



HP0-265

(Servicing HP Color LaserJet, High-End & MFP)

Total Questions: 60

Last Updated: Oct 25, 2007

Document version: 8.27.11

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Question: 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

Answer: A

Question: 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

Answer: A, D

Question: 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

Answer: A, C

Question: 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

Answer: B, D

Question: 5

What is the order in which the toner drums 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

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Answer: D

Question: 6

Which functions can be performed by the HP Color LaserJet 8550mfp?

- A. scan and print documents
- B. scan and store documents
- C. scan and print network documents
- D. scan and send documents to a network folder

...Select TWO.

Answer: B, D

Question: 7

The customer complains of a repeating frequency of 38mm defect?

- A. The magenta toner drum
- B. The cyan toner drum
- C. The yellow toner drum
- D. The black toner drum

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Answer: A