window?

Click in the title bar for the window and drag to a new location.

Click at the left or right border of the window and drag to a new location.

Click at the top or bottom border of the window and drag to a new location.

Click in the title bar for the window and press ENTER.

Moving a Window, Obj#3.3.2

Position the mouse pointer anywhere on the title bar and then drag the window to a new location.

38. How can you identify which program you might need to modify a file?

From the icon at the left of a file name.

From the name of the file.

From the arrow at the lower left corner of the file name.

From the folder icon at the left of a file name.

Working with Files and Folders, Obj#3.6.1

Regardless of the file type, all files appear with an icon that includes a symbol of the associated program.

39. Which key can you use to edit or rename a file or folder?

F2

F4

F1

F9

Renaming a Folder, Obj#3.6.1

To change a folder's name, click the folder icon to select it and then press F2 to activate the Edit mode.

40. What do you call the suffix added to the base name of a computer file?

File name extension

Program application

File name path

Operating system identifier

Understanding File Types and File Name Extensions, Obj 3.6.3

A file name extension is a suffix added to the base name of a computer file.

41. Which is the default setting for viewing file extensions in File Explorer?

Hide the file name extensions.

Show the file name extensions.

Viewing the File Extensions, Obj# 3.6.3

To keep things simple and keep the display uncluttered, the default setting in Windows is to hide file name extensions.

42. Before you can perform any action on a file or folder, what must you do?

Select the file or folder.

Log into the computer again.

Start File Explorer twice.

Create a shortcut for the file or folder.

Selecting Files and Folders, Obj# 3.8.4

Before performing any actions such as copying, moving, or deleting, you must select the file or folder.

43. Once a file or folder has been selected, which keyboard shortcut can you use to move it from its original location?

Press CTRL+X.

Press CTRL+C.

Press CTRL+V.

Press CTRL+W.

Moving Files or Folders, Obj# 3.6.1

After selecting the files or folders to move, press CTRL+X.

44. Which character cannot be used as part of a file name?

\

.

,

-

Renaming Files, Obj# 3.6.1

Remember the two limitations of file and folder naming conventions: a maximum of 255 characters; and the following characters \ / : * ? " < > | cannot be used in the file or folder name.

45. When you use the Windows Search box/Cortana to search for a feature, where do the results appear?

In the panel above the search box.

In a new search window.

Within File Explorer.

In a text file.

Using Windows Search Box/Cortana, Obj# 3.9

Once you enter a search term and press ENTER, Windows will display suggestions and answers to your questions in a panel that appears above the search box.

46. Which feature allows a scanner to convert a scanned image into editable electronic text?

OCR

PDF

GSM

SCR

Scanners, Obj# 3.7.1

Some scanners include *optical character recognition* (OCR) functionality which allows the scanner to convert the scanned image into editable electronic text and save that editable text as a document.

47. By default, in which folder are items you copy from the Internet stored?

Downloads

Documents

Desktop

Libraries

Web Site Items, Obj# 3.9

Any file that you copy from the Internet and save to your computer is saved in the Downloads folder, regardless of whether it is an image file, a document, a user manual, or an executable file. You can specify another location, but this is the default setting.

48. Which folder does Windows 10 use as the default folder for images?

Pictures

Quick access

Scanned Documents

Documents

Pictures, Obj# 3.7.2

Windows uses the Pictures folder and subfolders for saving picture files.

49. What does digital rights management software do?

Prevents unauthorized use or redistribution of media.

Allows you copy content that has been purchased.

Enables others to download the digital content from your device.

Enables you to manage digital media using File Explorer.

Managing Electronic Media, Obj# 3.6.4

Players and player apps are designed to handle digital content that is freely available and re-distributable as well as content that is protected by *digital rights management* (DRM) software. DRM is designed to prevent the unauthorized use, or redistribution of the media to which it is applied. DRM restricts the way you can copy content that you have purchased.

50. Which folder would you use to make certain files available to all other user accounts on your computer?

Public

Shared

Public Folders, Obj# 5.1.3

If you want to make some of your files available to other user accounts on the computer, save or copy them into one of the public folders. All users on a computer system have access to the public folders.

51. Which of the following file types can be sent as an attachment?

.png

.exe

.bat

.mdb

Limitations on Email Attachments, Obj# 5.1.1, 5.1.4

Many email providers and network administrators restrict certain types of file attachments such as executable files (.exe, .bat, .cmd), or database files (.mdb).

52. Why might you want to use the Send to Compressed (zipped) folder command before sending four pictures to a friend via email?

You need to reduce the size of the picture files for email purposes.

It's faster to send one file instead of sending four files in the one email.

The friend has a web-based email program.

The picture files are stored on the cloud.

Compressing Files, Obj# 3.6.5, 5.1.4

When you need to reduce the size of one or more files, you can use a file compression utility.

53. Which of the following is true of locally-installed software?

- a. It is installed and runs directly on your device.
- b. It is streamed to your device whenever you use it.
- c. It is hosted in the cloud.
- d. It is automatically updated.

Locally-Installed vs Cloud-Based Software

Locally-installed software is installed on a device and runs directly on that device. These programs are designed to work with specific operating systems and with hardware that meets certain minimum requirements.

54. Which of the following defines what you can do with the software you have purchased?

- a. An End User License Agreement (EULA).
- b. The Software Assurance Agreement Services (SAAS) regulation.
- c. The Windows Registry.
- d. The Fair Use Act.

EULA and Registration, Obj# 3.12

Once the installation process begins, you will be asked to agree to an End User License Agreement (EULA) wherein you agree not to make illegal copies of the software to distribute to others, and you agree not to hold the software vendor liable for any damage or expenses that may occur from misuse or improper use of the software.

55. What is the best way to remove a software program from your system?

- a. Use the Uninstall a program command in the Control Panel.
- b. Delete any files related to the software using File Explorer.
- c. Remove the app from the Start menu and tiles.
- d. Use a third-party program to uninstall the program.

Uninstalling Programs, Obj# 3.12

The best way to uninstall a program is to use the Uninstall a program command on the Programs and Features page in the Control Panel.

56. Why should you register your software when you install it?

- a. To ensure you receive notification of available updates.
- b. To ensure that you receive marketing materials from the software vendor.
- c. All users are required by law to register any and all installed software.
- d. To ensure that you can get a free version of the next major upgrade.

Updating Software, Obj# 3.12

When you register your copy (license) of a software program, you become entitled to receive notification about updates or upgrades as they become available.

57. If you need to repair a Microsoft Office program, which option completely uninstalls and then reinstalls the software?

- a. Quick Repair
- b. Online Repair
- c. Neither option uninstalls and then reinstalls.
- d. Both options uninstall and then reinstall; one is just faster than the other.

Repairing Software, Obj# 3.12

Online Repair does an uninstall and complete reinstall, but takes longer.

58. Which of the following is an example of configuring an application program?

- a. Setting a default save location and customizing toolbar buttons.
- b. Making an adjustment in the Control Panel that tells the operating system to run the program in compatibility mode so that the application works smoothly.
- c. Making an edit to the Windows Registry so the application starts immediately after the Desktop displays.
- d. Using your Microsoft ID to log in to your computer instead of using a local log in account.

Configuring Software, Obj 3.4

Most application software allows you to adjust the working environment to suit your working style and preferences. For example, you can change the appearance and arrangement of toolbars and menus, and configure settings for default program behaviors.

59. What do you need to do before you can download or install apps from the Windows Store?

- a. Sign in with a Microsoft Account.
- b. Update your operating system.
- c. Open an Outlook.com email account.
- d. Create an account on the Windows Store.

Windows Store, Obj# 2.8

If you want to download and install apps, you will need to sign in with a Microsoft account.

60. What was the original size limit for messages sent via SMS?

- a. 160 characters
- b. 16 KB
- c. 160 KB
- d. 16 MB

Text Messaging, Obj# 1.5.5

The original SMS protocol allowed for a maximum of 160 characters.