



**Exam** : **HP HP0-264**

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

**Update** : Demo

**1.How do you perform an engine test on the LaserJet 9000?**

- A.press and hold "CANCEL JOB" while powering the printer on
- B.perform service test
- C.press engine test button
- D.select engine test from the Control Panel

**Correct:C**

**2.On the LJ8XXX, the engine test can only be performed from which tray?**

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

**Correct:C**

**3.When printing from a Windows-based application, the paper source is specified on the LJ8XXX by the \_\_\_\_\_.**

- A.print job
- B.print control panel
- C.amount of paper in the tray
- D.tray 1 settings

**Correct:A**

**4.Toner smears on a LaserJet 9000 series printer. Which do you do first?**

- A.clean the inside of the printer or use the cleaning page
- B.replace the print cartridge
- C.print a few more pages to see if the problem corrects itself
- D.verify the fuser setting for the media used

**Correct:C**

**5.On the LJ8XXX what must be removed first before the fusing assembly can be removed?**

- A.Diverter Assembly
- B.Duplex Assembly
- C.Face up Bin
- D.Delivery Assembly

**Correct:B**

**6.You are servicing a LJ8XXX printer that is presenting a defect on the page at consistent intervals. What do you use to troubleshoot this issue?**

- A.defect analysis tool
- B.print the engine test page
- C.print the PQ troubleshooting page
- D.repetitive defect ruler

**Correct:D**

**7.The Maintenance Kit for the LJ8XXX printer includes \_\_\_\_\_. Select THREE.**

- A.toner cartridge
- B.transfer roller
- C.pickup rollers
- D.fuser

- E.registration roller
- F.feed/separation rollers

**Correct: B D F**

**8.The stapler/stacker accessory is not working correctly on a LaserJet 9000 printer. Which diagnostics tests do you use to find the problem? SELECT TWO.**

- A.device service mode
- B.individual motor test
- C.face-up bin full sensor test
- D.accumulator calibration test

**Correct: A C**

**9.What language personalities are supported on the LJ8150? Select TWO.**

- A.PCL6
- B.PCL5c
- C.PCL5e
- D.Adobe PostScript

**Correct: A C**

**10.The customer is experiencing a "TONER OUT" message after replacing the toner cartridge. What other component may be involved?**

- A.fuser assembly
- B.laser scanner
- C.DC controller PCB
- D.high voltage power supply

**Correct: D**

**11.The DC Controller PCA on the LJ8XXX is responsible for \_\_\_\_\_. Select TWO.**

- A.raster image creation
- B.EIO communication
- C.paper motion monitoring
- D.motors and fans

**Correct: C D**

**12.A 50.X error is displayed on the control panel of a LJ8XXX. Which part of the printer would you check first?**

- A.main motor assembly
- B.paper input assembly
- C.fusing assembly
- D.envelope feeder

**Correct: C**

**13.What functions are monitored by the Switch/Sensor PCA on the LJ8XXX? SELECT TWO..**

- A.registration
- B.fuser exit jams
- C.paper size sensing
- D.front/top cover open

**Correct: B D**

**14.You are troubleshooting a jam problem on a LaserJet 9000 printer. You have already verified**

that the jam occurs continuously. What is the next step?

- A.print a configuration page
- B.perform a drum rotation functional check
- C.display the event log
- D.perform a paper path test

**Correct:C**

**15.What kind of paper jams would you expect on a LJ8XXX if a piece of paper gets stuck under tray 3?**

- A.registration jab
- B.input jam
- C.output jam
- D.duplex jam

**Correct:D**

**16.Performing a Cold Reset on a LJ8XXX will result in what? Select TWO.**

- A.accessories will not be recognized by the printer
- B.printer's serial number will be reset to all '0's
- C.all defaults will be set back to factory settings
- D.all data from RAM memory will be cleared

**Correct:C D**

**17.What is the maximum stack height in the accumulator of the 3000 sheet stapler/stacker?**

- A.2.5 mm
- B.no limit
- C.5.5 mm.
- D.5.5 cm

**Correct:C**

**18.Which step will assist you with troubleshooting problems related to tray configuration?**

- A.print event log
- B.service test
- C.paper path test
- D.cold reset

**Correct:C**

**19.The purpose of the LaserJet 9000 service test is to verify \_\_\_\_\_.**

- A.print quality
- B.communication with accessories
- C.formatter functionality
- D.print engine functionality

**Correct:D**

**20.What do you do when you encounter a 13.xy.zz error message on the control panel?**

- A.cycle power on the printer
- B.remove any paper jams
- C.no action is required; printer will resume automatically
- D.perform service test to isolate the problem

**Correct:B**

**21.You are troubleshooting a media-handling problem and note a 66.xy.zz error code on the control panel. What does the 66 indicate?**

- A.operating error
- B.paper path jam
- C.hardware malfunction
- D.device type

**Correct:C**

**22.The purpose of the engine test on the LJ8XXX is to \_\_\_\_\_.**

- A.bypass the formatter and test the print engine
- B.verify communication between the formatter and the DC Controller
- C.verify functionality of the printer and accessories.
- D.test the formatter for functionality

**Correct:A**

**23.What action should be taken for critical error messages encountered on the control panel?**

- A.perform a cold reset
- B.print an event log
- C.cycle printer power
- D.perform an engine test

**Correct:C**

**24.To remove the DC Controller from the LJ8XXX, you must first remove the \_\_\_\_\_.  
Select TWO.**

- A.formatter assembly
- B.main motor assembly
- C.low voltage power supply
- D.high voltage power supply

**Correct:A D**

**25.What component is used by the LaserJet 9000 to detect a genuine HP print cartridge?**

- A.DC controller
- B.high voltage power supply
- C.formatter
- D.smart chip (E-label)

**Correct:D**

**26.Which methods can you use to flash upgrade the LaserJet 9000 printer firmware? SELECT TWO.**

- A.Embedded Web Server
- B.Web JetAdmin
- C.HP Resource Manager
- D.FTP connection

**Correct:B D**

**27.During the Warranty period on a LJ8XXX. Which defects are covered? Select TWO.**

- A.media
- B.materials
- C.workmanship

D.environmental specifications

**Correct:B C**

**28.Which of the following can be performed in Service Mode on the LJ8XXX? Select TWO.**

A.clear event log

B.clear EIO information

C.perform laser calibration

D.enter serial number

**Correct:A D**

**29.A LJ8XXX is experiencing poor fusing of the toner. What is the likely cause? Select TWO**

A.not enough toner on the page

B.fusing levers are in the 'up' position

C.printer has not been turned on long enough

D.fusing mode is not properly set for desired media

**Correct:B D**

**30.On the LJ8XXX what is the maximum paper size you can print from tray 2?**

A.legal

B.letter

C.ledger

D.A3

**Correct:A**



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