



Exam : HP0-265

Title : Servicing HP Color LaserJet MFP
Printers,High-End

Ver : 04.09.09

QUESTION 1:

Certkiller .com complains of a problem with media constantly jamming in the a Color LaserJet 8550mfp. The event log indicates a large number of 13.00.00 errors. Based on the event log entries, where are the pieces of jammed media most likely to be found in the printer?

- A. This is a general error not pointing to a specific area.
- B. This is a specific error pointing to the transfer area.
- C. This is a general error pointing to the fuser area.
- D. This is not a valid error code on this product.

Answer: A

QUESTION 2:

On a Color LaserJet 8550mfp, the term DADF stands for what?

- A. Duplexing Automatic Document Feeder
- B. Delivery Automatic Document Feeder
- C. Digital Automatic Document Feeder
- D. Detecting Automatic Document Feeder

Answer: A

QUESTION 3:

The Color LaserJet 8550mfp copy module has how many mirror assemblies?

- A. 4
- B. 3
- C. 1
- D. 2

Answer: B

QUESTION 4:

What are the available paper sizes for the 1,000-sheet side input device (side HCI) on a Color LaserJet 8550mfp?

- A. letter/A4
- B. letter only
- C. letter/legal
- D. A4/A5

Answer: A

QUESTION 5:

What are three optional accessories for the Color LaserJet 8550mfp?

- A. printer engine, 1000-sheet HCI, additional memory
- B. 1000-sheet HCI, duplexer, ADF
- C. ADF, copy module, stand/rack
- D. additional memory, ADF, 1000-sheet HCI

Answer: D

QUESTION 6:

Certkiller .com is complaining of edge-to-edge solid black pages on a Color LaserJet 8550mfp. Based on the theory of operation of the product, what is the most probable cause of the print quality defect?

- A. The Cleaning roller is not installed correctly.
- B. The high-voltage power supply is not supplying proper bias to the post-charging unit.
- C. The scanner is being sent a constant signal from the formatter.
- D. The Developer/Imaging Drum Bias Supply is not applying the appropriate bias to the charge roller.

Answer: D

QUESTION 7:

Which component of the Color LaserJet 8550mfp tracks jams and error reports in Service Mode?

- A. 1000-sheet HCI (Side High Capacity Input Device)
- B. copy module
- C. printer engine
- D. ADF (automatic document feeder)

Answer: B

QUESTION 8:

Which functions occur within the ADF on the Color LaserJet 8550mfp? Select TWO.

- A. re-sizing of originals
- B. reversing originals to copy backside

- C. pickup and feeding of originals
- D. automatic paper size detection

Answer: B,C

QUESTION 9:

When installing a Color LaserJet 8550mfp printer, adequate space must be provided around the product. Why is this necessary? Select TWO.

- A. for ease of service
- B. for cosmetic purposes
- C. provide adequate ventilation
- D. for paper storage

Answer: A,C

QUESTION 10:

What values are recorded on the Service Label of a Color LaserJet 8550mfp, located inside the lower front cover of the copy module?

- A. service history of the product
- B. factory calibrations from NVRAM
- C. user-predefined settings
- D. service diagnostics instructions

Answer: B

QUESTION 11:

What occurs when the anti-counterfeiting process in the Color LaserJet 8550mfp detects that commonly counterfeited documents are being copied?

- A. All colors will be developed at 100%, resulting in a composite black image.
- B. The document will print, but will contain a watermark stating 'counterfeit. document'.
- C. Illegal use of printer notification will be sent to the server.
- D. The product will shut down and reset to clear the document from memory.

Answer: A

QUESTION 12:

What is the service strategy for the ADF on the Color LaserJet 8550mfp?

- A. clean and adjust first, then replace the entire copy module

- B. clean and adjust first, then replace whole unit if necessary
- C. replace whole ADF and perform adjustments
- D. replace all internal ADF parts and perform adjustments

Answer: B

QUESTION 13:

If multiple hard disk drives were installed on a Color LaserJet 8500mfp printer, what message would you see on the control panel?

- A. multiple EIO devices not allowed
- B. disk full
- C. too many file storage devices
- D. ready

Answer: C

QUESTION 14:

Which input tray cannot be used on a Color LaserJet 8550mfp when making copies?

- A. tray 2
- B. tray 3
- C. tray 1
- D. 1000-sheet HCI

Answer: D

QUESTION 15:

When a new image is being formed on a Color LaserJet 8550mfp, where is the toner placed after it has been developed on the imaging drum?

- A. fuser
- B. Transfer Drum
- C. paper
- D. Transfer Belt

Answer: B

QUESTION 16:

Which selections are available for original type on a Color LaserJet 8550mfp? Select TWO.

- A. transparency
- B. small media
- C. black text
- D. text/photo/map

Answer: C,D

QUESTION 17:

What is unique about the top cover of the Color LaserJet 8550mfp engine?

- A. the holes drilled for the stabilizer bracket
- B. access door for toner cartridge removal
- C. positioning tabs for the 3000 sheet stacker
- D. no top output delivery

Answer: A

QUESTION 18:

What driver settings can be used to adjust halftone patterns on a Color LaserJet 8550mfp? Select THREE.

- A. black and white only
- B. originals
- C. graphics
- D. color only
- E. text
- F. photos

Answer: C,E,F

QUESTION 19:

When replacing the Standard White Plate on a Color LaserJet 8550mfp, where do you enter the calibration values?

- A. printer driver
- B. CCD
- C. Service Mode on the copier
- D. Service Mode on the engine

Answer: C

QUESTION 20:

When is the transfer charger activated during the Electro-Photographic process on a Color LaserJet 8550mfp?

- A. during conditions of high humidity when using very dry paper
- B. during development of color images
- C. during conditions of low humidity, duplex printing, and overhead transparency printing
- D. during development of black and white images

Answer: C

QUESTION 21:

What is the function of the Analog Processor/Image Processor (APIP) PCB in the Color LaserJet 8550mfp?

- A. anti-counterfeiting mechanism
- B. converts light to analog signal
- C. measures intensity of light reflected by the standard white plate.
- D. digital encoding of analog signals

Answer: D

QUESTION 22:

What is the maximum number of copies you can make on the copy module at one time on a Color LaserJet 8550mfp?

- A. 100
- B. 1,000
- C. unlimited
- D. 10

Answer: A

QUESTION 23:

What is the order in which color planes are developed on the transfer drum of a Color LaserJet 8550mfp?

- A. magenta, yellow, cyan, black
- B. yellow, magenta, cyan, black
- C. black, yellow, cyan, magenta
- D. black, yellow, magenta, cyan

Answer: B

QUESTION 24:

What can be found on the configuration page on a Color LaserJet 8550mfp printer?
Select TWO.

- A. consumable status
- B. total page count
- C. EIO configuration information
- D. installed accessories

Answer: B,D

QUESTION 25:

What is required before any parts are replaced on the Color LaserJet 8550mfp copy module?

- A. A service technician should get authorization.
- B. Ensure all calibrations and adjustments have been made on the copy module.
- C. A service technician should replace the whole unit.
- D. Certkiller .com should be referred to the software vendor.

Answer: B

QUESTION 26:

What is the function of the Charge-Coupled Device (CCD)?

- A. converts analog to digital
- B. converts light to analog signal
- C. creates video signal sent to DC Controller
- D. anti-counterfeiting device

Answer: B

QUESTION 27:

Certkiller .com 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 black toner cartridge is running low on toner or has a defect.
- B. The magenta toner cartridge is running low on toner or has a defect.
- C. The cyan toner cartridge is running low on toner or has a defect.
- D. The yellow toner cartridge is running low on toner or has a defect.

Answer: B

QUESTION 28:

The functionality of ZoomSmart on a Color LaserJet 8550mfp, allows a user to_____ .

- A. scale the document based on paper size
- B. use a fit to page option
- C. reduce the information on the page
- D. scale the document by entering an exact scale %

Answer: A

QUESTION 29:

What is the function of the Inverter PCB in the Color LaserJet 8550mfp?

- A. converts analog signal from scan lamp to digital
- B. converts reflected light to digital signal for processing
- C. provides AC power to the scan lamp and reverses the scanned image
- D. used to calibrate lamp intensity and detect lamp end of life

Answer: C

QUESTION 30:

The copy module power supply on the Color LaserJet 8550mfp supplies power to _____.

- A. ADF only
- B. 1000-sheet HCI
- C. Copy Module only
- D. ADF and the printer engine

Answer: D

QUESTION 31:

Certkiller .com complains that the image they just scanned and printed on the Color LaserJet 8550mfp is blurred and has poor resolution. What is the probable cause?

- A. There is heavy network traffic while printing.
- B. The original being copied is a very low-resolution.
- C. The transfer belt has been installed improperly.
- D. The image drum is not rotating.

Answer: B

QUESTION 32:

The ADF on a Color LaserJet 8550mfp can identify the size of an original in terms of its _____ and . _____ Select TWO.

- A. width
- B. length
- C. height
- D. weight

Answer: A,B

QUESTION 33:

Identify one end-user adjustment on the Color LaserJet 8550mfp.

- A. page counting adjustment
- B. print quality adjustment
- C. job-based adjustment
- D. copy module adjustment

Answer: C

QUESTION 34:

When upgrading Color LaserJet 8550mfp printer firmware, where are the new DIMMs inserted? Select TWO.

- A. slot 3
- B. slot 1
- C. slot 4
- D. slot 2

Answer: B,D

QUESTION 35:

When installing the Color LaserJet 8550mfp, what must be done before powering on the printer?

- A. The fuser lever must be engaged with the green lever pushed down and all shipping locks must be removed.
- B. All toner cartridges must be installed.

- C. The fuser lever must be engaged with the green lever pushed up, all toner cartridges must be installed.
- D. The printer is shipped ready to power on and no action is required.

Answer: A

QUESTION 36:

Which type of memory is supported in the Color LaserJet 8550mfp?

- A. SDRAM DIMM
- B. SIMM
- C. onboard RAM
- D. EDO

Answer: A

QUESTION 37:

When making copies on a Color LaserJet 8550mfp, which accessory can be used?

- A. booklet maker
- B. 3000-sheet stapler/stacker
- C. 1000-sheet HCI
- D. automatic document feeder

Answer: D

QUESTION 38:

The Color LaserJet 8550mfp printer control panel prompts the user to load A4 paper in tray 4. The paper guides are set for LETTER size paper. Select TWO possible causes.

- A. LETTER/A4 override is turned off.
- B. The 1000-sheet HCI is not seated properly.
- C. The paper size detection plate is missing.
- D. The job is requesting A4 paper.

Answer: C,D

QUESTION 39:

How do you change the display language of the print engine of the Color LaserJet 8550mfp?

- A. set language in the printer driver

- B. send a .pjl command in the job
- C. use the printer control panel
- D. use Web JetAdmin

Answer: C

QUESTION 40:

Which functions cannot be performed on the Color LaserJet 8550mfp? Select TWO.

- A. scan and print color documents
- B. scan and send documents to e-mail
- C. scan and print monochrome documents
- D. scan and store a job

Answer: B,D

QUESTION 41:

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. incorrect media type
- D. ADF paper jam

Answer: D

QUESTION 42:

A cold reset on a Color LaserJet 8550mfp copy module is useful when.
_____Select TWO.

- A. firmware DIMM has been replaced
- B. system settings password has been forgotten
- C. additional accessories are added
- D. color adjustment is needed

Answer: A,B

QUESTION 43:

When the control panel reads "54.2 CAROUSEL ERROR" on a Color LaserJet 8550mfp, what are the most likely causes of the error? Select TWO.

- A. A color toner cartridge shutter is not completely engaged and is catching on the waste toner drawer.
- B. Paper is stuck in the carousel and should be removed.
- C. The carousel drive gear is damaged.
- D. The main motor (M4) is not functioning and should be replaced.

Answer: A,C

QUESTION 44:

In the Color LaserJet 8550 family, which parts are unique to the mfp bundle? Select TWO.

- A. laser/scanner
- B. ECO 2
- C. DC controller
- D. formatter

Answer: B,C

QUESTION 45:

Which items can be accessed through the printer service mode on the Color LaserJet 8550mfp? Select TWO.

- A. NVRAM settings
- B. serial number
- C. factory default setting
- D. scanner adjustment

Answer: A,B

QUESTION 46:

Which components come standard on an Color LaserJet 8550mfp? Select TWO.

- A. copy module
- B. 1000-sheet HCI
- C. printer engine
- D. automatic document feeder

Answer: A,C

QUESTION 47:

Which originals should not be used in the ADF of a Color LaserJet 8550mfp? Select

TWO.

- A. carbon-backed sheets
- B. transparencies
- C. plain paper
- D. letter-size paper

Answer: A,B

QUESTION 48:

What are some limitations due to the DC Controller on the Color LaserJet 8550mfp?
Select TWO.

- A. users cannot interrupt a copy job with a print job
- B. copy module is unaware of the 1000-sheet HCI
- C. multiple copies can be printed from a single scan
- D. users cannot interrupt a print job with a copy job

Answer: B,D

QUESTION 49:

Which components comprise the anti-counterfeiting process built into the Color LaserJet 8550mfp? Select TWO.

- A. reader controller
- B. currency line reader
- C. ECO2 pcb
- D. ECO1 pcb

Answer: C,D

QUESTION 50:

How do you change the display language of the copy module of the Color LaserJet 8550mfp? Select TWO.

- A. use Web JetAdmin
- B. use the printer control panel
- C. install a firmware localization DIMM
- D. flash copy module firmware

Answer: C,D

QUESTION 51:

Certkiller .com is complaining of streaking in the blue areas of the printed images on a Color LaserJet 8550mfp. When you arrive on site, which steps might help in troubleshooting this problem? Select TWO.

- A. Replace the imaging drum.
- B. Print configuration and demonstration pages.
- C. Defeat the interlocks and observe how the image appears on the ITD.
- D. Replace the transfer belt.

Answer: B,C

QUESTION 52:

How would you troubleshoot paper jams that occur only from the 1000-sheet HCI on a Color LaserJet 8550mfp? Select TWO.

- A. ensure proper alignment of 1000-sheet HCI to engine
- B. test using a copy job from the ADF
- C. test lift, pick, and feed in standalone diagnostics
- D. replace the 1000-sheet HCI

Answer: A,C

QUESTION 53:

What is the best aid for troubleshooting print quality problems on a Color LaserJet 8550mfp?

- A. Test printer standalone.
- B. Replace all unique parts.
- C. Exchange the whole unit.
- D. Order all unique parts.

Answer: A

QUESTION 54:

Which power switch should be used to turn OFF the Color LaserJet 8550mfp?

- A. soft power switch
- B. control key switch
- C. master power switch
- D. printer power switch

Answer: A

QUESTION 55:

A Color LaserJet 8550mfp is printing slowly from tray 2 only. What are possible explanations for the decrease in speed? Select TWO.

- A. Tray 2 type is set incorrectly.
- B. Tray 2 is set to Letter R.
- C. Tray 2 size is set incorrectly.
- D. Tray 2 is defective.

Answer: A,B

QUESTION 56:

Which tool is NOT needed for repair of a Color LaserJet 8550mfp?

- A. Allen wrench
- B. screwdriver
- C. metric ruler
- D. hammer

Answer: D

QUESTION 57:

Which accessories are supported on the Color LaserJet 8550mfp? Select TWO.

- A. ADF
- B. 2000-sheet HCI
- C. 8-bin mailbox
- D. 1000-sheet HCI

Answer: A,D

QUESTION 58:

On a Color LaserJet 8550mfp, where can you find the switch settings to run standalone diagnostics for the 1,000 sheet input tray?

- A. inside the back cover
- B. on the control panel
- C. in the Service Menu
- D. in the service manual

Answer: D

QUESTION 59:

Which consumables are NOT installed through the front door on a Color LaserJet 8550mfp? Select TWO.

- A. fuser
- B. toner cartridges
- C. imaging drum
- D. transfer drum

Answer: A,D

QUESTION 60:

What is the function of the Reader Controller PCB in a Color LaserJet 8550mfp?

- A. provides AC power to read the image at the scanning lamp
- B. provides anti-counterfeit protection and digital device signature
- C. reads analog signals converted from light by the CCD
- D. controls electrical and mechanical processes of the copy module

Answer: D