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**Vendor:** HP

**Exam Code:** HP2-B25

**Exam Name:** HP LaserJet Solutions

**Version:** Demo

**QUESTION NO: 1**

What are the benefits of using a Universal Serial Bus (USB) port? (Select three.)

Image Formation in an HP LaserJet printer is a six-step process. What is the first step in the process?

- A. drum conditionings
- B. formatter receiving and processing print data
- C. drum cleaning
- D. drum charging

**Answer: C**

**QUESTION NO: 2**

Which connectors are associated with HP printers? (Select two.)

- A. Jetlink
- B. Foreign Interface Harness (FIH)
- C. SCSI 2
- D. BNC

**Answer: A**

**QUESTION NO: 3**

Which color gamut will result in white when all primary colors are combined?

- A. CMYK
- B. SWOP
- C. Intensity
- D. RGB

**Answer: D**

**QUESTION NO: 4**

What are the benefits of using a Universal Serial Bus (USB) port? (Select three.)

- A. A USB port can attach up to 127 devices simultaneously.
- B. When a device is attached, the controller automatically makes necessary bandwidth resources and drivers available without user intervention.
- C. USB cables can connect to serial ports, parallel ports, and USB ports.
- D. USB cables have a maximum allowed length of 100 feet, as opposed to a 50-foot maximum length for serial cables.
- E. Any USB device can connect to any USB port, replacing the need for the wide variety of serial and parallel port connections.

**Answer: A,B,E**

#### **QUESTION NO: 5**

Image processing is performed by which electronic component in the electrographic printer?

- A. Formatter PCA
- B. Engine Controller
- C. HVPS
- D. LVPS

**Answer: A**

#### **QUESTION NO: 6**

Which paper path component prevents multiple sheets of paper from being fed into the printer?

- A. separation pad
- B. feed guide assembly
- C. switchback assembly
- D. pickup rollers

**Answer: A**

**QUESTION NO: 7**

Which printer component informs the engine control board that there is paper present?

- A. SWOP
- B. RGB
- C. CMYK
- D. Intensity

**Answer: C**

**QUESTION NO: 8**

What are the functionalities of an HP printer driver? (Select two.)

- A. translates application language into printer language so the printer understands commands sent to it
- B. installs directly onto a multi-function printing device through the printer control panel
- C. updates firmware automatically to printing devices that it is connected to
- D. makes printer options and accessories available in the operating system and in applications

**Answer: A,D**

**QUESTION NO: 9**

What is the first step in the color printing process?

- A. The laser discharges certain areas on the OP
- B. The OPC surface is charged.
- C. The tone is developed into the OP
- D. The formatter splits the print data into four color planes.

**Answer: A**

**QUESTION NO: 10**

Which printer component informs the engine control board that there is paper present?

- A. photosensors
- B. registration rollers
- C. pressure sensors
- D. pickup rollers

**Answer: A**

**QUESTION NO: 11**

Single-drum color LaserJet printers use an intermediate transfer belt (ITB). In what order should you place color images on the ITB?

- A. yellow, magenta, cyan, black
- B. cyan, magenta, yellow, black
- C. black, magenta, yellow, cyan
- D. red, green, blue

**Answer: D**

**QUESTION NO: 12**

What are examples of print drivers? (Select two.)

- A. PCL 5e
- B. PCL 6c
- C. Agency FB
- D. PostScript

**Answer: A,D**

**QUESTION NO: 13**

What is one purpose of the DC Controller?

- A. routes electrical signals in the printer
- B. supplies power directly to the charge roller
- C. rasterizes the incoming print job
- D. provides power to the control panel

**Answer: B**

**QUESTION NO: 14**

What is a function of the beam detect mirror?

- A. senses the functionality of the laser diode
- B. reflects the laser beam to the drum
- C. scans the beam from left to right
- D. checks the intensity of the laser beam

**Answer: A**

**QUESTION NO: 15**

Which roller is utilized specifically during the fusing process?

- A. pressure roller
- B. pickup roller
- C. transfer roller
- D. registration roller

**Answer: A**

**QUESTION NO: 16**

Which menu option allows the Windows operating system to view and update installed drivers?

- A. Print Queue
- B. Troubleshooting Tools

- C. Device Manager
- D. Printer Sharing

**Answer: C**

**QUESTION NO: 17**

Which tool should customers use to check whether they can connect to a network printer?

- A. Device Manager in the Administrator menu
- B. Command prompt and ping command
- C. Windows Task Manager
- D. Windows Printer Troubleshooter

**Answer: C**

Reference:[http://en.wikipedia.org/wiki/Windows\\_Task\\_Manager](http://en.wikipedia.org/wiki/Windows_Task_Manager)

**QUESTION NO: 18**

What can a user do in the Printing Preferences dialog box?

- A. manage stored jobs
- B. change security features
- C. select the paper source
- D. enable printer spooling

**Answer: C**

Reference:<http://windows.microsoft.com/en-us/windows7/Choosing-print-options>

**QUESTION NO: 19**

Your customer might need to add additional memory to the formatter when regularly printing images such as complex graphics or two-sided PostScript documents. What are important considerations when adding memory? (Select two.)

- A. After installing additional DIMMs, you should initialize by performing a Cold Reset procedure.
- B. The same or faster speed memory should always be used.
- C. The DIMM in slot 4 should never be replaced. It is the Firmware DIMM.
- D. Static discharge can cause damage that may not be immediately apparent.
- E. Memory types should never be mixed (for example EDO with SDRAM).

**Answer: B,D**

#### **QUESTION NO: 20**

Which statement is true about an error condition of 80.X that is displayed in the control panel?

- A. This is an I/O error. Check for a loose I/O cable.
- B. This is a general error indicating that preventative maintenance is required to maintain proper printer functionality.
- C. This is a main motor failure indicating that the motor or DC power supply may need to be replaced.
- D. This is a fuser error. Power the printer off and reseal the fuser to see if this corrects the problem.

**Answer: A**

#### **QUESTION NO: 21**

A technician can fix paper jams. Preventing them is the responsibility of the users. What is the technician's prevention role? (Select two.)

- A. fixing the jam and leaving the site as soon as possible so as not to disturb the customer's operations
- B. bringing the cause of a jam to the customer's attention and instructing the customer on how to keep it from happening again
- C. ensuring that the customer understands that jams are unavoidable and to call if it happens again
- D. telling the customer that noncompliance with media specification guidelines can void the warranty

**Answer: B,D**

**QUESTION NO: 22**

What should you do if, after testing the solution, the problem has not been resolved?

- A. Return to possible causes.
- B. Test the solution path.
- C. Identify another possible solution.
- D. Reanalyze the symptom.

**Answer: D**

**QUESTION NO: 23**

You have completed a repair on a LaserJet printer and want to confirm printer functionality by running a test print. Which test will run through the entire image formation process to determine if the main systems are all functioning properly?

- A. Self Test/Configuration page
- B. Half-Self test
- C. Engine test
- D. Image Diagnostic test

**Answer: A**

**QUESTION NO: 24**

You have completed a repair on a LaserJet printer. After testing and verifying the solution, you have determined that the issue is a result of the customer's implementation of the printer. What will your next step be?

- A. Advise the customer that the service call will be billable.
- B. Politely recommend changes in the printer's use or maintenance to the customer that may prevent future failures.
- C. Advise your sales department to contact the customer to resolve this situation.
- D. Provide the customer with informational white papers explaining the issues.

**Answer: B**

**QUESTION NO: 25**

A customer calls and reports receiving the message: 13.02.00 JAMS IN RIGHT DOOR. She does not see any paper in the paper path. What should you do first to help the customer clear the jam?

- A. Ask the customer to open the right door to see if there is a paper jam.
- B. Ask the customer if they have been using supported media in Tray 1.
- C. Determine if the product has a c-path or an s-path and repair the jam accordingly.
- D. Check the User Guide or Service Manual for information on clearing the jam.

**Answer: D**

**QUESTION NO: 26**

Customer reports that his printer has been jamming repeatedly. While you are onsite, you are unable to duplicate the problem. What is the best way to determine the cause of the jam?

- A. print a Configuration page
- B. print an Event log
- C. print a Supplies Status page
- D. print an Exceptions sheet

**Answer: B**

**QUESTION NO: 27**

You have tested and verified that a problem with a printer has been resolved. What should you do prior to leaving the customer location?

- A. Reiterate the steps taken to resolve the problem with the customer.
- B. No further action is necessary.
- C. Update the repair history in the configuration log.
- D. Make sure the call is closed with HP dispatch.

**Answer: A**

**QUESTION NO: 28**

You arrive at a customer location and inspect a LaserJet printer. The display is blank and no motors or fans are running. What should you do first to isolate the cause of this failure?

- A.** Inspect for a loose I/O or internal cable connection.
- B.** Test the main fan to ensure thermal tolerances are within specifications.
- C.** Check physical power plug connections.
- D.** Inspect power supply fuse continuity.

**Answer: C**

**QUESTION NO: 29**

You have been tasked with determining the cause of a paper jam in a laser printer. You have determined the location of the jam. You have checked the sensor flags in the paper path, and you have checked the condition of the rollers in the paper path.

What could still be a cause of the jam?

- A.** The media being used is outside the specifications for this printer.
- B.** The fuser is at an incorrect temperature.
- C.** The toner is low.
- D.** The transfer belt is dirty.

**Answer: A**

**QUESTION NO: 30**

You are applying the troubleshooting methodology to help you resolve an issue with a LaserJet printer. You have specified and analyzed the symptom. What should you do next?

- A. Determine the possible causes.
- B. Develop a solution path.
- C. Identify a possible solution.
- D. Prioritize possible causes.

**Answer: B**

**QUESTION NO: 31**

A customer reports having difficulty connecting to a printer using a USB cable. What is the first troubleshooting step you should ask the customer to perform?

- A. Change the port settings in the printer driver.
- B. Verify that the printer appears in the Windows Device Manager.
- C. Confirm that other computers on the network can print.
- D. Disconnect and then reconnect the printer.

**Answer: D**

**QUESTION NO: 32**

A paper jam has occurred between the registration assembly and the fusing assembly. Which error would most likely appear on the printer control panel?

- A. 13.X
- B. 50.X
- C. 41.X
- D. 79.X

**Answer: A**

**QUESTION NO: 33**

When troubleshooting power distribution issues, which component provides power to the fans, motors, laser scanners, formatter systems, and paper movement components?

- A. HVPS
- B. Formatter Board
- C. Copy Processor Board
- D. DC Controller

**Answer: D**

**QUESTION NO: 34**

While helping a customer resolve a residual jam, you discover there is no paper found during the customer's visual check. What should you do next?

- A. Dispatch service to perform further diagnostics and tests.
- B. Ask the customer to cycle the power on and off to clear the error.
- C. Ask the customer to remove and inspect the fuser to see if there is a jam.
- D. Guide the customer through a manual sensor test.

**Answer: B**

**QUESTION NO: 35**

A fuser wrap condition occurs when the fuser detects the leading edge of the paper, but not the trailing edge. What is the mechanical cause of this condition?

- A. Media does not reach the fuser.
- B. The fuser does not warm up in time.
- C. The fuser sensors are not working.
- D. Media wraps around or sticks to the fuser.

**Answer: C**

**QUESTION NO: 36**

You are troubleshooting a non-functional printer and have identified and analyzed all symptoms associated with the particular problem. What should you do next?

- A. Determine and prioritize possible causes.
- B. Narrow the symptoms to one critical area.
- C. Identify a possible solution.
- D. Develop an action plan for problem resolution.

**Answer: A**

**QUESTION NO: 37**

What is the function of the Engine Test or Test Print button?

- A. to verify that the entire printer is operating correctly
- B. to bypass the formatter and test the print engine
- C. to verify communication between the formatter and the DC Engine controller
- D. to verify communication between the PC and the printer

**Answer: C**

**QUESTION NO: 38**

What is included on a Configuration page? (Select three.)

- A. supported language list
- B. installed output accessories
- C. firmware version
- D. consumable levels
- E. device serial number

**Answer: B,C,E**

**QUESTION NO: 39**

What is one benefit that HP JetDirect provides over traditional network printing?

- A. It separates print queues.

- B. It reduces network bottlenecks.
- C. It provides more efficient toner usage.
- D. It eliminates the need for added security.

**Answer: D**

**QUESTION NO: 40**

The printing device is unable to generate any print images. What should you do to isolate the source of the error?

- A. Perform a diagnostic utility from your host system. If the formatter cannot generate an image, the formatter is the source of the error.
- B. Perform a control panel self-test, or print a Configuration page.
- C. Perform an Engine test. If an image is not generated, the source of the error lies within the print engine.
- D. Perform a paper path test from an input tray.

**Answer: C**

**QUESTION NO: 41**

ExamReal.com has a LaserJet 4345 MFP printer, and wants to configure the 'Send To Folder' option. He has an expired version of Digital Sending Software. How can the customer configure the 'Send To Folder' option?

- A. the printer driver
- B. EWS (Embedded Web Server)
- C. WJA (Web Jet Administrator)
- D. the control panel

**Answer: C**

**QUESTION NO: 42**

What is one possible cause of consistently smeared print output?

- A. paper moisture content too high
- B. paper moisture content too low
- C. paper finish too smooth or basis weight too heavy
- D. paper finish too rough or basis weight too light

**Answer: C**

**QUESTION NO: 43**

What type of control panel message informs you of data and print errors?

- A. warning messages
- B. error messages
- C. critical error messages
- D. service messages

**Answer: B**

**QUESTION NO: 44**

What is the first step to identify any paper jam condition?

- A. Determine if the printer fusing assembly is functional.
- B. Identify where the leading edge of the paper stops.
- C. Verify that all printer solenoids are operational.
- D. Determine which of the printer clutches are slipping.

**Answer: C**

**QUESTION NO: 45**

The HP born-on date (Service ID) appears as a five digit number in the format YYDDD, where YY represents the year of manufacture and DDD the month and day. Using the standard formula, what is the born-on date represented by 11280?

- A. December 30, 1991
- B. January 28, 2001
- C. October 10,2001
- D. December 30, 1996

**Answer: C**

**QUESTION NO: 46**

Which functions are available on a multi-function printer? Select THREE.

- A. email capability
- B. color separation
- C. digital enhancement
- D. thermal imaging
- E. network printing
- F. faxing

**Answer: A,E,F**

**QUESTION NO: 47**

ExamReal.com has a LaserJet 4100 MFP, in which there was a failed hard disk drive (HDD). The faulty 20GB HDD has been replaced with a new 40GB HDD. Now the customer is unable to find the 'Send' option under 'Configure Device' on the control panel. What is the issue?

- A. firmware needs to be downloaded on to the HDD
- B. the sending option is never available in the control panel
- C. the 40GB HDD is not compatible and needs a 20GB HDD
- D. the HDD is not initialized

**Answer: D**

**QUESTION NO: 48**

ExamReal.com has purchased a < memory DIMM to upgrade a Color LaserJet 4600 printer.

The

printer gives a 53.10.xx error after the memory is upgraded to the printer. What needs to be done to resolve the issue?

- A. upgrade is not possible
- B. the printer memory slot is faulty, the formatter needs replacement
- C. the memory has been installed in the wrong slot, memory will need to be reinstalled properly
- D. the memory doesn't meet HP standard, different memory will need to be purchased

**Answer: D**

#### **QUESTION NO: 49**

ExamReal.com has a Color LaserJet 3700 printer and is getting a 13.20 paper jam message. You are unable to locate any physical paper jam. You suspect a sensor failure. What would you do next?

- A. clean and align all the sensors in the printer
- B. replace the paper pick-up assembly
- C. replace the fuser assembly
- D. perform a sensor test to manually check the functionality of every sensor

**Answer: D**

#### **QUESTION NO: 50**

What happens during the transfer stage of the Image Formation Process?

- A. Nothing.
- B. The uniform negative charge is transferred onto the surface of the print drum.

**Answer: B**

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