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Exam : **HP0-263**

Title : Servicing HP Color LaserJet Printers, High-End

Version : DEMO

1.For a 110 (220)-volt machine, what does the Color LaserJet 9500 series printer require?

A.a 5 (9) amp dedicated circuit

B.a 9 (5) amp dedicated circuit

C.a 10 (15) amp dedicated circuit

D.a 15 (10) amp dedicated circuit

Correct:D

2.A customer complains of constant jamming on their Color LaserJet printer. Which resources are available to help you isolate the problem? Select THREE.

A.Event Log

B.technical support

C.printer Demo page

D.control panel message

E.firmware flash upgrade (RFU)

Correct:A B D

3.On the Color LaserJet 85XX, if multiple hard disk drives were installed in the printer, what message would be expected on the control panel?

A.Disk Full

B.Ready

C.Too many file storage devices

D.EIO not functional

Correct:C

4.On the Color LaserJet 8550mfp, what is the order in which color planes are placed on the Transfer Drum?

A.black, yellow, cyan, magenta

B.magenta, yellow cyan, black

C.black, yellow, magenta, cyan

D.yellow, magenta, cyan, black

Correct:D

5.The Color LaserJet 9500 shows a "?" symbol on the graphical display instead of the consumables level. What does this indicate?

A.A consumable is not installed.

B.An installed consumable is a non-HP supply.

C.The printer is having problems recognizing an error.

D.There is a malfunction in the connection between the error location and control panel.

Correct:B

6.What distinctive characteristic of the Color LaserJet 9500 fuser might generate a service call?

A.upper roller oiler

B.reversing rollers

C."thunk" or "crack" sound

D.harsh or unpleasant odor

Correct:C

7.On the Color LaserJet 9500 control panel in the graphical display, what does an asterisk (*) next to a selection indicate?

A.a previously selected item

B.the currently selected item

C.the selection is password protected

D.the selection is not valid for the printer bundle

Correct:B

8.When installing the Color LaserJet 85XX, what MUST be done before powering on the printer? Select TWO.

A.install drivers on the client

B.all shipping locks are removed

C.all toner cartridges are installed

D.green fuser lever is placed in the down position

Correct:B D

9.If the Color LaserJet 9500 Sensor Test is ON, when can you see the paper path sensor status?

A.while the printer is powering up

B.while an internal test page is printing

C.during printer calibration

D.while an external print job is printing

Correct:B

10.Which information page is available to print on the Color LaserJet 9500 series printer?

A.Powersave value reassignment

B.Job history report

C.Configuration page

D.Print job queue status page

Correct:C