



**Exam Code:** HP0-263

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

**Vendor:** HP

**Version:** DEMO

## **Part: A**

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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: 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 Answers: C**

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

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

**Correct Answers: 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

**Correct Answers: 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

**Correct Answers: 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

**Correct Answers: A C**

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

**Correct Answers: C**