1) What is the difference between Hardware and Software? Give examples.
2) Name 3 of the many System Tools that are integrated in all Windows Operating Systems and their use.
3) You receive a call from a customer that tells you that her computer is *running really slow*. What recommendations or instructions can you give her to speed up her computer? (Be specific. Mention what tools you will use to check the symptoms, and the steps you'll use).
4) An EKG technician calls your shop and tells you that his portable EKG machine does not turn on. It is a Windows-based system. You go to the department, and confirm the problem. What steps will you use to troubleshoot the problem?
5) What are the differences between System Restore and Safe Mode? How will you use each one?
6) A customer's hard drive crashed. He is not that concerned, because he has a backup of all his important documents. What steps will you take to install *a brand-new* hard drive? What tools will you need to restore his data?
7) What criteria are used to determine how many times a medical device should be PM'd? Explain.
8) Mention various Databases or software used to manage Medical Equipment inventory. What can be tracked with these programs?
9) What important details are needed to be entered in a Database for any new medical device? Make a list of some of them
10) Why it is so important to enter the correct data in the Medical Equipment Database? What problems can occur?
11) Mention at least 5 Regulatory Agencies that are involved in the manufacture, repair and maintenance of Medical equipment.
12) Mention at least 3 of the Customer Service Skills we should develop as BMETS to deal with our customers and WHY.
13) What is the difference between "Customer Service" and "Excellent Customer Service"? Why do we need to aim for excellence?
14) What are the advantages of using a "Needs Analysis" to manage a Clinical Engineering department? Give an example.
15) What online resources can we use to find a Service Manual or parts for a medical device? Give 3 examples.

16) What does a computer allow you to do?
17) The most popular Operating System for Personal Computers is?
18) A good example of a Peripheral is
19) Which of these are examples of Search Engines?
20) The main circuit on a computer is called?

21) Which of the following is a type of MONITOR port

22) To guard against Malware, you need to have

23) The "Cloud" allows you to _____ if you have an internet connection available

24) Select 3 SYSTEM TOOLS that are integrated in Windows Operating Systems

25) What are some differences between System Restore and Safe Mode?