

**Exam : HP 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

**Answer: 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)

**Answer: ABD**

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

**Answer: 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

**Answer: 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.

**Answer: 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

**Answer: 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

**Answer: 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

**Answer: BD**

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

**Answer: 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

**Answer: C**

11. How many imaging drums does the Color LaserJet 9500 have?

- A. 1
- B. 2
- C. 3
- D. 4

**Answer: D**

12. On the Color LaserJet 9500, what does the term T2 stand for?

- A. primary transfer roller
- B. image drum
- C. secondary transfer roller
- D. secondary image transfer belt

**Answer: C**

13. How many pages-per-minute does the Color LaserJet 9500 printer print (black and white/color)?

- A. 8/16
- B. 22/22
- C. 24/6
- D. 24/24
- E. 30/30

**Answer: D**

14. Which printer language personalities are included in the Color LaserJet 9500 printer? Select TWO.

- A. PCL 5c
- B. PCL 5e
- C. PCL 6
- D. PostScript 2 emulation

**Answer: AC**

15. Which troubleshooting tool is located inside the front door of the Color LaserJet 9500 printer?

- A. pre-printed configuration page
- B. pre-printed demo page
- C. repetitive defect ruler
- D. scanner adjustment guide

**Answer: C**

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