



HP3-031

HP LaserJet 3000 and 3380/90 AIO series

Document version: 19.10.11

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Question: 1

What three areas of the scanning mechanism have been improved to result in faster scan speed?

- A. firmware, software, and hardware
- B. power save mode, wake-up time, and formatter
- C. firmware, HP LaserJet scan software, and scanner bulb warm up time
- D. scanner head start position, scanner bulb warm-up time, and firmware

Answer: A

Question: 2

What allows remote status and diagnostics of HP LaserJet 3055 for multiple users?

- A. Toolbox FX
- B. Embedded Web Server
- C. Printer Driver
- D. Send Fax Utility

Answer: A

Question: 3

How should you install an HP LaserJet 3015, 3020, 3030, and 3380 all-in-one device self-tapping screw?

- A. First turn the screw counterclockwise to align it with the existing threads. Then turn it clockwise to tighten.
- B. Use a flathead screwdriver to tighten the screw until it is flush against the side of the all-in-one device.
- C. Use a #2 Philips head screwdriver to tighten the screw as tightly as you can, Over-tightening of this type of screw is impossible.
- D. Use a Torx head screwdriver to tighten the screw as tightly as you can. Over-tightening of this type of screw is impossible.

Answer: A

Question: 4

When should a customer run the scrubber?

- A. only with a failed software-first installation
- B. only with a failed hardware-first installation
- C. for either a failed software-first or hardware-first installation
- D. never, for use by authorized personnel only

Answer: B

Question: 5

A customer calls because he has been unable to install the software for this all-in-one device. He is running Windows 2000 as a client. What do you tell the customer?

- A. The all-in-one device does not support Windows 2000.
- B. The all-one-device supports only Windows 2000 Server.
- C. The all-in-one device must be installed by a member of an IT department.
- D. The person installing the all-in-one device must have administrative privileges to install the software.

Answer: D

Question: 6

If a customer needs to return the device to an HP repair center for servicing,_____.

- A. the customer should print a configuration page and ship it with the device
- B. the customer should uninstall any system software on the device before shipping the device
- C. the customer should remove the input trays and package them separately before shipping the device
- D. the customer should remove and retain the print cartridge before shipping the device

Answer: D

Question: 7

A customer informs you that the handle of the media lever on her HP LaserJet 3015 all-in-one has broken off. What is the best suggestion you can give the customer?

- A. Return the device to the retailer, and exchange it for a new one.
- B. If she is willing to replace the broken part herself, offer to send her a replacement lever at no charge.
- C. She can send the device in for repair or, if she prefers, she can continue to use the device with the broken lever.
- D. Stop using the device immediately and send it in for repair. Further damage may result if the product is used with a damaged media lever.

Answer: C

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