

# EXAMGOOD

## QUESTION & ANSWER

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**Exam : HP0-265**

**Title : Servicing HP Color LaserJet  
MFP Printers,High-End**

**Version : DEMO**

**1.What is the service strategy for the ADF on the Color LaserJet 8550mfp?**

- A.clean and adjust first, then replace whole unit if necessary
- B.replace whole ADF and perform adjustments
- C.replace all internal ADF parts and perform adjustments
- D.clean and adjust first, then replace the entire copy module

**Correct:A**

**2.Which components comprise the anti-counterfeiting process built into the Color LaserJet 8550mfp? Select TWO.**

- A.ECO1 pcb
- B.reader controller
- C.currency line reader
- D.ECO2 pcb

**Correct:A D**

**3.Which components come standard on an Color LaserJet 8550mfp? Select TWO.**

- A.printer engine
- B.automatic document feeder
- C.copy module
- D.1000-sheet HCI

**Correct:A C**

**4.How do you change the display language of the copy module of the Color LaserJet 8550mfp? Select TWO.**

- A.use Web JetAdmin
- B.flash copy module firmware
- C.use the printer control panel
- D.install a firmware localization DIMM

**Correct:B D**

**5.What is the order in which color planes are developed on the transfer drum of a Color LaserJet 8550mfp?**

- A.black, yellow, cyan, magenta
- B.magenta, yellow, cyan, black
- C.black, yellow, magenta, cyan
- D.yellow, magenta, cyan, black

**Correct:D**

**6.Which functions cannot be performed on the Color LaserJet 8550mfp? Select TWO.**

- A.scan and print color documents
- B.scan and store a job
- C.scan and print monochrome documents
- D.scan and send documents to e-mail

**Correct:B D**

**7.The customer complains of print quality problems in red and blue colors repeating at a frequency of 38mm on a Color LaserJet 8550mfp. What is the most likely cause of this defect?**

- A.The magenta toner cartridge is running low on toner or has a defect.
- B.The cyan toner cartridge is running low on toner or has a defect.
- C.The yellow toner cartridge is running low on toner or has a defect.

D.The black toner cartridge is running low on toner or has a defect.

**Correct:A**

**8.When using the ADF on a Color LaserJet 8550mfp, the original-set indicator begins flashing. What is the likely cause?**

A.jam in print engine

B.incorrect paper size in ADF

C.ADF paper jam

D.incorrect media type

**Correct:C**

**9.The functionality of ZoomSmart on a Color LaserJet 8550mfp, allows a user to \_\_\_\_\_.**

A.reduce the information on the page

B.use a fit to page option

C.scale the document based on paper size

D.scale the document by entering an exact scale %

**Correct:C**

**10.Which input tray cannot be used on a Color LaserJet 8550mfp when making copies?**

A.1000-sheet HCl

B.tray 1

C.tray 2

D.tray 3

**Correct:A**