

Exam : HP0-263

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

Version : DEMO

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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

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