

# PASSTCERT

QUESTION & ANSWER

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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**