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**Exam** : **HP0-265**

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

**Version** : DEMO

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