FC0-U21

The CompTIA Strata Fundamentals of PC Technology Certification Exam is designed to show that the successful candidate has the knowledge to explain the characteristics of PC hardware and peripherals while identifying basic compatibility issues and operational problems. Further this test will assess the candidate's knowledge in the areas of safety guidelines and preventative maintenance of computers. This test is intended for candidates completing their "secondary" education and considering the pursuit of a CompTIA A+ certification, and/or advanced home users that wish to further their IT knowledge.

Domain	% of Examination
1.0 Computer Hardware	40%
2.0 Compatibility Issues and Common Errors	37%
3.0 Health, Safety and Preventative Maintenance	29%
Total	**100%**

1.0 Computer Hardware

1.1 Demonstrate the proper use of the following devices:
- Monitors
    - Adjust monitor settings (brightness, contrast, etc)
- Desktop
- Server
- Portable
    - Laptop
    - PDA
    - Smartphone
    - Netbook

1.2 Explain the characteristics and functions of internal and external storage devices
- CD/CD-RW Drive
- DVD/DVD-RW Drive
- Blu-Ray Disc Drive
- USB storage (solid state vs. magnetic disk)
- Multi -card reader and writer
- Hard drives
- Mobile media devices (e.g. MP3 player or PDAs)

1.3 Explain the characteristics and functions of peripheral devices
- Digital camera
- Web camera
- Speaker
- Tuner
- Microphone
- Printer / scanner

1.4 Explain the characteristics and functions of core input devices
- Keyboard
- Mouse
- Tablet (touch screen)
- Numeric keypad
- Gamepad

2.0 Compatibility Issues and Common Errors

2.1 Identify basic compatibility issues between:
- Processor performance
- RAM memory
- USB (1.1, 2.0)
- Firewire
- PS/2
- Ethernet
- Wireless networks

2.2 Recognize common operational problems caused by hardware
- Critical error message or crash
- System lockup (freeze)
- Application will not start or load
- Cannot logon to network
- Driver / hardware compatibility
- Input device will not function

2.3 Demonstrate the ability to minimize risks
- Data loss
- Loss of service
- Damage to equipment

3.0 Health, Safety and Preventative Maintenance

3.1 Recognize safety hazards and identify corresponding guidelines
- Hazards
  - Fire
  - Flood
  - Electrical surges
  - Extreme storms
  - Environmental hazards
- Guidelines
  - Use of ESD equipment
  - Use of tools and equipment
  - Electricity and safety
  - Hazardous substances
  - Wire placement and safety
  - Environmental legislation and regulations (e.g. disposal of materials)

3.2 Identify preventative maintenance products, procedures, and how to use them
- Liquid cleaning compounds
- Types of materials to clean contacts and connections
- Compressed air
- Cleaning monitors
- Cleaning removable media devices
- Ventilation, dust and moisture control on the PC hardware interior
- Surge suppressors
- Replacing printer consumables