Exam Code: HP0-264

Exam Name: Servicing HP Monochrome LaserJet Printers, High-End

Vendor: HP

Version: DEMO
Part: A

1: How do you perform an engine test on the LaserJet 9000?
A. press and hold "CANCEL JOB" while powering the printer on
B. perform service test
C. press engine test button
D. select engine test from the Control Panel
Correct Answers: C

2: On the LJ8XXX, the engine test can only be performed from which tray?
A. 1
B. 2
C. 3
D. 4
Correct Answers: C

3: When printing from a Windows-based application, the paper source is specified on the LJ8XXX by the _______________________.
A. print job
B. print control panel
C. amount of paper in the tray
D. tray 1 settings
Correct Answers: A

4: Toner smears on a LaserJet 9000 series printer. Which do you do first?
A. clean the inside of the printer or use the cleaning page
B. replace the print cartridge
C. print a few more pages to see if the problem corrects itself
D. verify the fuser setting for the media used
Correct Answers: C

5: On the LJ8XXX what must be removed first before the fusing assembly can be removed?
A. Diverter Assembly
B. Duplex Assembly
C. Face up Bin
D. Delivery Assembly
Correct Answers: B

6: You are servicing a LJ8XXX printer that is presenting a defect on the page at consistent intervals. What do you use to troubleshoot this issue?
A. defect analysis tool
B. print the engine test page
C. print the PQ troubleshooting page
D. repetitive defect ruler
Correct Answers: D

7: The Maintenance Kit for the LJ8XXX printer includes _______________. Select THREE.
A. toner cartridge
B. transfer roller
C. pickup rollers
D. fuser
E. registration roller
F. feed/separation rollers

Correct Answers: B D F

8: The stapler/stacker accessory is not working correctly on a LaserJet 9000 printer. Which diagnostics tests do you use to find the problem? SELECT TWO.
A. device service mode
B. individual motor test
C. face-up bin full sensor test
D. accumulator calibration test

Correct Answers: A C

9: What language personalities are supported on the LJ8150? Select TWO.
A. PCL6
B. PCL5c
C. PCL5e
D. Adobe PostScript

Correct Answers: A C

10: The customer is experiencing a "TONER OUT" message after replacing the toner cartridge. What other component may be involved?
A. fuser assembly
B. laser scanner
C. DC controller PCB
D. high voltage power supply

Correct Answers: D