

**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 an 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**