Exam Code: HP0-265
Exam Name: Servicing HP Color LaserJet MFP Printers, High-End
Vendor: HP
Version: DEMO
Part: A

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 Answers: 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 Answers: A D

3: Which components come standard on a Color LaserJet 8550mfp? Select TWO.
A. printer engine
B. automatic document feeder
C. copy module
D. 1000-sheet HCI
Correct Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: C

10: Which input tray cannot be used on a Color LaserJet 8550mfp when making copies?
A. 1000-sheet HCI
B. tray 1
C. tray 2
D. tray 3
Correct Answers: A

11: When replacing the Standard White Plate on a Color LaserJet 8550mfp, where do you enter the calibration values?
A. CCD
B. printer driver
C. Service Mode on the copier
D. Service Mode on the engine
Correct Answers: C

12: How would you troubleshoot paper jams that occur only from the 1000-sheet HCI on a Color LaserJet 8550mfp? Select TWO.
A. replace the 1000-sheet HCI
B. test lift, pick, and feed in standalone diagnostics
C. ensure proper alignment of 1000-sheet HCI to engine
D. test using a copy job from the ADF
Correct Answers: B C

13: What is the best aid for troubleshooting print quality problems on a Color LaserJet 8550mfp?
A. Order all unique parts.
B. Replace all unique parts.
C. Exchange the whole unit.
D. Test printer standalone.
Correct Answers: D

14: What are three optional accessories for the Color LaserJet 8550mfp?
A. ADF, copy module, stand/rack
B. 1000-sheet HCI, duplexer, ADF
C. printer engine, 1000-sheet HCI, additional memory
D. additional memory, ADF, 1000-sheet HCI
Correct Answers: D

15: Which tool is NOT needed for repair of a Color LaserJet 8550mfp?
A. metric ruler
B. hammer
C. Allen wrench
D. screwdriver
Correct Answers: B