

HP0-265 Practice Test

HP Servicing HP Color LaserJet MFP Printers,High-End

HP0-265: Servicing HP Color LaserJet MFP Printers,High-End

Practice Exam: HP0-265 Exams

Exam Number/Code: HP0-265

Exam Name: Servicing HP Color LaserJet MFP Printers,High-End

Questions and Answers: 60 Q&As

(Certification III)



Exam : [HP0-265](#)

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Exam : HP HP0-265

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

1. 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

Answer: C

2. 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

Answer: D

3. 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

Answer: A

4. 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

Answer: D

5. 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

Answer: A

6. 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

Answer: AC

7. 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

Answer: BC

8. 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

Answer: BD

9. 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

Answer: C

10. 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.

Answer: A

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

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

Answer: B

12. 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.

Answer: D

13. 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 %

Answer: C

14. 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

Answer: AD

15. 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

Answer: BD

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