

UNIT 1: BASIC TROUBLESHOOTING

ICT YEAR 10



Yr Level:

Subject: ICT

Unit:

Name :

Date:

Quick Test

1. Match each problem to its solution. One example is given.

PROBLEM
(a) No sound.
(b) The printer has a paper jam.
(c) The computer freezes and will not shut down.
(d) Wireless mouse is not working.
(e) Computer runs slowly.
(f) Screen is blank.

SOLUTION
(i) Unplug the power cable from the power socket.
(ii) Change batteries.
(iii) Make sure external speakers are properly plugged in.
(iv) Press a key on the keyboard to wake up the computer.
(v) Remove jammed paper, close printer and try printing.
(vi) Scan your computer for viruses.



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2. Fill in the blanks with the following words:

wired

slow

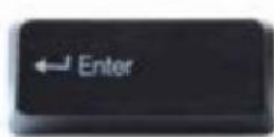
sound

freezes

troubleshooting

- (a) The process of identifying and resolving a problem is called _____.
- (b) If you cannot hear _____ check the volume level.
- (c) A _____ keyboard must be correctly plugged into the system unit.
- (d) A malware may _____ down a computer.
- (e) If a laptop _____, remove the battery to force it to turn off.

3. Circle the 3 keys that should be pressed on the keyboard to start the Task Manager.



4. Give 2 ways to 'wake up' a computer which is in the 'sleep mode'.

- (1)
- (2)

