

HP2-037 - HP LaserJet Foundations

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HP2-037 Practice Exam Questions Demo

QUESTION: 1

Pass.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: 2

What does ETB Alienation do? (Select three.)

- A. increases the life of color supplies
- B. moves the C, M and Y transfer rollers away from the drums for black & white prints
- C. reduces print quality problems
- D. causes uneven print density, it can be caused by excessive transfer current
- E. causes uneven print density, it is a symptom of worn gears or improper gear mesh

Answer: C, D, E

QUESTION: 3

Pass.com informs you that their Color LaserJet printer has a message on the control panel that says "Order Magenta Cartridge".

Why is the printer indicating this message?

- A. This is a message indicating the Magenta cartridge is logging unrecoverable errors, and should be changed as soon as possible.
- B. The magenta cartridge is nearing the end of its useful life, but will continue to print based on historical page coverage for this printer.
- C. The cartridge will run out of magenta in two weeks and should be changed.
- D. The internal clock has reached 6 months since the last cartridge change, and a new cartridge should be ordered.

Answer: B

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QUESTION: 4

Which of the following are examples of print drivers? (Select two.)

- A. Agency FB
- B. PCL 6c (there is no c only pcl6)
- C. PCL 5e
- D. PostScript

Answer: C, D

QUESTION: 5

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. make sure the call is closed with HP dispatch
- B. no further action is necessary
- C. reiterate the steps taken to resolve the problem with the customer
- D. update the repair history in the configuration log

Answer: C

QUESTION: 6

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: 7

What is the first phase of Troubleshooting Methodology?

- A. using gathered information to determine the problem cause
- B. define the symptom
- C. prioritize probable causes
- D. develop a solution path

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Answer: B

QUESTION: 8

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: 9

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: 10

Which statement describes a function of the Beam Detect mirror?

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

Answer: A

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