

## PrepKing

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**PrepKing PD0-001**

## **Exam A**

### **QUESTION 1**

1

Which of the following functions is associated with the developer unit?

- A. Supplies toner to the photoconductor
- B. Charges the surface of the photoconductor
- C. Writes the latent image on the photoconductor
- D. Cleans the photoconductor

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 2**

2

An encoder sensor typically detects:

- A. paper position.
- B. shaft rotation.
- C. magnetic flux.
- D. laser beam strength.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 3**

3

The customer has a dedicated ink jet fax machine that is used to send and receive faxes only from the corporate office. The user complains of streaks on the received faxes while the internal self- prints are fine. Which of the following should a technician recommend?

- A. Clean the scanner glass on the distant machine.
- B. Clean the scanner glass on the local machine.
- C. Clean the printer head on the local machine.
- D. Call the telephone company to increase the line signal level.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

### **QUESTION 4**

4

Which of the following stages in the laser print process attracts toner to the latent image on the photoconductor?

- A. Writing
- B. Fusing
- C. Development
- D. Transfer

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### QUESTION 5

5

Which of the following would be the BEST process for the technician to follow when beginning to diagnose a unit at a customers site?



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- A. Check the printers error log, and then inform the primary user what the issue is.
- B. Go directly to the printer and investigate any issues that are found.
- C. Investigate the printers status, then ask the primary user to write down what they think is wrong.
- D. Gather information from the primary user, and then evaluate the printers condition.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### QUESTION 6

6

Which of the following utilities could be used to determine a subnet mask?

- A. PING
- B. NSLOOKUP
- C. TRACERT
- D. IPCONFIG

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 7**

7

How many CCDs are located in a single pass duplex ADF?

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

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 8**

8

When is it advisable to dump the waste toner from a technicians service vacuum?

- A. When it is full.
- B. It is not recommended.
- C. Before performing preventative maintenance.
- D. After each call.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 9**

9

A customer has installed a new computer on their network. They can print to the printer but the option for duplex printing is not available. All other computers have the option. Which of the following is the cause of the problem?

- A. The new computer is printing to the wrong IP address.
- B. The new computer is using the wrong protocol.
- C. The driver port is not setup correctly.
- D. The option has not been selected on the driver.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 10**

10

A polygon mirror is part of which of the following assemblies?

- A. Laser unit
- B. Developer unit
- C. Charge assembly
- D. Fuser assembly

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 11**

11

In which of the following sections of an MFP would a technician find a Xenon Lamp?

- A. The paper feed section
- B. The fuser section
- C. The scanner section
- D. The transfer section

**Correct Answer:** C**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 12**

12

During the photoconductor preparation step, residual charge can be removed by which of the following? (Select TWO).

- A. Pressure
- B. Oil
- C. Light
- D. Gravity
- E. Electrical Charge

**Correct Answer:** CE**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 13**

13

Which of the following components is part of the ink dispersion system?

- A. Print Heads
- B. Cleaning heads
- C. Pickup Roller
- D. Charge Assembly

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 14**

14

The proper safety guidelines for handling any device specific consumables can be found in which of the following documentation?

- A. Material Safety Data Sheets
- B. Installation Guides
- C. Consumer Reports
- D. Devices Parts Catalog

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 15**

15

A customer is concerned about excessive media jamming in their device. Which of the following is the FIRST thing a technician should check?

- A. Media feed rollers
- B. Cassette drawers
- C. Fusing section
- D. Device log data

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 16**

16

The polygon mirror is located in which of the following components?

- A. Developer unit
- B. Scanner unit
- C. Fuser unit
- D. Laser unit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 17**

17

Which of the following is the purpose of a torque limiter in a roller?

- A. To reduce wear and tear on rollers.
- B. To provide resistance but still allow some slippage.
- C. To limit the amount of movement by media.
- D. To make it easier to replace rollers.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 18**

18

Using the CMYK color model, the color purple is produced by combining cyan and which other color?

- A. Green
- B. Magenta
- C. Yellow
- D. Black

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 19**

19

Which of the following is a reason black toner is used in color printers?

- A. It decreases the print speed in color laser printers.
- B. It prevents moir patterns when printing color photographs.

- C. It reduces the cost per page when printing gray scale documents.
- D. It makes the color toner resistant to smudging when wet.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 20**

20

A technician is troubleshooting a network connectivity issue on a MFD and would like to eliminate the possibility of another device on the network having the same IP address. The technician should:

- A. disconnect the MFD and ping the IP address.
- B. disconnect the MFD and ping the subnet mask.
- C. disconnect the MFD and ping the loopback address.
- D. run the ipconfig command from the command prompt.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 21**

21

When onsite repairing a printer the technicians cell phone rings and it is a personal call, how should the technician handle this?

- A. Answer the call and talk to your friend at the customer site.
- B. Answer the call and tell the friend you will call them later.
- C. Let it go to voicemail, call them back between service calls.
- D. Let it ring and call the friend back when the customer leaves.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 22**

22

When arriving at the customers location, two different users describe the problem, and from their description it seems to be two separate problems. Which of the following is an appropriate step to take?

- A. Ignore both of them and decide what the real problem is.
- B. Set up a separate call for each problem.



- C. Have them duplicate the problem at the device.
- D. Ask a third person and see if the problem is the same thing.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 23**

23

Which of the following type of lamp is used for heating a fuser?

- A. Xenon
- B. Halogen
- C. Incandescent
- D. Light Emitting Diode

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 24**

24

Scheduled preventative maintenance visits should be carried out:

- A. after two unplanned service calls.
- B. according to manufacturers specifications.
- C. when the device is becoming unreliable.
- D. every sixty days.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 25**

25

How should a service representative provide closure at the end of a call for a client?

- A. Explain the issues of the call, the steps taken to resolve them and query the client if they have any additional needs.
- B. Explain the solution to the issue and then provide the client with the technicians contact information in case they have any questions.
- C. Give the client a technical explanation on the issue and how it was fixed; throw any faulty equipment in the clients garbage.
- D. Proceed to the next service call, check back with the client in a week to see if they have any additional

needs.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 26**

26

Which of the following is the FIRST step a technician should take when troubleshooting a device issue?

- A. Gather information from the customer.
- B. Isolate the problem on the device.
- C. Read the service documentation for possible causes.
- D. Check the parts life counters.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 27**

27

Which of the following devices can route electrical signals only when activated by an external control signal?

- A. Solenoid
- B. Relay
- C. Clutch
- D. Capacitor

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 28**

28

Which of the following failed components would be responsible for the fuser unit not heating properly?

- A. Halogen lamps
- B. Ball bearing
- C. Hot roller
- D. Pressure roller

A. Answer: A

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 29**

29

Which of the following items can be used as a discharge lamp?

- A. Halogen lamp
- B. Light Emitting Diodes (LED)
- C. Fuser lamp
- D. Cleaning roller

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 30**

30

Which of the following types of media would MOST likely cause above normal amounts of machine jamming?

- A. Envelopes
- B. Colored media
- C. Letterhead
- D. Pre punched

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 31**

31

Which of the following components contains the analog to digital converter?

- A. Scanner section
- B. Charging unit
- C. ADF
- D. Paper tray

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 32**

32

Which of the following electrical components detects a change of state by blocking the infrared beam with a flag or actuator?

- A. Reflector sensor
- B. Magnetic switch
- C. Toggle switch
- D. Interrupt sensor

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 33**

33

Which of the following components places ink directly on the media in an ink dispersion device?

- A. Purge unit
- B. Carriage
- C. Print head
- D. Ink supply

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 34**

34

Which of the following components prevents the print head from clogging?

- A. Purge unit
- B. Absorption pads
- C. Carriage
- D. Ink supply

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 35**

35

Which of the following is the primary function of the purge unit?

- A. It moves the print head back and forth.
- B. It feeds paper into the printer.
- C. It delivers ink directly to the media.
- D. It prevents the nozzles from clogging.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 36**

36

Which of the following should be done when a printed output is smearing? (Select TWO).

- A. Check the media setting in the device driver / application.
- B. Verify the manufacturer of the media.
- C. Check to see if the laser unit is obstructed.
- D. Verify that the media used is according to manufacturer specifications.
- E. Check cable connections from the computer to the printer.

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 37**

37

A typical component used to generate heat in the fusing unit is a:

- A. charging unit.
- B. friction roller.
- C. halogen lamp.
- D. ceramic resistor.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 38**

38

The latent image is created on the photoconductor by which of the following?

- A. Laser unit
- B. Transfer unit

- C. Fusing unit
- D. Scanner unit

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 39**

39

After toner is transferred to the paper, the next step is:

- A. developing.
- B. fusing.
- C. charging.
- D. purging.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 40**

40

The charge assembly typically receives its bias from the:

- A. high voltage power supply (HVPS).
- B. laser unit.
- C. developer unit.
- D. low voltage power supply (LVPS).

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 41**

41

The registration assembly synchronizes the sheet of paper to the:

- A. fuser exit timing sensor.
- B. image on the photoconductor.
- C. pickup rollers in the media tray.
- D. image data from the scanner.

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 42**

42

The section that converts the received PCL5e print file into a data signal useable by the laser unit is called the:

- A. charge coupled device (CCD).
- B. raster image processor (RIP).
- C. print file maker (PFM).
- D. dual inline memory module (DIMM).

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 43**

43

Which of the following mirrors is used in scanners?

- A. Aluminized mirrors
- B. Polarized mirrors
- C. Second surface mirrors
- D. First surface mirrors

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 44**

44

A customer wants to edit text from an original scanned image, which of the following should a technician recommend?

- A. Install an OCR program.
- B. Install a WYSIWYG program.
- C. Scan using the TIFF format and then edit the text.
- D. Scan using the PDF format and then edit the text.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 45**

45

Which of the following performs a similar function to a charge coupled device (CCD)?

- A. CIS
- B. DAC
- C. LED
- D. LCD

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 46**

46

A dirty laser unit window can cause:

- A. light streaks on the prints.
- B. ghosting on the prints.
- C. dark streaks on the prints.
- D. double-image prints.

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 47**

47

When setting up a standard Ethernet printing port on a users PC, a technician needs to know which of the following?

- A. DNS settings
- B. IP address
- C. Device serial number
- D. MAC address

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 48**

48



Which of the following is the MOST likely cause of light images when scanning?

- A. Dirty mirrors
- B. Wrong scanner driver
- C. No output from the CCD
- D. Cracked lens

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 49**

49

The plunger of a solenoid is pulled inward by:

- A. friction.
- B. magnetic force.
- C. gravity.
- D. gear rotation.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 50**

50

A photo-reflective sensor typically detects:

- A. velocity.
- B. paper presence.
- C. fuser temperature.
- D. inertia.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 51**

51

A photo-interrupter sensor performs a function similar to a:

- A. switch.
- B. solenoid.

- C. diode.
- D. relay.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 52**

52

A technician suspects there is intermittent noise on the power source outlet. Which of the following would be used to run a prolonged test?

- A. Volt Meter
- B. Multimeter
- C. AC Line Monitor
- D. Polarity Tester

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 53**

53

On a multimeter, which of the following color is ground associated with?

- A. Yellow
- B. White
- C. Black
- D. Red

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 54**

54

After completing the repair, which of the following should the technician do next?

- A. Inform the user it is fixed.
- B. Verify device serial number.
- C. Verify device functionality.
- D. Document the solution.

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 55**

55

If a technician wants a device to keep the same manually assigned IP address, which of the following should be disabled on the device?

- A. DHCP
- B. APIPA
- C. TCP/IP
- D. RARP

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 56**

56

Which of the following protocols is used when sending a scanned document through email?

- A. TELNET
- B. DHCP
- C. POP3
- D. SMTP

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 57**

57

While a customer is describing a problem a technician should FIRST begin:

- A. taking apart the machine and troubleshooting.
- B. reading the service history.
- C. testing the machine to see if it works.
- D. asking open ended questions.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 58**

58

A technician has been working on a problem for forty-five minutes but still does not have a solution. Which of the following should the technician do next?

- A. Cal for additional internal technical support.
- B. Cal the manufacturer technical hotline for assistance.
- C. Continue working, a solution will be reached eventually.
- D. Begin replacing suspect parts until the issue is resolved.

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 59**

59

The customer wants the documentation that shows the ingredients and health concerns of the toner used in the machine. This is located in the:

- A. user handbook.
- B. MSDS.
- C. service manual.
- D. service bulletins.

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 60**

60

Failure to replace ozone filters as indicated in the maintenance schedule will result in:

- A. increased release of contaminants into the environment.
- B. poor toner adhesion on heavy paper.
- C. erratic behavior such as lock-ups and erroneous error codes.
- D. higher than normal toner usage.

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:**

**QUESTION 61**

61

If the printer must be placed in a dusty environment, the customer should be informed that:

- A. increased maintenance may be necessary.
- B. the printer will perform slower.
- C. the machine will use more toner than usual.
- D. the machine should be covered during use.

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 62**

62

The customer wants to use their fax machine on a VoIP phone system. A technician should advise them that:

- A. the fax transactions will occur much quicker and with fewer errors.
- B. the fax should be directly connected to the RJ-45 jack.
- C. they need to install a DSL filter.
- D. fax transactions are not suitable for this system.

**Correct Answer:** D**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 63**

63

The customer has DSL service and they are attempting to install a fax machine on the same line. Which of the following will allow the fax machine to function properly?

- A. Change the line equalizer settings.
- B. Connect a DSL filter between the fax machine and the RJ-11 telephone jack.
- C. Reduce the modem speed on the fax machine.
- D. Change the RJ-11 telephone jack to a RJ-45 jack.

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 64**

64

A customer bought a SuperG3 high speed fax machine to send reports to the corporate office. The activity

report shows it only communicates at 9.6Kbps to the corporate office. Which of the following should a technician recommend?

- A. Send the faxes on memory transmission.
- B. The distant machine must also have SuperG3 capability.
- C. Try to send the faxes after hours and see if the line speeds up.
- D. SuperG3 may display as V.17 on the print-out.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 65**

65

When using the PING command to communicate directly with a printer on the network, a response of Request Timed Out is generated. Which of the following is the MOST likely cause?

- A. An account code is required.
- B. A network cable is disconnected.
- C. The network print server is down.
- D. A paper jam has occurred.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 66**

66

Which of the following would be the MOST likely cause of gray background on the entire surface of a copied page?

- A. Improperly stored paper
- B. Deteriorated developer
- C. High humidity level
- D. Low toner supply

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 67**

67

The laser unit performs which of the following steps?

- A. Developing
- B. Fusing
- C. Writing
- D. Transferring

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 68**

68

The latent image is created on the:

- A. transfer belt.
- B. developer unit.
- C. fuser unit.
- D. photoconductor.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 69**

69

On a digital printer utilizing a negative main charge, which of the following image quality problems would be expected if the main charge was not functioning?

- A. Gray background
- B. Black image
- C. Poor focus
- D. Blank image

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 70**

70

A user reports that they are seeing portions of the image duplicated on the document that was just printed. Which of the following is the MOST likely cause?

- A. Laser unit
- B. Transfer section

- C. Fuser unit
- D. Developer unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 71**

71

A technician has observed that the toner can be rubbed off the page after it exits from the machine. Which of the following is the MOST likely cause?

- A. Fuser unit
- B. Photoconductor unit
- C. Developer unit
- D. Laser unit

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 72**

72

On a multifunction device, a technician observes that a black line is present on a page, running from the lead edge of the page to the trail edge. Upon further testing, the technician observes that this only happens when making a copy, but not when receiving a fax or printing a page. In which of the following sections is the issue MOST likely occurring?

- A. Fuser unit
- B. Developer unit
- C. Scanner unit
- D. Photoconductor unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 73**

73

On a digital printer utilizing a negative main charge, which of the following image quality problems would be expected if the laser unit was not functioning?

- A. Gray background
- B. Blank image



- C. Poor focus
- D. Black image

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 74**

74

On a digital printer utilizing a negative main charge, a solid black image would be MOST likely caused by which of the following?

- A. The developer unit is not turning.
- B. The transfer charge is not being applied to the paper.
- C. The laser unit is not turned on.
- D. The main charge is not being applied to the photoconductor.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 75**

75

Which of the following is a function of a developer bias?

- A. Decreases toner consumption
- B. Dissipates the electrical charge on the photoconductor
- C. Applies toner to the latent image
- D. Eliminates ozone emissions

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 76**

76

If the specification for the metering blade adjustment in the developer unit is .7 millimeters, and it is actually adjusted to .4 millimeters, which of the following image quality problems would MOST likely be seen?

- A. High density image
- B. Low density image
- C. Black image
- D. White image

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 77**

77

The purpose of the registration roller is to:

- A. synchronize the media with the developed image.
- B. prevent media jams in the fusing section.
- C. clean residual toner from the photoconductor.
- D. assist with transfer of toner to the media.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 78**

78

Which of the following is the MOST common colors of toner used in a printing device?

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

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 79**

79

Which of the following is an accurate definition of gamut?

- A. The specifications for acceptable media types used in printers
- B. The specified interval between preventive maintenance calls
- C. The range of colors that a color printer can reproduce
- D. The recommended average monthly volume for a printer

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 80**

80

The purpose of color management is to:

- A. enhance the reading ability of a color scanner.
- B. adjust the color registration of a device.
- C. convert black text to color in a document.
- D. match the colors on input and output devices.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 81**

81

Which of the following stages supplies a uniform charge to the photoconductor surface, during the laser print process?

- A. Charging
- B. Writing
- C. Preparation
- D. Transfer

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 82**

82

Toner is moved from the photoconductor to the media during which of the following stages in the laser print process?

- A. Development
- B. Writing
- C. Fusing
- D. Transfer

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 83**

83

Which of the following is the correct order; start to finish, of the following stages in the laser print process?

- A. Development, Charge, Writing, Transfer
- B. Writing, Charge, Transfer, Development
- C. Charge, Writing, Development, Transfer
- D. Transfer, Development, Charge, Writing

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 84**

84

During which of the following stages are the nozzles cleaned in ink dispersion printing?

- A. Paper pick-up
- B. Purging
- C. Image application
- D. Ink delivery

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 85**

85

A magnetic roller is used in which of the following components?

- A. Fuser unit
- B. Transfer unit
- C. Developer unit
- D. Laser unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 86**

86

The residual toner remaining on a photoconductor is removed by which of the following laser printer

components?

- A. Fuser unit
- B. Developer unit
- C. Cleaning unit
- D. Transfer unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 87**

87

In a laser printer which of the following components uses a pressure roller?

- A. Charge unit
- B. Developer unit
- C. Fuser unit
- D. Cleaner unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 88**

88

In which of the following components in a laser printer is the latent image created?

- A. Developer unit
- B. Photoconductor
- C. Fuser unit
- D. Charge unit

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 89**

89

Which of the following components are found in the fuser unit? (Select TWO).

- A. LED
- B. Supply roller

- C. Heat roller
- D. Thermistor
- E. Charge roller

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 90**

90

Which of the following components are used in the initial paper feed? (Select TWO).

- A. Pick-up roller
- B. Pressure roller
- C. Separation roller
- D. Registration roller
- E. Transfer roller

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 91**

91

Which of the following is located after the fuser unit?

- A. Separation roller
- B. Registration roller
- C. Exit roller
- D. Transport roller

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 92**

92

A customer states that every time they try to print a particular document, it prints part of the page and then locks up the spooler. Which of the following is the MOST likely reason for this issue?

- A. The document is too large for the memory
- B. A defective network interface card
- C. A defective data cable

D. A defective laser unit

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 93**

93

A printer can produce good output of its internal test pages, but any job sent from the connected PC results in printing random characters. Which of the following is the MOST likely cause of this issue?

- A. Defective laser unit
- B. Defective printer port
- C. Incorrect driver
- D. Defective data cable

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 94**

94

Which of the following are printer languages? (Select TWO).

- A. USB
- B. PCL
- C. PCB
- D. RDF
- E. PCL

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 95**

95

Which of the following are used to fuse toner onto the media? (Select TWO).

- A. Positive charge
- B. Negative charge
- C. Heat
- D. Pressure
- E. Charged voltage

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 96**

96

A small office will be scanning sets of documents ranging from 15 to 25 pages each several times a day. Which of the following should be recommended based on this information?

- A. Duplexer
- B. Flatbed scanner
- C. ADF
- D. Large capacity cassette

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 97**

97

Which of the following would be described as two disks that make contact after current is applied to a coil; the contact then being maintained as long as the current remains?

- A. Thermal switch
- B. Electromagnetic clutch
- C. Charged coupled device
- D. Wrap spring clutch

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 98**

98

Which of the following would be used to connect a fax machine to a standard phone line?

- A. CAT5
- B. Crossover cable
- C. RJ-45
- D. RJ-11

**Correct Answer:** D



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 99**

99

A technician finishes service on a MFD. Which of the following is MOST appropriate for the technician to do next?

- A. Inform the primary contact person about the service that was performed and check for further questions.
- B. Write out a detailed and technical description of the problem and solution, and leave it on the MFP for all users to read.
- C. Make appropriate service notes so that key users can call and learn what service was performed.
- D. Go to the next service call and inquire at the end of the day if the device is still functioning properly.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 100**

100

Which of the following procedures should be performed with the use of an anti-static wrist strap?

- A. Replacing a circuit board
- B. Cleaning the platen glass
- C. Upgrading the firmware
- D. Removing a paper tray

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 101**

101

While onsite a technician finds that the paper is stored outside of its protective wrapper. Which of the following would be the proper way to advise the clients on proper paper storage?

- A. Reschedule the service call for a later time after the paper has been moved into a better storage area.
- B. Load the paper into the printer, and make a note in the service log that additional problems may be the result of damp paper.
- C. Inform the clients that improper paper storage could cause the paper to become damp, and lead to printer issues resulting in down time.
- D. Inform the client that the paper needs to be replaced and stored in a better location before printer service can begin.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 102**

102

A technician receives a call from a client who is having a repeat issue with a copier. The client is upset and demands that the technician come out and fix the issue. The technician was not the original technician to work on this issue but is aware of the problems it has had. Which of the following should the technician do to address this issue?

- A. Reassure the client that the problem will be fixed quickly and apologize for the inconvenience.
- B. Ask the client to call back when they are not as upset, and then the technician would be glad to help them.
- C. Take the clients information and ask the client if they can be called back after you check into the situation, giving them an estimate on when to expect your call.
- D. Give the client the phone number of the original technician and asked them to call this technician since you are not involved in this problem.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 103**

103

A technician is onsite working on a multi-function device. While performing the repair a user approaches the technician and begins to ask questions about using a feature on the device. Which of the following is the BEST way for the technician to handle this situation?

- A. Refer the user to the manufacturers website for their questions about the feature.
- B. Tell the user that after the repair is completed the feature can be demonstrated.
- C. Continue working on the device and answer questions about the feature at the same time.
- D. The technician should inform the user that they are here to fix the device and user training must be scheduled.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 104**

104

After installing a new network printer a technician notices that a valid IP address has been automatically assigned to the printer. Which of the following would allow this to occur?

- A. LDAP
- B. DHCP

- C. DNS
- D. APIPA

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 105**

105

Which of the following utilities would help a technician verify communication to a printer over the network?

- A. MSCONFIG
- B. PING
- C. ARP
- D. IPCONFIG

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 106**

106

Neither the link or activity indicator lights on a NIC for a device are illuminated. The device cannot be reached by any computers across the network. Which of the following is the BEST step for a technician to take to begin troubleshooting?

- A. Connect to the device via crossover cable to test connectivity.
- B. Connect to the device via RS-232 cable to test connectivity.
- C. Verify the DHCP server is online.
- D. Replace the NIC on the computer.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 107**

107

A technician is attempting to connect their laptop to a networked MFP device to prove connectivity. Which of the following cable types must be used?

- A. Crossover
- B. ThinNet
- C. RJ-11
- D. RS-232

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 108**

108

Which of the following cable types has the greatest resistance to electromagnetic interference (EMI)?

- A. UTP
- B. FireWire
- C. USB
- D. STP

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 109**

109

A new printer has been added to a network that transmits at 100Mbps. Which of the following NIC settings would allow this printer to function BEST on this network? (Select TWO).

- A. 10Mbps
- B. Half duplex
- C. 100Mbps
- D. Auto-negotiate
- E. 1000Mbps

**Correct Answer:** CD  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 110**

110

A NIC uniquely identifies a network device through which of the following?

- A. SSID
- B. MAC address
- C. WINS
- D. TCP/IP address

**Correct Answer:** B  
**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 111**

111

Which of the following is used for incoming email traffic?

- A. LDAP
- B. SMTP
- C. ISIS
- D. POP3

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 112**

112

Which of the following is used for outgoing email traffic?

- A. LDAP
- B. POP3
- C. SMTP
- D. ISIS

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 113**

113

The technician notices that a device has an IP address of 169.254.0.1. Which of the following would result in this device connectivity issue?

- A. The device has been set up by a WINS server.
- B. The device has been set up by a DHCP server.
- C. The device has a public IP address in a private network.
- D. The device has been assigned an APIPA address.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 114**

114

Which of the following parts receives a charge from the high voltage power supply (HVPS)? (Select TWO).

- A. Fuser hot roller
- B. Transfer unit
- C. Laser unit
- D. Developer unit
- E. Pick-up rollers

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 115**

115

Which of the following BEST describes an issue caused by high humidity? (Select TWO).

- A. Offset image
- B. Paper Jamming
- C. All black pages
- D. Paper curling
- E. Streaks and lines

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 116**

116

On a monochrome printer, which of the following type of image would a technician see if the primary charge is not applied to the drum during the charging process?

- A. Black Pages
- B. Reversed Image
- C. Blank Pages
- D. Ghost Image

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 117**

117

Which of the following sensors would indicate a mis-feed in the fuser unit?

- A. Registration Sensor
- B. Media Size Sensor
- C. Exit Sensor
- D. Paper Width Sensor

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 118**

118

A technician is troubleshooting a ghosting image quality problem. Which of the following methods would BEST help isolate the cause?

- A. Connect a voltage tester to the Print Engine Card and inspect voltage on engine contacts.
- B. Inspect the scanner optics for possible contamination.
- C. Enter Service Mode and print multiple pages from each input and to each output bin to ensure all are functioning well.
- D. Stop the printer half way through the printing process and inspect partially printed pages.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 119**

119

At which of the following points during the print process is the image made permanent?

- A. Writing
- B. Transfer
- C. Developing
- D. Fusing

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 120**

120

Which of the following processes prepares the photoconductor to be written on?

- A. Charging
- B. Developing
- C. Transfer
- D. Writing

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 121**

121

Which of the following components in the print process transfers the toner to the photoconductor?

- A. Fuser Unit
- B. Developer Unit
- C. Photoconductor Unit
- D. Transfer Unit

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 122**

122

Which of the following parts is used to attract toner to the media?

- A. Charge Roller
- B. Developer Unit
- C. ChargeCorona
- D. Transfer Unit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 123**

123

A customer has been printing pages with black text only on their CMYK color printer and their color page count has been going up. Which of the following would be the cause of this?

- A. The customer is using colored media instead of white media.
- B. The system has a corrupted print driver.



- C. There is a firmware issue, causing all pages to show as color.
- D. The printer sees black as a color and not simply true black.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 124**

124

Which of the following information can be found on a printer configuration page? (Select THREE).

- A. Operating System Test Page
- B. Print Quality information
- C. Firmware Versions
- D. Page Counts
- E. Available fonts
- F. Network Settings

**Correct Answer:** CDF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 125**

125

During the installation of a monochrome printer, a piece of packing material is left covering a one inch section of the LED print head. Which of the following would the print out look like?

- A. A blank page from the lead edge of the page to the trailing edge
- B. A faded line from the lead edge of the page to the trailing edge
- C. A black line from the lead edge of the page to the trailing edge
- D. A blank line from the lead edge of the page to the trailing edge

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 126**

126

If a fax machine with a maximum bit rate of 14.4Kbps sends a message to another fax machine with a maximum bit rate of 33.6Kbps. Which of the following would be the maximum communication speed between the two units?

- A. 9600bps

- B. 14.4Kbps
- C. 24.0Kbps
- D. 33.6Kbps

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 127**

127

Which of the following would result in having no dial tone? (Select THREE).

- A. Faulty Fax/Modem Card
- B. Telephone line unplugged
- C. Toner cartridge empty in fax unit
- D. RJ-11 line plugged into a digital outlet
- E. Fax or Multi-Function unit turned off
- F. Faulty HVPS

**Correct Answer:** ABD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 128**

128

Which of the following parts are located in the ADF? (Select TWO).

- A. Original Detection Sensor
- B. Transfer Roller
- C. Tray Size Sensor
- D. Separator Pad
- E. Paper Level Sensor

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 129**

129

When connecting to a printer to test network connectivity, which type of cable is required?

- A. RJ-11 Cable
- B. RJ-45 Cable

- C. Power Cable
- D. Crossover cable

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 130**

130

Which of the following type of jacks is used to send and receive fax messages through a MFD?

- A. CAT5
- B. UTP
- C. RJ-45
- D. RJ-11

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 131**

131

A technician arrives onsite to work on a printer that has a known problem. There is currently no fix for this problem. Which of the following is the BEST way to explain this issue to the customer?

- A. This is a known issue with this product. I dont know when it will be fixed you will have to continue working while the issue is occurring. Until the manufacture fixes it, I cannot.
- B. This is a common problem with this model. They all do it. I cannot assist you.
- C. This is a common problem with this model. I have seen this before and there is nothing I can do to help.
- D. This is a known issue with this model. Unfortunately at this time there is no fix for this issue. I will keep you posted as to any improvements that come out from the manufacturer.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 132**

132

Which of the following can be done to maintain the functionality of an electromagnetic clutch?

- A. Clean it
- B. Lubricate with grease
- C. Apply oil
- D. Increase the voltage

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 133**

133

Which of the following can separate paper in the media tray?

- A. Magnetism
- B. Friction
- C. Static electricity
- D. Ionization

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 134**

134

Which of the following modem technologies is MOST commonly used in faxing?

- A. Digital
- B. Token Ring
- C. Analog
- D. VoIP

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 135**

135

Which of the following is a likely cause of paper creasing?

- A. Laser assembly
- B. Developer spacing
- C. Fuser
- D. Photoconductor

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 136**

136

Which of the following is a process used in the finishing step? (Select TWO).

- A. Duplexing
- B. Cleaning
- C. Fusing
- D. Stapling
- E. Sorting

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 137**

137

When printing onto letterhead, which of the following steps needs to be performed?

- A. The pre-printed side needs to be facing the right direction.
- B. The feed rollers need to be adjusted.
- C. The device media tray needs to be set to accept color paper.
- D. The printer needs to be set into energy saving mode.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 138**

138

When using a fax machine a technician does not get a dial tone, which of the following could be the problem? (Select TWO).

- A. Noise on the line
- B. Communication speed is set incorrectly
- C. Call waiting is turned on
- D. Phone line is not plugged in
- E. Faulty Modem

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 139**

139

In the fixing unit, which of the following happens to the media?

- A. The media is realigned and straightened.
- B. Humidity is applied to the media.
- C. Heat and pressure bonds toner to the media.
- D. The image is transferred to the media.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 140**

140

Which of the following parts of the print process involves media feed?

- A. Exposure
- B. Transport
- C. Cleaning
- D. Charging

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 141**

141

Which of the following messages should only be addressed by a technician?

- A. Add Paper message
- B. Service error message
- C. Paper Jam message
- D. Add Toner message

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 142**

142

Which of the following is considered part of the initial media feed?

- A. Pick-up roller
- B. Fuser Roller
- C. Registration Roller
- D. Charge Roller

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 143**

143

Which of the following components are part of the document scanning function? (Select TWO).

- A. Laser unit
- B. Print head
- C. CCD
- D. Analog to digital converter
- E. Photoconductor

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 144**

144

When printing a multi-page document, which of the following components is used for stapling?

- A. High capacity paper feed unit
- B. ADF
- C. Duplex
- D. Finisher

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 145**

145

During which of the following processes is the latent image applied to the photoconductor?

- A. Fusing
- B. Transfer

- C. Developing
- D. Writing

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 146**

146

During which of the following is a high direct current (DC) voltage used? (Select TWO).

- A. Charging
- B. Finishing
- C. Writing
- D. Registration
- E. Transfer

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 147**

147

Which of the following directs the laser beam to the photoconductor?

- A. Toner shield
- B. Polygonal mirror
- C. Laser diode
- D. Beam detector

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 148**

148

Which of the following images would MOST likely cause fuser jams?

- A. Gray area on the trailing edge
- B. Large dense images on the lead edge
- C. Evenly dispersed typed print
- D. Thin solid line from the lead to trailing edge



**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 149**

149

A customer cannot print from one computer but other computers in the same office are able to print. The print job stays in the print queue and no error is ever shown. Which of the following is the problem?

- A. The wrong driver is loaded.
- B. The driver is set to Use printer offline.
- C. The network cable is disconnected.
- D. The printer is set offline.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 150**

150

Which of the following is the function of a relay?

- A. Converts DC voltage to AC voltage
- B. Lessens the voltage in a circuit
- C. Acts as an electronic switch
- D. Acts as a temperature sensor

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 151**

151

The function of a one-way gear is:

- A. to drive a motor in one direction.
- B. to provide drive in only one direction at a time.
- C. to provide drive only when spun in one direction.
- D. to drive a shaft clockwise and counter-clockwise.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

Answer: D

**QUESTION 152**

152

A photo-reflective sensor is actuated when:

- A. light is reflected back to the sensor.
- B. a flag interrupts the beam.
- C. an actuator is being depressed.
- D. light is reflected pass the sensor.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 153**

153

A thermistor is affected by:

- A. light.
- B. magnetic field.
- C. temperature.
- D. electrical charge.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 154**

154

A customer was able to print but now they cannot. The IP address on the printer is 192.168.10.45 with a subnet mask of 255.255.255.0. The IP address on the computer is 169.254.3.18 with a subnet mask of 255.255.0.0. Which of the following is the computer not able to communicate with?

- A. The web server
- B. The POP3 server
- C. The SMTP server
- D. The DHCP server

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 155**

155

Which of the following protocols does a scanner use to send outgoing emails?

- A. SMB
- B. TCP/IP
- C. SMTP
- D. SNMP

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 156**

156

Wearing a properly grounded wrist strap prevents:

- A. the machine from being powered up.
- B. electrostatic discharge that may cause damage to PCB components.
- C. the technician from being electrocuted.
- D. charges from accumulating on the photoconductor.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 157**

157

If a customer has loaded media in the media tray in the wrong direction, it will cause:

- A. mis-registered prints.
- B. wrinkled paper.
- C. voided areas.
- D. paper jams.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 158**

158

Which of the following is a definition of firmware?

- A. The amount of data contained on a PCB
- B. Support structure for a PCB
- C. Software resident on a PCB
- D. The variable data written to a PCB

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 159**

159

In a scanner, which of the following components is stimulated by the reflected light from the image?

- A. Lens
- B. Mirrors
- C. CCD
- D. Color filters

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 160**

160

A customer has replaced a printer with a different model. The new printer now only prints random characters and symbols. Which of the following is the problem?

- A. The machine is using the wrong protocol.
- B. The accessories are not set correctly in the driver.
- C. The wrong IP address is assigned to the device.
- D. The wrong driver is loaded.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 161**

161

A customer with a static IP address on their computer can print first thing in the morning, but when a coworker turns on their computer, printing becomes intermittent or does not print at all. Which of the following is the cause of the problem?

- A. The print drivers are setup to use the same IP address for the printer.

- B. The coworkers computer is using the wrong driver.
- C. DHCP is not setup correctly.
- D. The printer has the same IP address as a coworkers computer.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 162**

162

When a customer can print a test page from the driver properties page, which of the following would be true?

- A. The firmware is correctly configured.
- B. All prints will come out correctly.
- C. The print driver is loaded correctly.
- D. The printer can use all the options set on the driver.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 163**

163

A customers fax machine is taking a long time to send faxes or is failing with an error message. They have recently installed a DSL line for Internet access. Which of the following may fix the problem?

- A. Move the fax line to a different jack on the same line.
- B. Subscribe to a higher DSL bit per second transmission speed.
- C. Install a DSL filter on the fax line to the device.
- D. Move the RJ-11 connector from Line jack to the Tel jack on the device.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 164**

164

A magnetic switch is a switch that:

- A. is used to check for magnetic particles on the printed page.
- B. uses a magnetic field to move diverters.
- C. uses a magnet to hold the switch in place.
- D. uses a magnet to actuate the switch.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 165**

165

A customer calls and says the printer will not turn on. While talking with the customer on the phone a technician determines that the machine's power switch is turned on but no lights are on. Which of the following should the technician have the customer check next?

- A. Have the customer check the voltage on the power supply.
- B. Have the customer check the fuses on the machine.
- C. Have the customer check that the power cord is plugged in.
- D. Have the customer check that all the printer doors are closed.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 166**

166

Which of the following are methods of cleaning a photoconductor? (Select THREE).

- A. Brush
- B. Roller
- C. Fan
- D. Compressed air
- E. Cleaning blade
- F. Heat

**Correct Answer:** ABE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 167**

167

Which of the following applies a uniform charge to the photoconductor?

- A. Charge Corona
- B. Charge Couple Device (CCD)
- C. Laser Unit
- D. Light Emitting Diode (LED) array

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 168**

168

A latent image is created on the photoconductor by:

- A. the laser discharging the appropriate areas.
- B. the transfer roller.
- C. the laser charging the appropriate areas.
- D. toner being applied by the developer unit.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 169**

169

Toner is moved from the developer to the photoconductor by:

- A. the charge roller.
- B. the transfer roller.
- C. an electrical charge.
- D. the light emitting diodes (LED).

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 170**

170

Toner is transferred to the media by:

- A. light emitting diodes (LED).
- B. vacuum suction.
- C. the developer roller.
- D. electrostatic charges.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 171**

171

Toner is fused/fixed to the media by the use of:

- A. a charge roller.
- B. a transfer roller.
- C. heat and pressure.
- D. electrostatic charges.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 172**

172

How is a residual charge removed from the photoconductor? (Select TWO).

- A. Developer
- B. Charge Couple Device (CCD)
- C. Electrical Charge
- D. Ventilation
- E. Light

**Correct Answer: CE****Section: (none)****Explanation****Explanation/Reference:****QUESTION 173**

173

Which of the following components are used to create the latent image on the photoconductor? (Select TWO).

- A. Charge Couple Device (CCD)
- B. Developer
- C. Light Emitting Diode (LED)
- D. Transfer roller
- E. Laser

**Correct Answer: CE****Section: (none)****Explanation****Explanation/Reference:****QUESTION 174**



174

Which of the following components temporarily carries the latent image?

- A. Charge roller
- B. Photoconductor
- C. Laser Unit
- D. Developer

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 175**

175

The developer unit performs which of the following steps in the print process?

- A. Creates the latent image on the photoconductor
- B. Charges the photoconductor
- C. Supplies toner to the latent image on the photoconductor
- D. Removes residual toner from the photoconductor

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 176**

176

The latent image is created by which of the following components?

- A. Nozzles
- B. Developer
- C. Photoconductor
- D. Laser or LED

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 177**

177

Which of the following components provides basic power for the device?

- A. Charge Unit

- B. Charge Coupled Device (CCD)
- C. Low Voltage Power Supply (LVPS)
- D. High Voltage Power Supply (HVPS)

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 178**

178

Which of the following is used to charge the photoconductor?

- A. Light Emitting Diode (LED) array
- B. High Voltage Power Supply (HVPS)
- C. Laser Unit
- D. Low Voltage Power Supply (LVPS)

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 179**

179

Which of the following components uses heat and pressure?

- A. Transfer Roller
- B. Charge Roller
- C. Developer
- D. Fuser

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 180**

180

A customer can print simplex but wants to print duplex and cannot find the setting on their PC; other users in the office can print duplex using the same application. Which of the following is the problem?

- A. Printer hardware configuration
- B. Driver port setting incorrect
- C. Wrong printer driver is installed
- D. Network issues

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 181**

181

A user installed a new printer and loaded the correct drivers but cannot print. The user can still print to other products on the network, and other networked users can print to the new printer using the same applications. Which of the following is the problem?

- A. Printer hardware configuration
- B. Incorrect port settings
- C. Defective CAT5 cable
- D. Application settings

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 182**

182

When using a multimeter to check for continuity, which of the following settings should the multimeter be set to?

- A. Ohms
- B. AC Volts
- C. DC Volts
- D. Amps

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 183**

183

When using a multimeter to check continuity to which of the following states should the printer be in?

- A. Power On
- B. Sleep mode
- C. Hibernate mode
- D. Power Off

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 184**

184

Which of the following are types of physical ports on printers? (Select TWO).

- A. LPT
- B. LPR
- C. RAW
- D. USB
- E. SMB

**Correct Answer: AD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 185**

185

Which of the following are types of logical network ports on a printer? (Select TWO).

- A. LPT
- B. LPR
- C. RAW
- D. SCSI
- E. CAT5

**Correct Answer: BC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 186**

186

The purpose of the grid on the charge assembly is to:

- A. supply a uniform charge level to the photoconductor surface.
- B. transfer toner to the media.
- C. neutralize the photoconductor surface potential.
- D. eliminate negative charge influences.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 187**

187

Which of the following is a function of the high voltage power supply (HVPS)?

- A. Provides power to the discharge lamp.
- B. Provides power to the main drive motor.
- C. Provides power to the fuser assembly.
- D. Provides power to the corona assemblies.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 188**

188

Which of the following is the purpose of the thermistor in the fuser assembly?

- A. To provide overheat protection for the fuser assembly.
- B. To detect the pressure for the fuser assembly.
- C. To prevent premature deterioration of the fuser assembly.
- D. To detect the temperature for the fuser assembly.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 189**

189

On a system using a negative photoconductor charge, how does the toner become attracted to the latent image?

- A. By the voltage difference between the two
- B. By discharging the latent Image area to Ground
- C. By reducing the toner charge
- D. By the temperature difference between the two

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 190**

190

In the scanner section, after light has passed to the CCD assembly, the next stage is:

- A. image processing.
- B. white level correction process.
- C. analog to digital conversion.
- D. automatic exposure correction.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 191**

191

A customer has reported background toner on the copy output. Which of the following should be the technicians initial action?

- A. Generate an engine test print
- B. Clean the optics area
- C. Change the photoconductor
- D. Change the developer

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 192**

192

Which of the following would cause sent faxes to arrive with lines in feed direction if received faxes are not having any issues on the same device?

- A. Obstruction in the developer unit
- B. Damaged fuser fixing roller
- C. Obstruction in the laser path
- D. Obstruction on the scan glass

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 193**

193

Which of the following development systems uses a mixture of toner and developer to create an image?

- A. Thermal Imaging System
- B. Mono Component System
- C. Dual Component System
- D. Ink Jet System

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 194**

194

In the presence of light, the photoconductor:

- A. filters electrons.
- B. stores electrons.
- C. allows electron flow.
- D. blocks electron flow.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 195**

195

If the path between the laser beam and the photoconductor became totally blocked, the result would be:

- A. blank output.
- B. background.
- C. faint output.
- D. blurred output.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 196**

196

Which of the following is the purpose of exposing a photoconductor to light or electrical discharge at the end of the print cycle?

- A. To ensure that the photoconductor surfaces has no residual charges.
- B. To ensure that the photoconductor can detect light.

- C. To ensure that the photoconductor surface is clean of toner.
- D. To ensure that the photoconductor reaches maximum life cycle.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 197**

197

Which of the following is the purpose of the photoconductor cleaning blade?

- A. To repair the photoconductor surface after a paper jam.
- B. To collect any oil deposits after servicing.
- C. To remove residual toner from the photoconductor.
- D. To polish the photoconductor surface after servicing.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 198**

198

Which of the following describes the purpose of the polygon mirror?

- A. Sharpens the laser beam intensity
- B. Times the laser beam switching process
- C. Detects the start position for the laser beam
- D. Sweeps the laser beam across the photoconductor surface

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 199**

199

Which of the following describes the function of the laser diode?

- A. Generates the laser beam
- B. Detects the timing of the laser beam
- C. Sharpens the accuracy of the laser beam
- D. Gauges the laser start position

**Correct Answer:** A



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 200**

200

Which of the following is an additive primary color?

- A. White
- B. Cyan
- C. Black
- D. Red

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 201**

201

Which of the following is the correct order of the print process?

- A. Charge, Develop, Write, Transfer
- B. Write, Charge, Transfer, Develop
- C. Develop, Charge, Write, Transfer
- D. Charge, Write, Develop, Transfer

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 202**

202

In which of the following process steps are heat and pressure applied to the print media?

- A. Developing
- B. Fusing
- C. Writing
- D. Charging

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 203**

203

Which of the following should a technicians FIRST step be if a received fax has dark background?

- A. Check the media in the local machine.
- B. Test the telephone line quality.
- C. Produce a test print on the local machine.
- D. Check the operation of the remote machine.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 204**

204

Which of the following ways should photocopy paper be stored to get the BEST paper feed reliability?

- A. In its original wrapper
- B. On its edges
- C. In a high humidity environment
- D. In a dark storage room

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 205**

205

Which of the following is the main function of the developer unit metering blade?

- A. To ensure toner and developer are evenly mixed.
- B. To prevent the toner from escaping from the developer unit.
- C. To provide an even layer of developer.
- D. To remove dust and debris from the toner.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 206**

206

Which of the following is the MOST likely symptom if the paper pick-up rollers are worn?

- A. Faulty registration
- B. Poor quality copies
- C. Paper mis-feed
- D. Skewed image

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 207**

207

Which of the following is the FIRST stage when scanning the original?

- A. Image Process
- B. Exposure
- C. Filter
- D. Reflection

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 208**

208

A client has complained that their MFD is producing faint copies. When the technician produces an internal test print, these are of an acceptable quality. Which of the following is the MOST likely cause?

- A. Problem with the media
- B. Problem with the laser unit
- C. Problem with the scanning element
- D. Problem with the machine consumables

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 209**

209

During the photoconductor preparation stage, residual toner can be removed by which of the following?

- A. Light
- B. Vacuum

- C. Electrical Charge
- D. Cleaning Blade

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 210**

210

Which of the following is the MOST likely symptom if the white reference plate on a scanning device is dirty in one area?

- A. Registration error
- B. Paper Jam
- C. Skewed Image
- D. Streak

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 211**

211

In which of the following sections of a MFD is a technician MOST likely to find a Xenon lamp?

- A. Developing Unit
- B. Fuser
- C. Scanner
- D. Laser Unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 212**

212

Which of the following is the MOST likely place to find a thermistor?

- A. Cleaning Unit
- B. Fuser
- C. Scanner
- D. Laser Unit

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 213**

213

Which of the following steps should a technician perform FIRST on arrival at a customers premises?

- A. Ask open ended questions about the customers issue.
- B. Make sample test copies.
- C. Remove power plug from machine.
- D. Make appropriate introduction.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 214**

214

If a customer reports printing problems from a specific application, which of the following should a technician try FIRST?

- A. Print different files from the same application.
- B. Reload firmware.
- C. Uninstall and reinstall drivers.
- D. Print driver test page.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 215**

215

Toner is attracted to the photoconductor during which of the following stages of the print process?

- A. Developing
- B. Fusing
- C. Transfer
- D. Writing

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 216**

216

During the charge process, a uniform charge is applied to which of the following components?

- A. Scanner
- B. Laser Unit
- C. Photoconductor
- D. Fuser

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 217**

217

At which of the following stages of the laser/LED printing process is the toner bonded to the media?

- A. Transferring
- B. Writing
- C. Fusing
- D. Developing

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 218**

218

At which of the following stages of the laser/LED printing process is the latent image created on the photoconductor?

- A. Photoconductor preparation
- B. Transferring
- C. Writing
- D. Charging

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 219**

219

During the developing stage of the laser/LED print process:

- A. a uniform charge is applied to the photoconductive surface.
- B. the toner is fixed to the media with heat and pressure.
- C. the toner is transferred from the photoconductor to the media.
- D. the toner is attracted to the latent image.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 220**

220

During photoconductor preparation:

- A. toner is transferred from the toner supply to the photoconductor.
- B. residual toner and charge is removed by charge and/or cleaning device.
- C. toner is transferred from the photoconductor to the media.
- D. the photoconductor is written with a latent image.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 221**

221

During the purging stage of ink dispersion printing:

- A. the heads and nozzles are cleaned.
- B. print file is removed from the queue.
- C. excess ink is removed from the print image.
- D. media is ejected from the feed path.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 222**

222

Which of the following components fixes/bonds toner to the print media?

- A. Laser Unit

- B. Charge Assembly
- C. High Voltage Power Supply
- D. Fusing assembly

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 223**

223

A technician is working on a Laser/LED device. The media is exiting the device normally but the toner can be smeared across the page. Which of the following items is MOST likely the cause of this problem?

- A. Fusing Assembly
- B. Toner Cartridge/Supply
- C. Low Voltage Power Supply
- D. Laser Emitter

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 224**

224

The Laser/LED unit:

- A. produces a beam that creates a latent image to the photoconductor.
- B. creates a positive charge on the transfer assembly.
- C. scans the original document.
- D. transfers a negative charge to the toner in the toner cartridge.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 225**

225

Computers A & B are connected to a network printing device. Computer A is constantly getting printouts with errors while Computer B is printing ok. Which of the following is the next step in diagnosing this issue?

- A. Check the two computers to see if the same printer driver is used.
- B. Check the network settings on the two computers.
- C. Check the network settings on the printing device.



D. Check the network devices print queue.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 226**

226

A client has a fax machine and their incoming faxes print out corrupted images. Also, the outgoing faxes arrive at their destination with corrupted images. A technician has checked the phone cable and it is intact, the device settings are correct and the test prints of the device are printing ok.

Which of the following could be the cause?

- A. Improper paper type
- B. Electronic noise on the phone line
- C. Insufficient memory in the fax machine
- D. Bad/damaged print engine

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 227**

227

Which of the following are methods for dealing with ESD? (Select THREE).

- A. Unplugging the power cord
- B. Wearing rubber sole shoes
- C. Using an anti-static mat
- D. Wearing an anti-static wrist strap
- E. Working on a metal table
- F. Periodically touching a metal doorknob

**Correct Answer:** ACD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 228**

228

A clients Laser/LED printer is producing output with the same image flaw at regular intervals. Which of the following is the BEST way to diagnose this print flaw?

- A. Print the devices internal test pages.
- B. Reset the unit to factory defaults.

- C. Replace the toner cartridge.
- D. Check the manufacturer models service manual.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 229**

229

A clients Laser/LED printer is producing output with dark areas on the page from lead to trail edge. Which of the following are the MOST likely causes of this kind of print flaw? (Select TWO).

- A. Faulty HVPS
- B. Faulty photoconductor
- C. Faulty paper input unit
- D. Faulty laser emitter
- E. Faulty fuser assembly

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 230**

230

Which of the following is the MOST common cause of poor image formation/image quality on scanners?

- A. Defective firmware
- B. Contaminated scanning glass
- C. Media that is out of specification for the unit
- D. Insufficient memory

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 231**

231

The purpose of the photoconductor preparation stage of the laser printing process is to: (Select TWO).

- A. create a pattern of static charges that match the image to be developed on the photoconductor.
- B. remove any remaining toner from the photoconductor.
- C. eliminate residual charges from the previous process.

- D. write a visible image on the photoconductor.
- E. create a high level of static charges on the surface of the photoconductor.

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 232**

232

Which of the following items are used to deliver ink through a print head? (Select TWO).

- A. Magnetism
- B. Electrical charge
- C. Friction
- D. Gravity
- E. Heat

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 233**

233

The laser/LED creates a latent image on the negatively charged photoconductor by:

- A. heating the image area.
- B. discharging the image area.
- C. cleaning the image area.
- D. charging the image area.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 234**

234

In a developing unit, the purpose of the developer roller is to:

- A. create a static charge on the toner/developer.
- B. apply charges to the toner to make it adhere to the photoconductor.
- C. create the magnetic brush that holds the toner/developer.
- D. apply charges to the photoconductor.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 235**

235

In the developing stage of the printing process, toner is applied to which area of the negatively charged photoconductor?

- A. The area that matches the magnetic charge on the developing roller
- B. The area that has been discharged by the laser/LED
- C. The area that corresponds to the blank portion of a scanned original
- D. The area that has been charged by the laser/LED

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 236**

236

After the photoconductor has been cleaned, the next step of the process is to:

- A. write the image on the photoconductor using a laser/LED.
- B. transfer a developed image to the media.
- C. develop an image on the photoconductor in the charged area.
- D. charge to entire photoconductor surface with an even charge.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 237**

237

When gathering information from a customer, open questions are used to:

- A. provide closure to the customer on the actions taken.
- B. gather general information or allow the customer to expand on issues.
- C. gather specific information or allow the customer to confirm information.
- D. provide information to the customer about the service that is being performed.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 238**

238

Which of the following communication skills must be utilized when a technician completes a service call? (Select TWO).

- A. Ask open ended questions about the cause of the failure.
- B. Gather more information from the customer.
- C. Communicate the status of repair and/or open issues.
- D. Provide the customer the technicians contact information.
- E. Use clear written communication.

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 239**

239

When speaking with a technical support representative, a technician should:

- A. provide minimal information to save the representatives time.
- B. confirm the technical support representatives recommendations.
- C. determine the key contact at the customers location.
- D. explain the customers concerns and clarify their action plan.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 240**

240

Which of the following items is used to protect a device from static electricity discharge?

- A. Power supply relay
- B. Surge protector
- C. Grounding screw with washer
- D. Wrist strap

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 241**

241

Which of the following is required in order for the primary charging process to fully charge the surface of the photoconductor?

- A. The developing spacer rollers must be in contact with the photoconductor.
- B. The charging corona/roller must have continuity to device ground.
- C. The photoconductor must have continuity with device ground.
- D. The photoconductor must be in contact with the cleaning blade.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 242**

242

Media weights are described in terms of:

- A. The photoconductor must be in contact with the cleaning blade.
- B. pounds per linear foot.
- C. pounds per square meter.
- D. grams per square foot.

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 243**

243

The PDF file size that would use the LEAST amount of network bandwidth would be:

- A. 1MB.
- B. 137MB.
- C. 221MB.
- D. 22KB.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 244**

244

The purpose of a charge coupled device (CCD) array is to convert:

- A. light to a digital voltage.
- B. a digital signal to an analog voltage.
- C. an analog voltage from an 8-bit digital signal.
- D. light to an analog voltage.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 245**

245

The component in the fusing process that monitors temperature is called the:

- A. lamp.
- B. heat roller.
- C. thermofuse.
- D. thermistor.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 246**

246

Which of the following printing process is responsible for creating a latent image on the photoconductor?

- A. Writing
- B. Transferring
- C. Charging
- D. Cleaning

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 247**

247

In which printing process is the residual toner removed from the photoconductor?

- A. Transferring
- B. Charging

- C. Cleaning
- D. Writing

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 248**

248

A uniform charge is supplied to the photoconductor surface by a charge:

- A. brush.
- B. corona.
- C. lamp.
- D. LED.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 249**

249

Which of the following network commands is used to check if an IP address is valid?

- A. TELNET
- B. CMD
- C. PING
- D. IPCONFIG

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 250**

250

Which of the following cable types is needed to connect a laptop directly to the network interface card of a printer?

- A. Patch
- B. Serial
- C. Crossover
- D. Parallel

**Correct Answer:** C



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 251**

251

The scan-to-email function utilizes which of the following types of servers to forward emails?

- A. SMTP
- B. SMB
- C. POP3
- D. LDAP

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 252**

252

Which of the following IP addresses are needed for a printer using a NIC for network printing? (Select TWO).

- A. DNS address
- B. Gateway address
- C. IP address
- D. Subnet mask
- E. LDAP address

**Correct Answer: CD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 253**

253

After listening to an upset customer, the FIRST thing a technician should do is:

- A. call their Service Manager.
- B. fill out an incident report.
- C. apologize to the customer.
- D. leave and return when the customer has calmed down.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 254**

254

Before leaving a printer inoperative at a customers site, the FIRST thing a technician should do is:

- A. remove the fuser unit from the printer.
- B. fill out the printers service history.
- C. put a lockout device on the power plug.
- D. inform the customer of the printers condition.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 255**

255

When a technician has completed fixing a printer, the LAST thing they should do before leaving is:

- A. communicate with the customer.
- B. run a test page.
- C. fill out the service history.
- D. clean the printer covers.

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 256**

256



<http://www.gratisexam.com/>

Which of the following runs a multi-functional device (MFD)?

- A. Firmware
- B. ROM
- C. RAM
- D. BIOS

**Correct Answer: A****Section: (none)****Explanation**

**Explanation/Reference:**

**QUESTION 257**

257

Which of the following IP addresses allows a MFD to operate outside the local network?

- A. Gateway address
- B. LDAP address
- C. DNS address
- D. Subnet address

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 258**

258

Which of the following items are needed for the scan-to-folder function? (Select TWO).

- A. SMTP server address
- B. UNC path
- C. SMTP Authentication information
- D. LDAP IP address
- E. Correct permission levels

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 259**

259

A customer complains that they are unable to choose the finishing functions when they are printing. Which of the following is the MOST likely cause?

- A. Print driver is the wrong version
- B. Printing to the wrong printer port
- C. Sorter is unplugged
- D. Print driver is not configured properly

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 260**

260

Which of the following type of jack is used for a fax line?

- A. RJ-11
- B. RJ-13
- C. RJ-44
- D. RJ-45

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 261**

261

Which of the following type of jack is used for a network drop?

- A. RJ-11
- B. RJ-13
- C. RJ-44
- D. RJ-45

**Correct Answer:** D**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 262**

262

Which of the following are needed to connect a device to a wireless network? (Select TWO).

- A. URL
- B. DNS address
- C. SSID
- D. Encryption type
- E. IPID

**Correct Answer:** CD**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 263**

263

The photoconductor can be charged using which of the following components? (Select TWO).

- A. Development unit
- B. Cleaning roller
- C. Charge roller
- D. Erase lamp
- E. Corona wire

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 264**

264

The latent image is written on which of the following components?

- A. Transfer belt
- B. Photoconductor
- C. Developer unit
- D. Charge roller

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 265**

265

The invisible image that is written to the photoconductor is called the:

- A. written image.
- B. latent image.
- C. print image.
- D. toner image.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 266**

266

Which of the following components can be used to write the latent image to the photoconductor? (Select TWO).

- A. Charge roller
- B. Transfer unit
- C. Development unit
- D. Laser unit
- E. LED array

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 267**

267

Which of the following components is used to apply toner to the appropriate areas on the photoconductor?

- A. Transfer belt
- B. Developer unit
- C. Fuser unit
- D. Charge roller

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 268**

268

Which of the following components can be used to remove the developed image from the drum and place it on the media? (Select TWO).

- A. Fuser unit
- B. Transfer belt
- C. Laser unit
- D. Cleaning blade
- E. Transfer roller

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 269**

269

Which of the following are required for proper fusing to occur? (Select TWO).

- A. Cleaning

- B. Pressure
- C. Charge
- D. Scanning
- E. Heat

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 270**

270

Which of the following are used to clean residual toner from the photoconductor prior to charging? (Select TWO).

- A. Cleaning paper
- B. Cleaning charges
- C. Cleaning laser
- D. Cleaning brush
- E. Cleaning blade

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 271**

271

Which of the following components can be used to remove residual charge from the photoconductor prior to charging? (Select TWO).

- A. Charge roller
- B. Cleaning blade
- C. Erase LEDs
- D. Fuser unit
- E. Developer unit

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 272**

272

Which of the following is used to permanently bond the toner to the media?

- A. Transfer roller
- B. Charge roller
- C. Fuser unit
- D. Laser

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 273**

273

Which of the following are located in the laser unit?

- A. Erase lamps
- B. Mirrors
- C. Toner
- D. Charge roller
- E. Lenses

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 274**

274

Which of the following does the dual component developer unit contain? (Select TWO).

- A. Transfer roller
- B. Developer
- C. Charge roller
- D. Photoconductor
- E. Toner

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 275**

275

Which of the following components are found in the fuser unit? (Select TWO).

- A. Transfer roller



- B. Heating roller
- C. Charge roller
- D. Pressure roller
- E. Developer roller

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 276**

276

The fuser unit is powered by which of the following components?

- A. AC PWB
- B. SCSI
- C. USB
- D. HVPS

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 277**

277

The charge roller or charge corona is supplied by which of the following components?

- A. LED
- B. LVPS
- C. HVPS
- D. ADF

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 278**

278

The developer bias is supplied by which of the following components?

- A. LED
- B. ADF
- C. HVPS
- D. LVPS

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 279**  
279

The transfer belt or transfer roller is supplied by which of the following?

- A. USB
- B. HVPS
- C. SCSI
- D. LVPS

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 280**  
280

The component that allows dual sided printing to occur is the:

- A. flatbed scanner.
- B. duplex unit.
- C. paper feed unit.
- D. photoconductor.

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 281**  
281

Which of the following components is used to detect the position of the paper throughout the machine?

- A. Solenoids
- B. Motors
- C. Sensors
- D. Clutches

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 282**

282

Which of the following components are used to rotate mechanisms (e.g. gears or belts)? (Select TWO).

- A. Solenoids
- B. Clutches
- C. Sensors
- D. Motors
- E. Photointerruptor

**Correct Answer:** BD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 283**

283

Which of the following components is used to send paper to the duplex unit rather than the paper output unit?

- A. Fuser unit
- B. Junction gate
- C. Paper feed unit
- D. Transfer roller

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 284**

284

Which of the following components is used to actuate or toggle a junction gate?

- A. Sensor
- B. Solenoid
- C. Paper guide
- D. Switch

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 285**

285

Which of the following components is used to detect if a machine cover or door is closed?

- A. Solenoid
- B. Motor
- C. Switch
- D. Clutch

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 286**

286

Which of the following components is used to allow a roller to slip in order to remove paper jams?

- A. One way bearing
- B. Stepper Motor
- C. Relay Sensor
- D. Media feed unit

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 287**

287

Which of the following are types of sensors? (Select TWO).

- A. Resistive
- B. Stepper
- C. Motorized
- D. Reflective
- E. Interrupter

**Correct Answer: DE****Section: (none)****Explanation****Explanation/Reference:****QUESTION 288**

288

Which of the following is the purpose of a static brush?

- A. Power the fuser
- B. Clean the paper
- C. Reduce paper jams
- D. Charge the photoconductor

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 289**

289

The purpose of the separator roller is to prevent:

- A. print quality issues.
- B. multi-sheet feeding.
- C. paper dust contamination.
- D. excess roller wear.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 290**

290

Which of the following is the process that permanently attaches the toner image into the media?

- A. Fusing
- B. Transfer
- C. Cleaning
- D. Developing

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 291**

291

Which of the following writes to the photoconductor?

- A. Transfer unit
- B. Charging unit
- C. Developer unit

D. Laser unit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 292**

292

Which of the following applies toner to the photoconductor?

- A. Transfer unit
- B. Fusing unit
- C. Cleaning unit
- D. Developer unit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 293**

293

Which of the following processes applies the toner image to the media?

- A. Erasing
- B. Fusing
- C. Cleaning
- D. Transfer

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 294**

294

Which of the following processes is used to remove residual toner from the photoconductor?

- A. Development
- B. Cleaning
- C. Erasing
- D. Charging

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 295**

295

If the paper is jamming in the paper tray, which of the following actions should be performed? (Select TWO).

- A. Check the registration roller for excess wear.
- B. Check the photoconductor for contamination.
- C. Check the fuser exit roller for excess wear.
- D. Check the paper tray guides for proper alignment.
- E. Check the feed unit rollers for excess wear.

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 296**

296

If the paper is jamming in the fuser, which of the following actions should be performed? (Select TWO).

- A. Check the registration roller for excess wear.
- B. Check for foreign material in the fuser.
- C. Check the feed unit rollers for excess wear.
- D. Check the photoconductor for contamination.
- E. Check the hot roller for excess wear.

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 297**

297

Which of the following are primary colors in the additive color scheme? (Select TWO).

- A. Magenta
- B. Blue
- C. Yellow
- D. Black
- E. Red

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 298**

298

Which of the following defines the color gamut of a printing device?

- A. The color scheme (RGB vs. CYMK) used by a device
- B. The range of colors that a device can reproduce
- C. The ability of a device to reproduce PANTONE colors
- D. The brightness of red produced by a device

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 299**

299

A user knows the TCP/IP address for a network printer but is unable to locate the printer on the network. Which command can the user send to test the network cable connection?

- A. IPFIND
- B. PING
- C. IPCONFIG
- D. GETIP

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 300**

300

How can users determine the IP address of their PC?

- A. Use thePING command
- B. Search the C drive for TCP/IP
- C. Use the IPCONFIG command
- D. Display the properties of the C drive

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 301**



301

For an IPv4 TCP/IP address (aaa.bbb.ccc.ddd), which of the following field must be unique for each device on the network?

- A. Field ddd
- B. Field ccc
- C. Field aaa
- D. Field bbb

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 302**

302

Which of the following is a connector type for connecting telephone lines to fax/modems?

- A. STP
- B. RJ-45
- C. RJ-11
- D. CAT-5

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 303**

303

During the laser printing process, which of the following steps occurs right before the latent image is written on the photoconductor?

- A. Fusing
- B. Transferring
- C. Development
- D. Charging

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 304**

304

Laser printers use LEDs or lamps to perform which of the following functions?

- A. Fix the toner image to the media.
- B. Transfer the toner from the photoconductor to the media.
- C. Remove residual charges from the photoconductor.
- D. Supply a uniform charge to the photoconductor surface.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 305**

305

Which of the following describes the function of lamps located inside the fuser?

- A. Charges the pressure roller
- B. Generates heat
- C. Removes residual charges
- D. Removes excess toner

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 306**

306

Which of the following functions is controlled by the printer device firmware?

- A. Fuser temperature
- B. Low Voltage Power Supply (LVPS)
- C. 110 volt or 220 volt operation
- D. Switch actuation

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 307**

307

On a scanning system, which of the following is another term for the platen?

- A. Lamp
- B. Lens

- C. Mirror
- D. Glass

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 308**

308

Which of the following are types of scan drivers? (Select TWO).

- A. TCP/IP
- B. GDI
- C. TWAIN
- D. WIA
- E. DHCP

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 309**

309

When troubleshooting image output quality on an MFD, which of the following will help isolate the problem to the scanning system?

- A. View the error log from a web browser.
- B. Make a copy using the ADF.
- C. Print an internal test page.
- D. Make a copy using the document glass.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 310**

310

To begin the troubleshooting process on a color laser printer with poor output image quality, the technician should FIRST:

- A. replace the feed rollers.
- B. adjust the fuser temperature settings in NVRAM.
- C. replace all four toner cartridges.

D. print internal test pages for each primary color.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 311**

311

If the customer is using supported media that is in good condition, which of the following components should the technician replace if the toner can be rubbed off of the paper?

- A. Photoconductor
- B. Charge assembly
- C. Fuser
- D. Toner cartridge

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 312**

312

A customer's system includes the optional large capacity media source. The configuration page includes the media source trays, but the customer's printer driver shows only the standard trays for the system. To fix this problem the technician should:

- A. clean the optional media source rollers and sensors.
- B. load the optional media source with different types of media.
- C. configure the printer driver for the optional media source.
- D. download and install the latest firmware upgrade.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 313**

313

A customer is experiencing output quality issues when receiving and printing faxes on their MFD from multiple locations. Which of the following will isolate the problem between the faxing system and the print engine?

- A. Send the fax to the MFD using a different fax machine.
- B. Send a different fax to the MFD.
- C. Send a print job to the MFD.
- D. Send a fax from the MFD to another fax machine.

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 314**

314

The customer is attempting to remote scan multiple originals using the ADF. When they try to scan the documents the scanner only scans from the flatbed. Which of the following should the customer do?

- A. Verify that the scanning software is set to ADF.
- B. Unlock the scanner head lock switch.
- C. The ADF is defective and must be serviced.
- D. Reinstall the scanning software.

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 315**

315

When scanning a photo the customer finds that the rendered image has a green tint to it. Which of the following should be changed in the TWAIN driver?

- A. Dpi setting
- B. Sharpness
- C. Color contrast
- D. Color saturation

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 316**

316

The print head moves left to right, drops down a line, then right to left. Which of the following represents this method of printing?

- A. Unidirectional
- B. Duplexing
- C. Bi-directional
- D. Dithering

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 317**

317

The print head moves from left to right, drops down a line, returns and then moves left to right again. Which of the following represents this method of printing?

- A. Dithering
- B. Unidirectional
- C. Bi-directional
- D. Duplexing

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 318**

318

After the ink supply is drawn into the print head, which of the following disperses the ink?

- A. Carriage belt
- B. Carriage assembly
- C. Purge Unit
- D. Nozzles

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 319**

319

Nozzles can be found on which of the following component?

- A. Print head
- B. Carriage unit
- C. Purge unit
- D. Carriage belt

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 320**

320

In an ink dispersion printer, which of the following BEST describes the function of the absorption pads?

- A. Collects internal moisture
- B. Lowers acoustic levels
- C. Used only for shipping
- D. Collects waste ink

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 321**

321

In an ink dispersion printer, the resolution is determined by which of the following?

- A. Print head distance from the paper
- B. Size of the droplets
- C. Media size
- D. Type of media used

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 322**

322

In an ink dispersion printer, which of the following ink droplet sizes will provide the BEST image print reproduction?

- A. 4pl
- B. 1pl
- C. .5ml
- D. .25ml

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 323**

323

Adding more memory to a printer will:

- A. extend the life of the printer consumables.
- B. increase the load on the network when printing.
- C. decrease the number of paper jams.
- D. decrease the print job start time.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 324**

324

The main purpose of a print driver is to:

- A. provide operating instructions to the print head components.
- B. provide a webpage that can be accessed to control the printer operating parameters.
- C. act as a print server.
- D. translate application data into printer language.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 325**

325

A customer mentions that the text in a scanned file is jagged and hard to read. Which of the following settings can provide the GREATEST improvement in image quality for this symptom?

- A. Compression
- B. Bit depth
- C. Resolution
- D. File format

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 326**

326

A technician waits for a customers print job to complete and then connects their laptop to the printer using a



crossover cable. The technicians laptop IP address is 192.168.1.99 and the printers IP address is 192.168.1.100. The technician cannot access the printer webpage or receive a ping reply from the printer. Which of the following is the cause of this problem?

- A. The DNS settings are improperly configured.
- B. The technicians laptop is configured for DHCP.
- C. The subnet mask settings are improperly configured.
- D. The NIC card in the printer needs to be reset using the board jumpers.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 327**

327

Which of the following command prompts will provide the IP address and subnet mask of a laptop network adapter?

- A. PING
- B. NSLOOKUP
- C. DHCP
- D. IPCONFIG

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 328**

328

When scanning a document on a flatbed scanner, the sub scan is determined by the:

- A. darkness of the exposure setting.
- B. movement of the lamp/mirror assembly across the original.
- C. polygon mirror movement.
- D. compression setting.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 329**

329

When scanning a document on a device equipped with an ADF, the main scan is determined by the:

- A. movement of the original.
- B. CIS unit.
- C. speed of the ADF.
- D. compression setting.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 330**

330

When scanning a document on a device equipped with an ADF and a stationary scan unit, the sub scan is determined by the:

- A. compression settings.
- B. movement of the lens toward the original.
- C. movement of the original across the CIS.
- D. resolution settings.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 331**

331

The CCD unit has an affect on all of the following EXCEPT:

- A. resolution.
- B. color depth.
- C. scan time.
- D. compression.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 332**

332

The range of color that a color printer can produce is called its:

- A. bit depth.
- B. gamut.
- C. saturation.

D. perception.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 333**

333

In CMYK printing, the M stands for:

- A. make.
- B. magenta.
- C. marginal.
- D. mask.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 334**

334

In CMYK printing, the K stands for:

- A. the color blue.
- B. the type of paper that must be used.
- C. a type of offset press.
- D. the color black.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 335**

335

Which of the following color models is used by PC monitors to create colors?

- A. RGB
- B. PCL
- C. CMYK
- D. Subtractive

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 336**

336

Which of the following color models is used by color printers to create colors?

- A. RGB
- B. Additive
- C. CMYK
- D. SCSI

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 337**

337

The user in a small company mentions the output of the color printer does not exactly match the image on the PC screen. Which of the following is the BEST response to provide to the user?

- A. Explain why the color on the printed page is not as important as the color on the PC monitor.
- B. Explain that CMYK can produce superior output when compared to RGB.
- C. Explain that the color models used by the PC monitor and printer are not the same.
- D. Explain why the PC monitor and the printer should be from the same manufacturer.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 338**

338

Which of the following BEST describes the purpose of firmware?

- A. It is used as the operating system of a device.
- B. It is used to improve print speed of a device.
- C. It is used to configure a device via a network.
- D. It is used to confirm connectivity of a device on a network.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 339**

339

Firmware may need to be updated on an MFD because:

- A. print drivers need to be enhanced.
- B. an end user has used the device incorrectly.
- C. the device may not be functioning correctly.
- D. the quality of scans has degraded over time.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 340**

340

Which of the following are printer languages? (Select THREE).

- A. PDL
- B. USB
- C. LPR
- D. LPT
- E. PS
- F. PCL

**Correct Answer: AEF****Section: (none)****Explanation****Explanation/Reference:****QUESTION 341**

341

A print driver is a/an:

- A. mechanical component used to update firmware.
- B. piece of software that tells a PC what features are available on a printer.
- C. electronic component used on a circuit board.
- D. piece of hardware that enables communication between a PC and a printer.

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 342**

342

Firmware typically resides in which of the following components on an MFD?

- A. In a CCD
- B. On a USB flash drive
- C. In the hard drive
- D. On a circuit board

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 343**

343

When printing from an application, the print data is FIRST processed by which of the following?

- A. The DHCP service
- B. The print server
- C. The print driver
- D. The spooler service

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 344**

344

When installing an MFD, it is recommended to also install a single outlet dedicated surge suppressor in order to:

- A. prevent users from being injured.
- B. reduce service calls relating to power related issues.
- C. to control static electricity.
- D. prevent the device from causing electrical surges.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 345**

345

A photointerrupter is a type of:

- A. clutch.
- B. solenoid.

- C. sensor.
- D. motor.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 346**

346

A photointerrupter employs which of the following activation methods?

- A. Mechanical device
- B. Reflection of light
- C. Electrical pulse
- D. Magnetic attraction

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 347**

347

Electromagnetic clutches require periodic:

- A. adjustment.
- B. replacement.
- C. rotation.
- D. lubrication.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 348**

348

A wrap spring clutch transmits drive to a roller by:

- A. turning on a motor.
- B. magnetism.
- C. releasing the sleeve that surrounds the spring.
- D. expanding the spring inside the sleeve.

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 349**

349

Which of the following are components of a solenoid? (Select TWO).

- A. Electrode
- B. Coil
- C. Plunger
- D. Chain
- E. Resistor

**Correct Answer: BC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 350**

350

Which of the following is generated in order to engage the plunger on a solenoid?

- A. Gravity
- B. AC electricity
- C. Friction
- D. Magnetism

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 351**

351

A customer states that every time they scan a legal size document on the flatbed portion of their MFD, it always cuts off the last three inches of the document but when they make a copy on the flatbed it is fine. Which of the following should the technician advise the customer to do?

- A. Change the scan file format.
- B. Reinstall the print driver.
- C. Lower their resolution settings.
- D. Verify the scan application media size setting.

**Correct Answer: D**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 352**

352

A customer is trying to scan a photograph on their MFD but states that it takes too long and locks up their PC. All of the following are causes of the issue EXCEPT:

- A. too many open applications.
- B. resolution is set too high.
- C. not enough PC RAM.
- D. incorrect media size setting.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 353**

353

A customer is printing a document on transparencies using the multipurpose bypass tray on their laser printer; the page was picked up but never exited the printer. Which of the following could cause this issue?

- A. Incorrect media size setting
- B. Defective laser unit
- C. Incorrect media type setting
- D. Incorrect resolution setting

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 354**

354

Which of the following components can be found in the ADF unit on a multifunctional device?

- A. Heat lamp
- B. Pressure roller
- C. Separation pad
- D. Thermal Fuse

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 355**

355

A CCD based scanner unit will consist of which of the following components? (Select TWO).

- A. Separation pad
- B. CIS unit
- C. Mirror
- D. Pick-up roller
- E. Analog to digital converter

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 356**

356

A customer states that their fax machine can print received faxes correctly but everything they send out has a thin black line from the leading edge to the trailing edge. Which of the following components can cause this issue?

- A. Contaminated laser unit
- B. Contaminated CIS unit
- C. Contaminated photoconductor
- D. Contaminated charge wire

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 357**

357

A technician is onsite performing preventative maintenance on a color copier. The technician remembers that they need to make an important personal phone call and their cell phone does not have coverage in this area. Which of the following would be BEST to handle this situation?

Without bothering the client go to a phone in a private area and make the call, try and keep the call as brief as possible.

- B. Stop the preventative maintenance and drive to an area with cell phone coverage.
- C. Explain the situation and ask the client if you could use a phone to make the call.
- D. At a good stopping point leave the site and go back to your office to make the call, return to the job as soon as possible.

A. Answer: C

**Correct Answer:** C

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 358**

358

A client is trying to get some information from the manufacturer of one of their devices and has not been able to get the needed information. The client asks that the technician, whose company services all of their products, to contact the manufacturer of this device to get this information. Which of the following is the BEST way for the technician to satisfy the client?

- A. Tell the customer to try to use the manufacturers web site for information gathering.
- B. Attempt to get this information for the client acting as a liaison for them with the manufacturer.
- C. Explain to the customer that manufacturers are notorious for not giving information and that getting it will be very difficult.
- D. Let the client know that you cannot contact the manufacturer as this is not a billable service.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 359**

359

Which of the following security settings would provide the BEST protection on a device connected to the network through a wireless connection?

- A. ADHOC
- B. SSID
- C. WEP
- D. WPA

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 360**

360

Which of the following is a wireless technology using radio waves?

- A. Infrared
- B. Ad hoc
- C. Bluetooth
- D. 802.3x

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 361**

361

Which of the following connector types is commonly used with the NIC in a networked device?

- A. RJ-11
- B. RJ-45
- C. RJ-49
- D. RJ-61

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 362**

362

Which of the following connector types is commonly used for the telephone jack on a fax machine?

- A. RJ-11
- B. RJ-45
- C. RJ-49
- D. RJ-61

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 363**

363

Which of the following allows access to another network segment?

- A. FTP server
- B. Default gateway
- C. DHCP server
- D. DNS server

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 364**

364

A client is complaining about the speed at which large documents are printed. Which of the following would be a suggestion for improving this performance?

- A. Duplex the print job to use less media.
- B. Use a shorter network cable to connect to the device.
- C. Use a lower weight media.
- D. Increase the memory in the device.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 365**

365

Which of the following would be a good example of an open ended question used to gain insight about a failed device?

- A. Is this device currently under a manufacturers warranty?
- B. What is the application that is primarily used to print to this device?
- C. Has anyone tried to copy anything that was stapled through the ADF?
- D. What has changed since the device was last working properly?

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 366**

366

A technician is working on a multi-function device at a repair facility and identifies a failed part that needs to be replaced. The part is not in stock and will take three days for delivery. Which of the following is the BEST way for the technician to handle this situation?

- A. Bring the device back to the client once it has been fixed and tested to be working properly.
- B. Inform the client when the machine has been fixed, and inform them when you will be bringing it back to their location.
- C. Call the client once the part has arrived and has been inspected and found to be in good working order.
- D. Let the client know what was wrong with the device and how long it is expected for the part to arrive and keep them informed.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 367**

367

When communicating with a client which of the following situations would be BEST served by asking a closed ended question?

- A. When detailed background information about a device is needed.
- B. During training of a new device to assess the experience level of a user
- C. To determine if external changes to a network have caused a device to fail.
- D. Trying to gather make and model information over the phone.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 368**

368

Which of the following is a good communication practice for a technician to use when explaining the cause of a device failure to a client?

- A. Go into great detail about the failed components role in the print process.
- B. Speak clearly using appropriate terminology and examples if required.
- C. Do not confuse the client with explanations; just let them know it is fixed.
- D. Use highly technical terms so that the client will know you are adequately trained.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 369**

369

A customer is using a remanufactured toner which has caused damage to the fuser unit and will require the unit to be cleaned. The unit is covered under warranty, but using remanufactured toner causes the warranty to be voided. This is now a chargeable service. Which of the following is the BEST response from the technician?

- A. You will be receiving a bill after the service is complete. Here is my contact information.
- B. Do not use remanufactured toner; it states that in the warranty. You will be billed for this service call and the parts.
- C. You have voided the warranty so any services will now be charged to your company.
- D. Using remanufactured toner is not covered by manufacturers warranty. Therefore this service call and the parts required will be chargeable.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 370**

370

Due to traffic a technician has arrived late to their first call, and has three other calls to do that day. Which of the following is the BEST action to take?

- A. Call the other three customers and advise of the delays.
- B. One call at a time, they will wait. The other customers will understand.
- C. Rush through the first call and then to the next call as soon as possible.
- D. Call dispatch and have them reschedule the other clients for later in the week.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 371**

371

When troubleshooting a Tx quality related issue on a MFP or fax unit, which of the following would MOST likely help solve this problem? (Select TWO).

- A. Make a copy of the original
- B. Set the Rx speed to 14.4
- C. Shake the toner cartridge
- D. Ensure there is paper in the paper cassette
- E. Check the telephone line for noise problems

**Correct Answer: AE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 372**

372

The customer complains that when printing a picture of a red apple on their CMYK model laser printer, the printed pages show a yellow apple instead. Which of the following colors is missing?

- A. Cyan
- B. Black
- C. Magenta
- D. Yellow

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 373**

373

When printing out a color alignment page on a CMYK model laser printer the technician notices that there is a yellow border on the lead edge of the red mixed image and the green mixed image. There is also a green line between the cyan image and yellow image. Which of the following colors will need to be aligned?

- A. Cyan
- B. Yellow
- C. Magenta
- D. Black

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 374**

374

A technician has completed the service call and is ready to leave; however, the client is not around. Which of the following is the BEST response?

- A. Leave a note on the unit saying everything is done. Tell someone else that the work is completed.
- B. Walk around the office looking for them and do not leave until you find them.
- C. Ask someone to page or call them to advise that the call is complete and give any feedback required.
- D. Leave the office, the work is done. If there is something else they will place another service call.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 375**

375

A customer has a deadline to print a large job and their printer requires parts which will not arrive in time. They are very frustrated with the technician and the printer. Which of the following is the BEST response?

- A. Explain the part will be arriving the next day and the unit will be serviced at that time.
- B. Explain there is nothing else that can be done and the customer will have to deal with it.
- C. Explain that there are other customers who also need attention and the schedule cannot be changed.
- D. Empathize with the customer's situation and suggest rerouting this job in order to meet the deadline.

**Correct Answer: D**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 376**

376

A technician arrives at a large office building to do a service call. Which of the following is the FIRST action the technician should take?

- A. The technician should ask for the error log on the machine and begin troubleshooting the issue.
- B. The technician should introduce themselves and directly start working on the printer.
- C. The technician should provide the customer with a service manual and explain the solution the technician will be implementing.
- D. The technician should introduce themselves and ask open ended questions about the issue.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 377**

377

While a client is demonstrating an issue with the unit, the technician notices that they slam the paper cassette very hard. After further investigation the technician notices two parts that are damaged inside the cassette. How should the technician address this behavior with the client?

- A. Remove the cassette, show them the damaged parts, and tell them they will receive a bill for the parts and labor.
- B. Fix the issue, how the customer treats their printer is not the technician's concern and will result in more service calls in the future.
- C. Remove the cassette, show them the damaged parts, advise of the proper way to insert the cassette and demonstrate the proper procedure.
- D. Remove the cassette, show them the proper way to re-insert the cassette to avoid damaging the internal parts, and leave the customer with a bill.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 378**

378

Which of the following type of information can be found on a MSDS for a toner cartridge? (Select THREE).

- A. Printer specifications
- B. Cartridge size and weight
- C. First aid measures
- D. Ingredients
- E. Cartridge counter readings
- F. Fire fighting measures

**Correct Answer:** CDF  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 379**

379

Which of the following should a technician consider before replacing or repairing a fuser on a laser printer?

- A. Allow the laser diode to stop to turning.
- B. Ensure the charge applied to the drum has dissipated.
- C. Make sure to open to front cover and remove the toner cartridge.
- D. Allow the fuser to cool down for an appropriate period of time.

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 380**

380

When speaking to a customer, which of the following would be the BEST way to communicate the results of the service call?

- A. There is a defective part that needs to be replaced. It will be installed tomorrow as soon as it arrives.
- B. The HVPS is not working properly; it is only providing -250 volts DC to the charge roller. The part is coming from another country, so it should be here in a couple of days.
- C. The HVPS is not putting out sufficient power. It will need to be replaced with a new one.
- D. There is too much of a difference in potential between the latent image area and the photoconductor, so the HVPS has to be replaced. The part is ordered.

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 381**

381

The purpose for error correction mode (ECM) on fax devices is to:

- A. correct any misspelled word on the page.
- B. retransmit data when a failure occurs.
- C. make sure the fax goes to the correct destination.
- D. adjust the colors on the fax page.

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 382**

382

There is a number commonly listed on MOST packages of paper. Which of the following does this number indicate?

- A. The brightness of the paper
- B. The maximum percent of humidity of the paper
- C. The speed at which the toner will be fused with the media
- D. The maximum print speed the paper can be used for

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 383**

383

The user reports the printer works in monochrome, but does not print in color. Which of the following are possible problems? (Select TWO).

- A. The network administrator has disabled the color.
- B. The driver is set to monochrome.
- C. The fuser temperature is set too low for color.
- D. The driver version is incorrect.
- E. The paper is not set to color mode.

**Correct Answer: AB**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 384**

384

A customer has replaced their old printer with a new MFD. The new device has the same settings as the old one. The old device is moved to another location and now the old device fails to print. Which of the following is a possible source of the problem?

- A. The two devices share the same IP address.
- B. The power drain from the new device prevents the old device from printing.
- C. The new device is set to block other devices from printing.
- D. The new device settings have priority over the old device settings.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 385**

385

When transporting or moving a device, which of the following steps needs to be observed to ensure personal safety? (Select TWO).

- A. Make sure the customer is available to help lift the device.
- B. Make sure all loose parts and accessories are secured.
- C. Fill all the paper trays to help keep the device from tipping over.
- D. Properly ground the device before moving it.
- E. Lift the device properly, by using your legs, not your back.

**Correct Answer: BE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 386**

386

A customer recently reported that their print quality was poor. Upon arrival, it is discovered that the printer is set in a closet on a very high shelf. Which of the following is the technicians next step before servicing the device?

- A. Get a small step stool in order to reach the device.
- B. Ask the customer to help with moving the machine.
- C. Reschedule the call for when a second technician can come and help lift the printer.
- D. Ask the customer to select a more suitable location for the printer.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 387**

387

While onsite a technician discovers the customer is in the process of evaluating a printer from a competitor. Which of the following should be done?

- A. Call the customer's manager and advise them of the situation.
- B. Ask the customer if a sales representative may call them.
- C. Refuse to do anything and call the service manager.
- D. Tell the customer that the new printer is of poor quality.

**Correct Answer: B**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 388**

388

A customer places a service call stating they cannot send or receive any faxes. The device is able to make copies though. Which of the following should the technician check?

- A. The paper feed system
- B. The fax line for a dial tone
- C. The ADF for proper operation
- D. The power source

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 389**

389

A customer has recently moved the fax machine to a different location in the same building. They are not able to send or receive any documents. When the technician arrives at the location there is no dial tone on the line, but the customer can plug a phone into the same jack and place a telephone call. Which of the following is causing the problem?

- A. The customer has a digital phone system and no analog line at the new location.
- B. The customer has moved the machine to a location with no cellular service.
- C. The customers long distance company is having problems.
- D. The customers computer has a virus.

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 390**

390

When performing a service call for an ADF jamming issue, why should the technician check the fuser rollers?

- A. The ADF and fuser tend to jam at the same time.
- B. The heat from the fuser makes the original wrinkle.
- C. The fuser rollers feed the paper through the ADF.
- D. To prevent a future service call.

**Correct Answer: D****Section: (none)****Explanation**

**Explanation/Reference:**

**QUESTION 391**

391

Which of the following type of connector is on a CAT5 cable?

- A. IDE
- B. RJ-11
- C. BNC
- D. RJ-45

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 392**

392

Which of the following is needed to connect to an 802.11x network?

- A. SSID
- B. CAT5
- C. RJ-45
- D. SMTP

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 393**

393

A customer calls and complains that they could print last week but not this week. They are printing using a standard TCP/IP port and the IP addresses of the printer and computers are in the same range. Which of the following is the MOST likely problem?

- A. DNS address was not input into the printer.
- B. The printer gateway address is wrong.
- C. The printer is using DHCP.
- D. SMB on the printer has been disabled.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 394**

394

While working on a MFD with the covers off, which of the following should be done to ensure the technicians safety?

- A. Use the correct type of supplies.
- B. Secure loose clothing and jewelry.
- C. Maintain a constant voltage.
- D. Maintain contact with the device.

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 395**

395

Which of the following are reasons for using caution while working with a powered laser unit?

- A. The laser beam can damage eyes.
- B. The laser unit is heated.
- C. The laser unit is full of toner.
- D. The laser beam can burn the skin.

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 396**

396

Which of the following hazards must the technician be aware of when working with toner?

- A. It can cause the floor to become slippery.
- B. It causes the paper to heat up.
- C. It is combustible.
- D. It conducts electricity.

**Correct Answer:** C**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 397**

397

Which of the following scan processes uses SMB?

- A. Scan to file
- B. TWAIN
- C. Scan using a USB cable
- D. Scan to email

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 398**

398

When scanning a color document with a single pass scanner which of the following is used to separate the colors for processing?

- A. Color filters
- B. Color lenses
- C. Color mirrors
- D. Color lamps

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 399**

399

A customer has been having jamming issues and also notices the media is curled excessively. Which of the following is the potential issue?

- A. Contaminated registration roller
- B. Ozone filter needs to be replaced
- C. Using recycled media
- D. Defective toner cartridge

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 400**

400

A fuse is a component that:



- A. provides ground to the device.
- B. opens when current exceeds its rating.
- C. switches on DC motors.
- D. shields the device from external electrical interference.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 401**

401

Fiber optic cables are used to:

- A. transmit voltages.
- B. ground.
- C. test AC voltages.
- D. transmit light.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 402**

402

Which of the following creates 24 volts for a device?

- A. Driver Board
- B. Logic Board
- C. HVPS
- D. LVPS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 403**

403

Which of the following supplies voltage for the charging of the photoconductor?

- A. HVPS
- B. LVPS
- C. Logic Board
- D. Driver Board

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 404**

404

A customer is getting a fuser over temperature error, when a technician gets onsite they discover the device is located in a small closet. Which of the following should the technician do next?

- A. Inform the customer of the space requirements for the device.
- B. Move the machine out of the closet.
- C. Open the closet door and service as normal.
- D. Call technical support and ask what component to replace.

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 405**

405

When printing on transparencies why should a user select the transparency setting on a Laser/LED device?

- A. Requires a different scan speed
- B. Requires a different print driver
- C. Requires a different charge on the photoconductor
- D. Requires a different transfer voltage

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 406**

406

Which of the following is a best practice for preventative maintenance?

- A. Perform preventative maintenance checks monthly.
- B. Perform a maintenance check once a year.
- C. Perform a preventative maintenance check during service calls.
- D. Wait until maintenance is indicated by the machine.

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 407**

407

When calling in for technical support, a technician should always be:

- A. in the service center with the service manual.
- B. traveling to the next service call.
- C. onsite by the device with the relevant reference materials.
- D. in the adjacent area where the customer cannot hear correspondence.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 408**

408

Which of the following is best practice for troubleshooting a problem?

- A. Recreate; define the problem; implement solution; isolate; validate
- B. Define the problem; recreate; validate; implement solution; isolate
- C. Define the problem; isolate; implement solution; validate; recreate
- D. Define the problem; recreate; isolate; implement solution; validate

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 409**

409

Which of the following is recommended for color calibration to be done to an output device?

- A. During scheduled maintenance
- B. After each print job
- C. When the drivers have been updated
- D. At regular intervals

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 410**

410

Which of the following is a technique used for isolating problems?

- A. Complete a full maintenance
- B. Replace the consumables
- C. Eliminate non-causes from the scenario
- D. Change paper feed tires first

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 411**

411

Which of the following is the component that generates ozone?

- A. The Corona Assemblies
- B. The Drum Erase Lamp
- C. The Fuser Lamp
- D. The Exposure Lamp

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 412**

412

Which of the following is a correct statement regarding ozone filters?

- A. Should be replaced as scheduled
- B. Should be cleaned using water
- C. Should be cleaned using an air tool
- D. Should be cleaned using ozone cleaning fluid

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 413**

413

When replacing a printed circuit board (PCB), always:

- A. clean the PCB surface with a vacuum cleaner.

- B. observe ESD procedures.
- C. place the PCB on a metal surface.
- D. wear gloves and safety glasses of a suitable material.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 414**

414

When should the parts life counters be reset?

- A. When the part is cleaned
- B. When the part has reached its expected life
- C. When the part has been replaced
- D. At every visit by the technician

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 415**

415

Which of the following conditions is MOST likely to affect the transmission speed (baud rate) of a fax device?

- A. Quality of phone line
- B. Resolution
- C. Amount of pages
- D. Color images

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 416**

416

A customer complains that the fax device is transmitting pages with a line down them. Which of the following is the FIRST step a technician should take to isolate the cause?

- A. Check for noise on the phone line.
- B. Make a local copy.
- C. Produce an internal test page.
- D. Update the machine firmware.

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 417**

417

Ozone is produced in which of the following processes?

- A. Charging
- B. Writing
- C. Developing
- D. Fusing

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 418**

418

In the fusing section, heat and pressure are used to:

- A. ensure the media has no creases.
- B. eliminate static charges from the media.
- C. melt toner into the media.
- D. provide a smooth coating to the media.

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 419**

419

A uniform charge is applied to which of the following, during the charge process?

- A. The developer
- B. The laser unit
- C. The photoconductor
- D. The toner

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 420**

420

A dislodged separation pawl in the fuser is MOST likely going to:

- A. lead to a decrease in fixer pressure.
- B. cause the machine to display a service code.
- C. lead to an increase in fixer temperature.
- D. cause paper jams.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 421**

421

A customer complains that copies have a thin, dark line running through them, from lead to trail edge. Which of the following is the MOST likely cause?

- A. Toner is low in the machine
- B. A small nick in the fuser roller
- C. Worn paper feed rollers
- D. Damage to the photoconductor cleaning blade

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 422**

422

During the developing process:

- A. toner is transferred to the media.
- B. an even charge is applied to the photoconductor.
- C. a laser unit creates a latent image.
- D. toner is attracted to the latent image.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 423**

423

Which of the following steps occurs immediately after the writing process?

- A. Charging
- B. Fusing
- C. Developing
- D. Transfer

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 424**

424

After developing, which of the following is the next step in the print process?

- A. Transfer
- B. Charging
- C. Fusing
- D. Writing

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 425**

425

At which of the following stages in the print process does the media have toner applied to it?

- A. Charge
- B. Writing
- C. Developing
- D. Transfer

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 426**

426

Where is the latent image formed?

- A. In the charge unit



- B. In the laser unit
- C. On the photoconductor
- D. On the transfer roller

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 427**

427

Which of the following is the purpose of the CCD in the scanner device?

- A. To convert light into electrical signals
- B. To identify the correct file format
- C. To detect different colors
- D. To focus the light beam

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 428**

428

Which of the following would be the MOST likely outcome if using an inkjet transparency on a laser printer?

- A. The media would melt around the fuser roller.
- B. Incorrect image registration would occur.
- C. Poor media feeding would occur.
- D. Incorrect color match would occur.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 429**

429

Which of the following is a safety hazard of a laser emitter?

- A. Electric shock
- B. Serious eye damage
- C. Loss of hearing
- D. Serious skin burns

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 430**

430

Special care must be taken when handling fuser assemblies because they:

- A. are sensitive to light.
- B. are statically charged.
- C. can cause burns.
- D. produce ozone.

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 431**

431

Why should media never be stored in a humid environment?

- A. It can get charged and cause sheets to adhere to each other.
- B. It can become damp and become flammable.
- C. It can cause print feed issues and undue curve.
- D. It can become sticky and jam up the media feed mechanisms.

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 432**

432

Toner cartridges should always be disposed of following manufacturers guidelines because toner:

- A. is toxic and can cause serious burns on skin.
- B. is non-biodegradable and has specific disposal guidelines.
- C. emits toxic gases which will harm users.
- D. can cause magnetic interference in other electrical devices.

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 433**

433

Which of the following are typical symptoms of a printer when using card stock that is heavier than specified? (Select TWO).

- A. Media will not transfer the latent image
- B. Media feed rollers wear out early
- C. Media will melt on the fuser and jam the machine
- D. Media will not initially feed/pick up from the media tray
- E. Media will be picked up in multiple sheets and jam the printer

**Correct Answer:** BD**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 434**

434

A technician is working on a Laser/LED device and removes the photoconductor. The technician then covers it with several sheets of paper. Why?

- A. Photoconductors are light sensitive and prolonged exposure can make them over receptive.
- B. Photoconductors are light sensitive and prolonged exposure can make them fail.
- C. Photoconductors are light sensitive and can generate dangerous voltages when exposed to light.
- D. Photoconductors are light sensitive and the surface will blister.

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 435**

435

Which of the following items are important safety issues that a technician should know when disassembling a device? (Select THREE).

- A. Be aware of any moving parts that may become exposed.
- B. Count how many screws are removed during disassembly.
- C. Remove the power cord from the device.
- D. Be aware of any sharp edges on the device's frame.
- E. Remove the network lead.
- F. Be sure to place paper over the photoconductor.

**Correct Answer:** ACD**Section:** (none)**Explanation**

**Explanation/Reference:**

436. Which of the following items are stages in the ink dispersion printing process? (Select TWO).

- A.Purging
- B.Developing
- C.Image application to media
- D.Photoconductor preparation
- E.Charging

**QUESTION 436**

436

At what stage in the Laser/LED printing process is residual toner and charge removed?

- A. Fusing
- B. Charging
- C. Photoconductor preparation
- D. Developing

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 437**

437

A client has a Laser/LED printer that is feeding media normally but is printing corrupted images. Which of the following can help to eliminate the print engine as the problem?

- A. Verify connectivity
- B. Generate a test page
- C. Replace the fuser
- D. Replace the toner

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 438**

438

A client has a Laser/LED printer that is feeding media normally but is printing totally blank output. Which of the following could be the cause?

- The photoconductor is being over charged.
- B. The laser is not applying the correct charge.
- C. The laser emitter is being blocked.
- D. The photoconductor is being under charged.

A. Answer: C

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 439**

439

If a particular scanned document exhibits a background, a technician should advise the customer to:

- A. try a different scanning application program.
- B. adjust the scanning exposure level.
- C. replace the CCD assembly of the scanner.
- D. replace the scanning light source.

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 440**

440

In a multifunction device, when either scanning a document to a software application or sending a fax to another location, the resulting document exhibits a black line in the scanning lead edge to trail edge direction. Which of the following should a technician address to resolve this issue?

- A. Replace the photoconductor on the other device.
- B. Reload the scanning application software.
- C. Clean the scanning exposure optics.
- D. Replace the photoconductor on their multifunction device.

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 441**

441

If a customer complains that their multifunction device has white lines on the images, in the lead edge to trail edge direction, when scanning and sending faxes, the technician should FIRST:

- A. run a test page from the printing unit.
- B. clean the scanning exposure optics.
- C. contact the party receiving the faxes.
- D. reprogram the fax reception baud rate.

**Correct Answer:** B

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 442**

442

When scanning a color document all of the following file types can be created EXCEPT:

- A. .TIFF.
- B. .PDF.
- C. .JPG.
- D. .EXE.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 443**

443

TWAIN compliant scanning devices also require which of the following in order to enable communication to a workstation?

- A. A device specific driver
- B. A static IP address
- C. An image editing application
- D. An Ethernet network connection

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 444**

444

A customer needs the MAC address for their device, where is the MOST likely place a technician would get this information from?

- A. Sales order
- B. Inside the front cover of the device
- C. The serial number plate on the device
- D. Configuration page

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 445**

445

A customer wants to scan a picture that will be used in a word processing document, which of the following file format should they use?

- A. PPD
- B. PCL
- C. TIFF
- D. PS

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 446**

446

A customer calls to report that the scan images are taking up too much space on their server. The customer tells the technician they are scanning at 600dpi, in PDF format, and using a TWAIN driver in the ADF mode. Which of the following is the MOST likely cause of the excessive space usage?

- A. Scan resolution size
- B. The TWAIN driver needs updated
- C. Scan from the glass instead of the ADF
- D. Scan file format

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 447**

447

When a technicians toner vacuum starts losing suction power, the MOST likely thing a technician should do is:

- A. order a new toner vacuum.
- B. empty the toner vacuum filter into a trash can.
- C. replace the toner vacuum filter.
- D. remove the toner filter and clean it.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 448**

448

After gathering information in regards to a service issue, the next thing a technician should do is:

- A. establish a theory of possible causes.
- B. validate the symptoms of the service issue.
- C. check the parts life counters.
- D. read the service documentation for possible causes.

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 449**

449

Which of the following is the correct order of the steps, from beginning to end, for the general troubleshooting methodology?

- A. Test theory; establish cause theory; observation; implement solution
- B. Establish cause theory; test theory; implement solution; observation
- C. Observation; establish cause theory; test theory; implement solution
- D. Establish cause theory; test theory; observation; implement solution

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 450**

450

Which of the following is MOST important when calling technical support to solve an issue with a device?

- A. Verify the type of network that the device is connected to.
- B. Know the general troubleshooting methodology.
- C. Know the name of the primary user.
- D. Call from the customers site.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 451**

451



Which of the following would be the BEST action to take if a technician is unable to resolve a customer issue with a device?

- A. Tell customer a part needs to be ordered.
- B. Read the service documentation.
- C. Use appropriate escalation procedures.
- D. Leave customer site and call technical support.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 452**

452

Which of the following would be the BEST action to take after technical support has given a recommendation for a service issue?

- A. Cal the technical support again for a second opinion.
- B. Cal a fellow technician and get their opinion.
- C. Clarify and confirm the recommendation.
- D. Study the service manual to make sure the recommendation is correct.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 453**

453

When entering a customers location which has a receptionist, the FIRST step a technician should take is:

- A. ask where the problem device is.
- B. go to the end user.
- C. proceed to the device to start troubleshooting.
- D. use appropriate introduction.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 454**

454

During the laser printing process, how does the laser form the latent image on the photoconductor?

- A. Heats the surface

- B. Magnetizes the surface
- C. Charges the surface
- D. Discharges the surface

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 455**

455

Which of the following steps in the laser print process involves the use of a cleaning blade or brush?

- A. Photoconductor preparation
- B. Charging
- C. Writing
- D. Transferring

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 456**

456

During the fusing process, which of the following are used to fix the toner to the media? (Select TWO).

- A. High voltage
- B. Pressure
- C. Heat
- D. Carrier beads
- E. Static charges

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 457**

457

Which of the following paper sizes is closest to A4?

- A. Letter
- B. Legal
- C. Folio
- D. Statement

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 458**  
458

A device reports jams each time it attempts to print, regardless of the paper source. To resolve the problem, the technician should:

- A. replace the fuser.
- B. inspect the pick-up rollers.
- C. clean the registration assembly.
- D. identify the area where the problem occurs.

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 459**  
459

Which of the following internal test pages should the technician print to obtain the device settings?

- A. Configuration pages
- B. Parts life counter page
- C. Engine test page
- D. Event logs

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 460**  
460

Printing the driver test page verifies which of the following?

- A. Communication between the PC and printing device
- B. Image quality for copies made using the ADF
- C. System color calibration
- D. Functionality of the scan heads

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 461**

461

A user reports that their device is printing slower than normal. Which of the following would MOST likely resolve the issue?

- A. Verify the media type settings.
- B. Adjust the color balance and registration.
- C. Replace the toner cartridges.
- D. Install a different driver.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 462**

462

Which of the following devices stores machine settings after the power switch has been turned off?

- A. NVRAM
- B. CPU
- C. HVPS
- D. Thermistor

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 463**

463

Which of the following is MOST likely a D-shaped, plastic part mounted on a drive shaft?

- A. Gear
- B. Bushing
- C. Bearing
- D. Cam

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 464**

464

Which of the following devices can be used to detect the temperature of the fuser?

- A. Halogen lamp
- B. Thermistor
- C. Photo reflective sensor
- D. Solenoid

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 465**

465

When using a multimeter to test a fuse, which of the following settings should the technician select?

- A. Continuity
- B. Amps
- C. AC Volts
- D. Watts

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 466**

466

Which of the following printer driver settings must be selected to automatically print on both sides of the page?

- A. Col ation
- B. RAW
- C. Duplex
- D. Scaling

**Correct Answer:** C**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 467**

467

On a four-color, subtractive color printing device, a green test page is printing yellow. Which of the following colors is missing from the test print?

- A. Magenta
- B. Black
- C. Red
- D. Cyan

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 468**

468

On a four-color, subtractive color printing device, a red test page is printing yellow. Which of the following colors is missing from the test print?

- A. Cyan
- B. Green
- C. Blue
- D. Magenta

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 469**

469

When listening to a customer explain machine symptoms, a technician can practice active listening skills by:

- A. logging on to a computer while the customer is speaking.
- B. repeating back to the customer which symptoms the technician should fix.
- C. telling the customer the technical names of each supply item.
- D. working on the device as the customer describes the problem.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 470**

470

Which of the following components could cause a continuous black line to be placed on the media? (Select TWO).

- A. Laser unit
- B. Paper feed sensor
- C. Hot roller
- D. Registration sensor
- E. Photoconductor

**Correct Answer:** CE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 471**

471

Which of the following components has failed if toner can be rubbed off the media?

- A. Charge roll
- B. Photoconductor
- C. Developer unit
- D. Fuser unit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 472**

472

Which of the following failed components would be responsible for media not being properly picked from the tray?

- A. Paper feed unit
- B. Transport roller
- C. Registration sensor
- D. Registration roller

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 473**

473

Which of the following failed components would be responsible for multi-sheet feeding from the paper tray?

- A. Registration roller

- B. Feed roller
- C. Transport roller
- D. Hot roller

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 474**

474

In a three roller paper feed unit, which of the following roller is MOST likely equipped with a torque limiter?

- A. Feed roller
- B. Separator roller
- C. Transport roller
- D. Pick roller

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 475**

475

Which of the following failed components would MOST likely be responsible for the media tray rollers not rotating?

- A. Paper tray guides
- B. Feed unit clutch
- C. Registration sensor
- D. Paper detect sensor

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 476**

476

Which of the following failed components would be MOST likely responsible for the charge unit not being powered?

- A. HVPS
- B. Circuit breaker
- C. Laser unit



D. LVPS

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 477**

477

Which of the following failed components would cause continuous white streaks to appear on the paper?

- A. Fuser sensor
- B. Hot roller
- C. Transport roller
- D. Developer unit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 478**

478

Which of the following failed components MOST likely will cause very light print quality?

- A. Paper exit motor
- B. Feed unit motor
- C. Toner supply motor
- D. Fuser unit motor

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 479**

479

Which of the following failed components would be responsible for very light print quality?

- A. Transfer roller
- B. Registration clutch
- C. Fuser exit sensor
- D. Paper feed unit

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 480**

480

Which of the following failed components would cause the fuser unit to overheat?

- A. Thermostat
- B. Thermistor
- C. Pawls
- D. Bal bearing

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 481**

481

Which of the following failed components will cause an accordion jam in the fuser?

- A. Pawls
- B. Ball bearing
- C. Halogen lamps
- D. Thermistor

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 482**

482

Which of the following items can be found in a dual component developer unit? (Select TWO).

- A. Auger
- B. Toner supply motor
- C. Thermistor
- D. Transfer belt
- E. Magnetic roll

**Correct Answer: AE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 483**

483

Which of the following failed components would be responsible for the photoconductor not properly discharging?

- A. Photoconductor drive motor
- B. Photoconductor grounding plate
- C. Developer unit
- D. Charge roll

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 484**

484

Which of the following failed components would be responsible for random toner streaks appearing on the media?

- A. LVPS
- B. Cleaning blade
- C. Fuser lamp
- D. Registration clutch

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 485**

485

Which of the following conditions would result from toner or paper dust contamination on the laser unit windows?

- A. Media jams
- B. Fuser unit failure
- C. Poor print quality
- D. Poor image transfer

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 486**

486

Which of the following conditions would result from a failed clutch?

- A. Data loss in RAM
- B. Fuser unit failure
- C. Media jams
- D. Inaccurate laser exposure

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 487**

487

Which of the following conditions would result from a contaminated charge roller?

- A. Poor print quality
- B. Developer unit failure
- C. Media jams
- D. Drive motor failure

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 488**

488

Which of the following items would be used to rotate the photoconductor?

- A. Roller
- B. Sensor
- C. Spring
- D. Motor

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 489**

489

Which of the following items would be used to operate a junction gate?

- A. Relay
- B. Cable
- C. Thermistor
- D. Solenoid

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 490**

490

Which of the following items would be used to detect if media has reached the registration roller?

- A. Motor
- B. Clutch
- C. Sensor
- D. Relay

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 491**

491

Which of the following items would be used to reduce the heat inside a functional device?

- A. Clutch
- B. Relay
- C. Thermal fuse
- D. Fan

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 492**

492

Which of the following items would be used to reduce friction on a rotating roller?

- A. Switch
- B. Gear
- C. Motor
- D. Bearing

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 493**

493

Which of the following items would be used to transfer rotation from one pulley to another?

- A. Belt
- B. Bushing
- C. Spring
- D. Gear

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 494**

494

Which of the following items allows rotation of a component in a single direction only?

- A. One way bearing
- B. Unidirectional cam
- C. Bushing
- D. Tension spring

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 495**

495

Which of the following items uses a return signal to determine exact amounts of movement?

- A. Stepper motor
- B. Relay
- C. Solenoid
- D. Clutch

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 496**

496

Which of the following items is used in conjunction with a sensor to provide a return signal to determine exact amounts of movement?

- A. Static brush
- B. Clutch
- C. Relay
- D. Encoder wheel

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 497**

497

Which of the following items is used to measure temperature on a hot roller?

- A. Cleaning roller
- B. Thermistor
- C. Photo sensor
- D. Thermal fuse

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 498**

498

Which of the following items is used to transfer voltage from the photoconductor to the device frame?

- A. Grounding plate
- B. Discharge brush
- C. Circuit breaker
- D. Charge corona

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 499**

Which of the following tools can be used to measure continuity?

- A. Multimeter
- B. AC line monitor
- C. Logic probe
- D. Polarity tester

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 500**

500

When troubleshooting a device, which of the following should be performed when photoconductors are removed?

- A. They should be shielded from all sources of light.
- B. They should be checked for proper voltage.
- C. They should be thoroughly cleaned with alcohol.
- D. They should be disposed of immediately.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 501**

501

Which of the following is the primary reason that all toner contamination should be removed from a device?

- A. To maintain good print quality
- B. To increase processing speed
- C. The device could emit excessive ozone
- D. To increase the print speed

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 502**

502

Which of the following is the primary reason that photoconductors should not exceed their lifespan?



- A. Excessive jamming can occur.
- B. The device can overheat.
- C. Poor print quality can occur.
- D. The device will produce excessive ozone.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 503**

503

Which of the following actions are useful for determining how often the device is jamming? (Select TWO).

- A. Retrieving the service log sheet
- B. Checking the media in the media tray
- C. Speaking with the customer
- D. Inspecting the photoconductor
- E. Checking the total counter

**Correct Answer:** AC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 504**

504

Which of the following is the process in which an original document is placed on the platen glass and read?

- A. Scanning
- B. Transferring
- C. Charging
- D. Printing

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 505**

505

Which of the following components contains the polygon mirror motor?

- A. Developer unit

- B. Fuser unit
- C. Laser unit
- D. LED unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 506**

506

Which of the following components contains multiple mirrors?

- A. Fuser unit
- B. LED unit
- C. Laser unit
- D. Developer unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 507**

507

Which of the following components contains the beam detector?

- A. Developer unit
- B. LED unit
- C. Laser unit
- D. Fuser unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 508**

508

Which of the following processes utilizes heat and pressure to permanently embed the toner image into the paper?

- A. Development
- B. Fusing
- C. Charging
- D. Cleaning

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 509**  
509

Which of the following processes involves removing all residual charges from the photoconductor?

- A. Charge
- B. Exposure
- C. Cleaning
- D. Preparation

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 510**  
510

Which of the following processes involves discharging the photoconductor in order to create the latent image?

- A. Cleaning
- B. Writing
- C. Charging
- D. Development

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 511**  
511

Which of the following types of media would MOST likely lead to jamming and permanent damage to the fuser unit?

- A. Envelopes
- B. Transparency
- C. Letterhead
- D. Recycled paper

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 512**

512

Which of the following types of media can lead to delaminating and can cause damage to the photoconductor or fuser unit?

- A. Envelopes
- B. Label stock
- C. Transparency
- D. Card stock

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 513**

513

Which of the following is used to feed and scan multiple originals?

- A. ADF
- B. CCD
- C. Flatbed scanner
- D. Paper tray

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 514**

514

Which of the following is used to perform scanner calibration to ensure that image quality matches the original?

- A. CCD
- B. Lens
- C. Exposure lamp
- D. White reference plate

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 515**

515

Which of the following is used to cast light on the original document during the scan process?

- A. Laser unit
- B. Fuser lamp
- C. CCD
- D. Exposure lamp

**Correct Answer:** D**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 516**

516

During scanning, which of the following BEST describes what occurs when light is cast on the white area of the original document?

- A. The white image areas are reflected back to the CCD.
- B. The black image areas are reflected back to the CCD.
- C. The white image is sent to the ADF.
- D. The black image is sent to the ADF.

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 517**

517

During scanning, which of the following BEST describes what occurs when light is cast on the black areas of the original document?

- A. The white image areas are not reflected back to the CCD.
- B. The black image areas are not reflected back to the CCD.
- C. The black image is sent to the ADF.
- D. The white image is sent to the ADF.

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 518**

518

How many mirrors can be found in MOST scanner units that contain a CCD?

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

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 519**

519

How many mirrors can be found in scanners that contain a CIS?

- A. Zero
- B. One
- C. 2
- D. 3

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 520**

520

Which of the following are components where the final image, in the form of visible light, will be sent during scanning? (Select TWO).

- A. ADF
- B. CCD
- C. OPC
- D. MTBF
- E. CIS

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 521**

521

Which of the following components can be found between the last mirror and the CCD in MOST flatbed scanners?

- A. ADF
- B. Lens
- C. Reflector
- D. White reference plate

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 522**

522

Which of the following is the primary reason to ensure that staples and paper clips are removed from documents when using the ADF?

- A. To improve copy quality
- B. To reduce jamming
- C. To reduce toner consumption
- D. To increase the life of the photoconductor

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 523**

523

Which of the following methods are used for moving the scanner carriages in a flatbed scanner? (Select TWO).

- A. Pneumatics
- B. Belts
- C. Magnetism
- D. Hydraulics
- E. Cables

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 524**

524

Which of the following components contain the exposure lamp in the cable driven flatbed scanner?

- A. First mirror assembly
- B. Second mirror assembly

- C. CCD
- D. Lens

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 525**

525

Which of the following components is used in the ADF and flatbed scanner to detect original paper size?

- A. Lamp
- B. Mirror
- C. Sensor
- D. Motor

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 526**

526

Which of the following components contains the separation pad?

- A. CCD
- B. ADF
- C. Flatbed scanner
- D. Platen glass

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 527**

527

Which of the following components contains multiple rollers for transporting originals?

- A. ADF
- B. Flatbed scanner
- C. CCD
- D. Platen glass

**Correct Answer:** A



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 528**

528

Which of the following BEST describes the purpose of the separator pad?

- A. To improve copy quality
- B. To reduce multi-sheet feeding
- C. To feed envelopes
- D. To reduce wear on the motor

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 529**

529

Which of the following describes the purpose of the lens?

- A. To allow inversion of the original image
- B. To reduce paper jamming
- C. To convey the image to the CCD
- D. To allow consistent duplex scanning

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



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**QUESTION 530**

530

Which of the following describes the purpose of the CCD?

- A. To properly set the bias of the exposure lamp.
- B. To properly set the bias voltages on the photoconductor.
- C. To convert the scanned original image into an analog data stream.

D. To convert the scanned original image into a digital data stream.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 531**

531

Which of the following describes the purpose of multi-jointed ADF hinges?

- A. To allow duplex scanning
- B. To reduce wear and tear on the hinges
- C. To allow the scanning of books
- D. To make the ADF easier to raise

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 532**

532

Which of the following is the purpose of the cover that is used to conceal the lens and CCD in the flatbed scanner?

- A. To reduce wear and tear on the components.
- B. To allow the components to reach operating temperature faster.
- C. To block stray light from altering the scanned image.
- D. To reduce paper dust contamination.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 533**

533

Which of the following is the purpose of the manual feed knob in the ADF?

- A. To adjust the separator pad
- B. To adjust the platen glass
- C. To calibrate the ADF feed rollers
- D. To remove paper jams safely

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 534**

534

Which of the following copy defects would result from severely contaminated mirrors?

- A. Light copies
- B. Dark copies
- C. Dark streaks
- D. Ghosting

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 535**

535

Which of the following copy defects would result from a single large black spot of contamination on a single mirror?

- A. Overall dark copy quality
- B. Overall light copy quality
- C. Black streaks on the copy
- D. Ghosting on the copy

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 536**

536

Which of the following copy defects would result from black spots on the exposure glass when using the flatbed scanner?

- A. Black spots on the copy
- B. Overall light copy quality
- C. Overall dark copy quality
- D. White spots on the copy

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 537**

537

Which of the following copy defects would result from a large black mark on the slit glass when using the ADF?

- A. Overall light copy quality
- B. Black spots on the copy
- C. White streak on the copy
- D. Black streak on the copy

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 538**

538

Which of the following copy defects would result from the white reference strip being contaminated?

- A. Streaks on the copy
- B. Spots on the copy
- C. Light copy quality
- D. Dark copy quality

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 539**

539

Which of the following copy defects would result from the scanner carriage being out of alignment and not being parallel to the left scale?

- A. Overall image will be skewed
- B. Overall dark copy quality
- C. Image edges will resemble a parallelogram
- D. Overall light copy quality

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 540**

540

Which of the following copy defects would result from copy correction fluid on the slit glass when using the ADF?

- A. Streaks on the copy
- B. Spots on the copy
- C. Overall dark copy quality
- D. Overall light copy quality

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 541**

541

Which of the following components contains the second and third mirrors in a cable drive flatbed scanner?

- A. First mirror assembly
- B. ADF
- C. Second mirror assembly
- D. CCD

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 542**

542

Which of the following electrical components is used to protect against excessive electrical current draw?

- A. Fuse
- B. Resistor
- C. Capacitor
- D. Thermistor

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 543**

543

Which of the following electrical components utilizes infrared LEDs to detect switching or a change of state?

- A. Resistor
- B. Capacitor
- C. Sensor
- D. Switch

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 544**

544

Which of the following electrical components detects a change of state by detecting the return of an infrared beam?

- A. Reflective sensor
- B. Toggle switch
- C. Magnetic switch
- D. Interrupt sensor

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 545**

545

Which of the following electrical components is used to filter electrical interference from DC wiring harnesses?

- A. Resistor
- B. LVPS
- C. Ferrite core
- D. Switch

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 546**

546

Which of the following electrical components is used to ensure that a difference in electrical potential is not present between the base machine and an option?

- A. Switch
- B. LVPS

- C. Noise filter
- D. Grounding strap

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 547**

547

Which of the following electrical components converts AC source voltages to various DC voltages?

- A. CCD
- B. LVPS
- C. PRCB
- D. HVPS

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 548**

548

The firmware for a multifunction device equates to which of the following on a PC?

- A. Operating system
- B. Application software
- C. RAM
- D. Hard drive

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 549**

549

Which of the following is MOST likely to require a firmware upgrade?

- A. Adding 256MB of RAM
- B. Installing an updated printer driver
- C. Changing the IP address and subnet mask
- D. Adding two new media sizes to the control panel

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 550**

550

A customer reported streaks on copies when using the document glass, but not when feeding originals through the ADF. To resolve this issue the technician should:

- A. troubleshoot the print engine.
- B. clean the exposure glass.
- C. clean the slit glass.
- D. clean the ADF feed rollers.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 551**

551

A customer wants to turn off their network printer when leaving the office to save energy. To avoid communication problems after the customer turns the printer on, which of the following solutions should the technician recommend?

- A. Enable SNMP
- B. Switch to a USB connection
- C. Configure a static IP address
- D. Enable DHCP

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 552**

552

A customer wants to print a large graphic image on a smaller sized media. Which of the following printer driver options should the technician recommend?

- A. Duplex printing
- B. Scaling
- C. Finishing options
- D. Media settings

**Correct Answer: B**



**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 553**

553

While speaking with technical support, a technician is unsure of how to implement the recommended solution. Which of the following is the next BEST step?

- A. Install the parts currently available to the technician.
- B. Look for more information in the service manual.
- C. Search online for service bulletins.
- D. Ask technical support to clarify the solution.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 554**

554

While troubleshooting a paper jam, the technician checks the service manual to determine which trays use the roller where the jam occurs. Which of the following general troubleshooting steps does this process describe?

- A. Establishing theory of probable cause
- B. Document the solution
- C. Validation of the issue
- D. Trying to recreate the problem

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 555**

555

After printing an internal test page, a customer feels that gray patterns on the print have a magenta tint. Which of the following should the technician recommend the customer do?

- A. Reset the color adjustment setting in the printer driver.
- B. Perform the color calibration procedure.
- C. Reset the color adjustment setting in the application software.
- D. Replace the magenta toner cartridge.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 556**

556

When examining color images using a magnifier, the technician sees cyan, magenta, yellow, and black pixels along the edges of the image. The technician should adjust:

- A. color density.
- B. the gray level.
- C. color registration.
- D. color balance.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 557**

557

After installing a large capacity paper source upgrade, the customer is unable to select the new trays from the print window. Which of the following should the technician advise the customer to do?

- A. Change the device name for the network.
- B. Select the new tray manually from the operator panel.
- C. Reset the machine's NVRAM.
- D. Configure the print driver for the upgrade.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 558**

558

When a customer is scanning from their multifunction device, using the automatic document feeder, a black line appears on the media output. When the customer scans from the exposure glass, there is no black line on the media output. Which of the following is the MOST likely cause of the black line?

- A. Contamination on the laser mirror
- B. Contamination on the lens unit
- C. Dirty sensors in the scan feed unit
- D. Contamination on the slit glass

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 559**

559

A customer can scan to a folder on their local PC; however, they are unable to connect to a folder on the server located in another city. Which of the following is the MOST likely reason the customer cannot connect to the folder on the server?

- A. IP address of device
- B. SMTP address
- C. Gateway IP address
- D. Subnet mask IP address

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 560**

560

An MFD is setup to use the scan-to-email function. The device is able to ping the email server; however, none of the emails are making it to the selected destinations. Which of the following is the MOST likely cause of the email problem?

- A. Authentication settings
- B. FTP settings
- C. Telnet settings
- D. LDAP settings

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 561**

561

A customer desires that all print jobs to their color MFD product by default come out in black and white. Which of the following would be the default setting a technician would use?

- A. Multifunction device
- B. TCP/IP settings
- C. Print driver
- D. Color management

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 562**

562

A technician notices a magenta color above all the text on the output of a color device. Which of the following would MOST likely repair this issue?

- A. Color registration
- B. Color management
- C. Color gamut
- D. Color profiles

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 563**

563

Which of the following would be the MOST important items to consider when a technician is trying to troubleshoot a service error code and is calling technical support for assistance? (Select TWO).

- A. Call from the device location
- B. An assisting technician in the room
- C. Ask probing questions
- D. Appropriate reference material
- E. Primary user present

**Correct Answer: AD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 564**

564

A customer is printing to their MFD and the output is coming out on a printer in another room. Which of the following is the MOST likely cause of this issue?

- A. Port settings
- B. Default settings
- C. Gateway address
- D. Print driver version

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 565**

565

A customer replaced their printer with a MFD. The print jobs from a specific text editor are now coming out of the second media tray even though the customer selects the first media tray in the driver. Which of the following is the MOST likely cause of the issue?

- A. Device settings
- B. Port settings
- C. Application settings
- D. Print driver settings

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 566**

566

Which of the following are the BEST steps to take when a user has a printing issue with a specific PDF file? (Select TWO).

- A. Uninstall and install print driver on the users workstation.
- B. Print other PDF files from the users workstation.
- C. Print the same PDF file from a different users workstation.
- D. Print a file from another application on the users workstation.
- E. Check print driver default settings on the users workstation.

**Correct Answer: BC**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 567**

567

When troubleshooting a void print area issue, which of the following is the BEST step for isolating the issue in a MFD?

- A. Stopping the output at the registration roller
- B. Stopping the output at the exit rollers
- C. Stopping the output under the photoconductor
- D. Stopping the output in the fuser

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 568**

568

A customer is interested in using TWAIN scanning with an MFD. Which of the following does the customer need?

- A. UNC path to device
- B. ADF
- C. Appropriate driver
- D. DNS server address

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 569**

569

Which of the following would affect the size of a scanned image? (Select TWO).

- A. TCP/IP settings
- B. File format
- C. Font size
- D. Resolution
- E. Bandwidth

**Correct Answer: BD**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 570**

570

Which of the following are examples of a physical port? (Select TWO).

- A. SMB
- B. PCI
- C. SCSI
- D. LDAP
- E. USB

**Correct Answer: CE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 571**

571

If the white reference plate of a color scanner is dirty or soiled, which of the following effects will the technician notice when viewing the scanned image on a monitor?

- A. Brown lines, lead edge to trail edge, matching the width of the dirty area on the white reference plate
- B. Black lines, perpendicular to the lead edge, matching the width of the dirty area on the white reference plate
- C. Light lines, lead edge to trail edge, matching the width of the dirty area on the white reference plate
- D. Light lines, parallel to the lead edge, matching the width of the dirty area on the white reference plate

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 572**

572

Which of the following settings should a technician change if communication response is unusually slow between a workstation and a printer?

- A. Subnet mask settings
- B. SMB settings
- C. Half Duplex/full duplex settings
- D. TCP/IP port settings

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 573**

573

All of the following options are available through any print drivers graphical user interface (GUI) EXCEPT:

- A. paper source.
- B. number of prints.
- C. firmware settings.
- D. image orientation.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 574**

574

If a color capable copying device is outputting images that are greener than the original document, which of the following combinations of subtractive colors should the technician adjust to lighten the green output?

- A. Black and yellow
- B. Green and magenta
- C. Cyan and black
- D. Yellow and cyan

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 575**

575

Which of the following is a reason for color capable printing devices to have color calibration?

- A. To match the workstations monitor to Pantone color standards
- B. To match the workstations monitor to a standard test sheet
- C. To match the printed image colors to the original image colors
- D. To match the printed image to another devices color input

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 576**

576

If a devices power plug configuration is designed for a high amperage receptacle type and the customer alters the plug configuration to fit a lower amperage receptacle type, which of the following symptoms would a technician encounter on a service call?

- A. Tripped receptacle circuit breakers
- B. Lower than normal AC line voltage to the device
- C. Higher than normal AC line voltage
- D. Tripped device circuit breakers

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 577**

577

Which of the following should a technician check to determine the version of print driver being used?



- A. In the properties of the print driver
- B. In the print driver ports tab
- C. In the device firmware properties
- D. In the manufacturer's documentation

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 578**

578

A customer has loaded the print driver for the MFD via CD-ROM but cannot use some of the peripheral devices that are installed. Which of the following will address this problem?

- A. Load a generic print driver.
- B. Adjust user requirements in the page set up section.
- C. Delete the print driver and reinstall via Internet download.
- D. Manually select the requirements from the MFD screen.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 579**

579

While printing from a computer or receiving a fax, a customer notices a line down the page. Which of the following is a possible cause of the problem?

- A. Network connection
- B. Contaminated CCD
- C. Photoconductor
- D. Transmission speed setting

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 580**

580

When installing a new MFD at a customer's location, the technician observes construction and an electrician installing new wiring in the area where the customer wants the unit placed. Which of the following steps should be taken prior to plugging the device in to the wall outlet?

- A. Check the wall outlet for the correct voltage.
- B. Ground the unit to an exposed grounding outlet.
- C. Make sure that any debris will not fall onto the device.
- D. Clear a path to the device, so it can be used.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 581**

581

A technician arrives onsite to repair a device. Two users are there and both begin to explain what has happened and what they think could be the cause of the problem. Which of the following would be the MOST appropriate way for the technician to handle this situation?

- A. Explain they are difficult to understand when they are both talking and ask them to decide on who knows the most and have them explain the situation.
- B. Have both users quit talking until the technician has a chance to evaluate the situation.
- C. Tell the users that both of them have valuable information, and ask that they speak one at a time for better clarity.
- D. Let both users continue to explain while the technician begins to evaluate the situation and determine the cause.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 582**

582

Which of the following can MOST likely affect color output and may require the printer to be calibrated frequently? (Select TWO).

- A. Changing light conditions
- B. Using different PCs to print documents
- C. Changing humidity levels
- D. High volume usage
- E. Using different media sizes

**Correct Answer:** CD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 583**

583

An ink dispersion printer is brought in for service. The customer is having a problem with the quality of the output. The pictures printed are still wet and will smear when they are touched. Which of the following should the technician do FIRST?

- A. Check the fuser pressure.
- B. Verify specifications of photo media.
- C. Replace the print head.
- D. Replace the logic PCB.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 584**

584

The customer loaded yellow media in their color printer for a large run of sales flyers. A service call was then placed stating the color is terrible when this media is used. Which of the following is the BEST action to take?

- A. Calibrate the machine using the customer's yellow paper.
- B. Increase the charge that is placed on the yellow photoconductor.
- C. Advise that CMYK printers are designed for use with white media.
- D. Reduce the magenta color channel in the print driver.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 585**

585

A customer was experiencing printing issues while printing to their MFD and determined it was related to their driver. They uninstalled and reinstalled the driver, by deleting the MFD driver icon from their OS printer folder and reinstalled the driver. They are still experiencing the same printing issues. Which of the following should the customer have done?

- A. Use the manufacturer's uninstall procedure before reinstalling.
- B. Reboot the PC after deleting the MFD driver icon.
- C. Reboot the MFD after deleting the MFD driver icon.
- D. Install the latest driver over the original driver without uninstalling.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 586**

586

When combining all colors 100% in the subtractive color model, which of the following is the closest resulting color?

- A. Black
- B. Blue
- C. Red
- D. Cyan

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 587**

587

While trying to making a color copy of a certificate the resulting output is black and white, all other documents print normally. Which of the following features is causing the problem?

- A. Image enlargement
- B. Anti-counterfeiting
- C. Enhanced compression
- D. Anti-aliasing

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 588**

588

Which of the following is a method of increasing the visual impression of green when printing on a CMYK printer?

- A. Increase the level of K in the print driver.
- B. Increase the level of Y in the print driver.
- C. Increase the level of M in the print driver.
- D. Increase the level of CMYK equally.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 589**

589

A client reports that their scanner is not working. They are trying to scan some currency for use in a

presentation but are not getting an image. Which of the following could be the problem?

- A. The color processor is not properly calibrated for the ink ranges on the currency.
- B. The colors on the currency are outside the gamut of the device.
- C. The client needs to register with and obtain a special firmware upgrade from the appropriate country to allow currency of that nationality to be duplicated.
- D. Currency cannot be scanned due to embedded codes to prevent counterfeiting.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 590**

590

A customer recently purchased a MFD and would like to setup scan using their SMTP server. Which of the following type of scanning would be configured for the customer?

- A. Scan-to-folder
- B. Scan-to-FTP
- C. Scan-to-email
- D. TWAIN scanning

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 591**

591

Which of the following processes occurs inside the fuser unit?

- A. The bearing temperature is measured.
- B. The heat roller temperature is measured.
- C. The nip width is measured.
- D. The pressure roller resistance is measured.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 592**

592

All of the following items need to be available to a technician when contacting an appropriate technical support representative EXCEPT:

- A. a detailed description of the problem.
- B. the devices service history.
- C. the appropriate reference materials.
- D. the customers contact name.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 593**

593

When a technician is working on a fusing unit, which of the following precautions must be adhered to for safety purposes?

- A. Main power switch turned off and DC power supply disconnected.
- B. Door switch open and power to fuser heater(s) disconnected.
- C. Main power switch turned off and the device unplugged.
- D. DC power supply disconnected and door switch open.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 594**

594

Which of the following is an example of a closed ended question?

- A. Did the device jam when you ran duplex copies?
- B. How has the device been working lately?
- C. Can you please tell me about the devices jamming issue?
- D. What type of jamming issues are you having?

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 595**

595

Which of the following is the MOST appropriate response for the following customer statement:  
This device has been down for three days. What are you going to do about it?

- A. Im sorry to hear that. Can you give some more information about the problem so I can get working on this?
- B. Im sorry, I didnt know that you were waiting that long. Id like to ask you a few questions so I can determine the reason that it is not working, so that I can get to work.

- C. I can understand why you would be upset by that. I'd like to ask you a few questions so I can determine the reason that it is not working, so that I can get the issue resolved. Is that OK with you?
- D. I know you're upset, but you'll have to talk with my manager about why you have been waiting so long. Is that OK with you?

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 596**

596

A client's flatbed scanner is constantly producing the same dark spots in the same positions on every scanned page. Which of the following would be the FIRST area to check to solve this issue?

- A. Scan lamp
- B. CCD
- C. White reference plate
- D. Flatbed glass

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 597**

597

While troubleshooting an MFD, a technician has configured a laptop to connect directly to the MFD via a crossover cable. The technician returns to the office after the repair is completed and attempts to connect the laptop to the office LAN but is not able to establish connectivity. Which of the following is the problem?

- A. The standard RJ-45 cable is too short.
- B. SMTP and POP3 settings have been corrupted by the MFD.
- C. The DNS server is down.
- D. The technician's laptop is retaining the assigned static IP.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 598**

598

Which of the following protocols are required to utilize scan-to-email functionality in network scanning technologies? (Select TWO).

- A. POP3
- B. PJI
- C. PCL
- D. SCSI
- E. SMTP

**Correct Answer:** AE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 599**

599

A client wants to change the default media tray used on their PC, while working in a networked environment. Which of the following would the client use to make the change?

- A. Device manager
- B. Device display panel
- C. The printer driver
- D. Hardware settings

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 600**

600

Color management is the process:

- A. that allows color printing devices to access computer processing, so that images can appear with more than 64,000,000 colors.
- B. that dictates when color media is utilized in print devices.
- C. that determines when color supplies are replaced in color print devices.
- D. by which color is accurately maintained from image capture to image production.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 601**

601

A technician is onsite working on an MFD and calls technical support for assistance. The technical support asks the technician for the device details. Which of the following would be the BEST response?

- A. Reply with the units asset tag number, model and a description of the failure.



- B. Reply that it is some sort of printer or scanner on a shelf in the clients mail room.
- C. Reply that the fax is not working and that you need help to get it running again.
- D. Reply with the manufacturers name, model number and serial number.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 602**

602

A technician finishes working on a clients unit and is preparing to leave when the client asks them about the problem they were having. Which of the following is the BEST way to respond?

- A. Explain to the client in appropriate terminology what was wrong, what was done to rectify the issue and ask if they have any other questions you can help with.
- B. Explain to the customer in technical detail, how the device works, and explain how the repair was performed while showing them the schematics.
- C. Tell the client that the unit was broken and that this model is known for this kind of problem happening all the time. The problem has been fixed but might need to be addressed again in the future.
- D. Tell the client that the unit was broken and it just needed some maintenance. It should work for a while.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 603**

603

A technician is called back to a client for an issue that was repaired the day before. The client is very upset that their unit is broken again. Which of the following is the BEST way to respond to the client on arrival?

- A. The technician should ask what the client did to the unit after they left, why it is broken again and what the client was doing to it to make it malfunction again. Ask the client to demonstrate exactly how they damaged the device.
- B. The technician should show up at the clients site and avoid them completely until they have had a chance to look at the device and resolve the error. Then they should get the client; show them the now working device and how to use the device.
- C. The technician should show empathy for the users situation and for the inconvenience to the user and/or their staff. The technician should then communicate that they will make every effort to resolve their issue as quickly as possible.
- D. The technician should show empathy for the users situation and the inconvenience that the downtime has caused. The technician should then advise the client that this device is very old and that they will continue to experience the problem until they upgrade to a new unit.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 604**

604

Which of the following are the FIRST steps in the general troubleshooting process? (Select TWO).

- A. Develop a plan of repair
- B. Perform unit maintenance
- C. Install replacement parts
- D. Establish theory of failure
- E. Observation/information gathering

**Correct Answer:** DE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 605**

605

Which of the following are the FINAL stages in the general troubleshooting method? (Select TWO).

- A. System configuration
- B. Implementation
- C. Establish a repair plan
- D. Consult documentation
- E. Analyzing

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 606**

606

Which of the following does the DHCP protocol do?

- A. Allows printers to communicate with print drivers.
- B. Automatically generates and assigns an IP address to a networked device.
- C. Allows network servers to access and backup local hard drives.
- D. Controls communication from the desktops and laptops to their local peripherals.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 607**

607

When working on exposed components, a wrist strap is worn to:

- A. protect the technician from a power surge.
- B. make sure that the technician has a constant positive charge.
- C. reverse the polarity of the neutron flow.
- D. prevent the buildup and discharge of static electricity that can cause damage.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 608**

608

If a print coming out from the device has regular, evenly spaced, dark marks in the direction of the media feed; the cause of the problem is from:

- A. a nick in the fuser heat roller.
- B. toner spilling from the cleaner section.
- C. a mark on the platen glass.
- D. an incorrect media setting.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 609**

609

Which of the following terms refers to the name of a color range?

- A. Saturation
- B. Hue
- C. Contrast
- D. Brightness

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 610**

610

Lines running from lead to trail edge of received faxes would indicate a problem with the:

- A. receiving machines scanner section.
- B. transmitting machines charge section.
- C. receiving machines fuser section.
- D. transmitting machines transfer section.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 611**

611

Which of the following is the FIRST stage in the image capture process?

- A. Light exposure
- B. Filter
- C. Image processing
- D. Reflection

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 612**

612

Which of the following is the next step after an image is captured by the CCD?

- A. Filtering
- B. Analog to Digital conversion
- C. Image processing
- D. Color separation

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 613**

613

After listening to a customer define the problem with a printer, the next step would be to:

- A. contact the manufacturers technical support.
- B. isolate the problem by eliminating non-causes.
- C. update the machine firmware.
- D. replace all suspect parts and consumables.

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 614**

614

A multimeter can be used to check which of the following?

- A. Humidity
- B. Continuity
- C. Color balance
- D. Media thickness

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 615**

615

Which of the following is MOST likely to be used to detect the presence of paper in the ADF?

- A. Solenoid
- B. Relay
- C. Clutch
- D. Sensor

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 616**

616

Which of the following is a mechanical device?

- A. Sensor
- B. Solenoid
- C. Thermistor
- D. Solid State Relay (SSR)

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 617**

617

.Copying output is skewed while prints from the engine are fine. Which of the following is the cause?

- A. The white reference plate is misaligned.
- B. The exposure lamp is past its life.
- C. The white reference plate is contaminated.
- D. The exposure lamp carriage is misaligned.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 618**

618

During an on-site installation, a technician is unable to scan documents using SMB to the test laptop even though the technician has set it to the same domain and set up a scan folder as required. Which of the following may cause this problem?

- A. SMB has not been configured on the MFD.
- B. SMTP has not been configured on the MFD.
- C. The FTP server is not connected.
- D. The SMB server is not connected.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 619**

619

A technician has connected a laptop to an MFD via a crossover cable in order to diagnose a network printing problem, but is unable to make a connection. Which of the following is the cause?

- A. The technician should be using a standard CAT5 patch cable.
- B. The MFD cannot accept a connection via a crossover cable.
- C. The laptop IP address is not in the same range as the MFD.
- D. The network server is down.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 620**

620

Which of the following reasons would the staple feature not be present in the print driver even though a stapler is fitted to the MFD?

- A. The generic Windows driver needs the setting to be enabled.
- B. The print server is unable to detect a staple unit.
- C. The print driver is not for that particular model.
- D. Stapling needs to be selected manually at the MFD.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 621**

621

On an output page with a large red square printed on it, a thin yellow line can be seen along the lead edge of the square. Which of the following would correct this problem?

- A. Adjust the strength of the red hue to compensate.
- B. Lower the density of the yellow content.
- C. Use the color registration adjustment procedure.
- D. Use a background removal feature from the operator mode.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 622**

622

A technician has contacted technical support but has still not resolved the problem. Which of the following should be the next step?

- A. Change some other parts which may be the cause of the problem and see if the problem is corrected.
- B. Call technical support in front of the customer and complain about the ineffectiveness of their previous support.
- C. Go outside and contact technical support out of the customers sight.
- D. Confirm that all recommendations have been performed and then contact technical support again.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:**

**QUESTION 623**

623

Before contacting technical support, a technician notices that the firmware version is three revisions out of date. Which of the following should be the next step to take?

- A. Contact technical support and ask if latest firmware would help.
- B. Reassign the call to another technician to update the firmware at a later date.
- C. Check the firmware information bulletin to see if it would help.
- D. Leave it because new firmware always causes new problems.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 624**

624

After installing a new magenta photoconductor unit, red output color is very light. Which of the following procedures should be carried out?

- A. Adjust the hue of yellow in the user mode.
- B. Adjust the hue of magenta in the user mode.
- C. Conduct a color calibration of the cyan color in the user mode.
- D. Conduct a color calibration procedure in the user mode.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 625**

625

Using a magnifying glass, a customer has noticed a series of yellow spots at intervals in the background of copied pages from a laser MFD. Which of the following is the explanation for this phenomenon?

- A. It is caused by too much yellow toner in the image unit.
- B. It is the coded serial number for anti-counterfeiting purposes.
- C. It is diffracted light contamination within the laser unit.
- D. The yellow charge value is set too high in the image unit.

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 626**



626

In which of the following sections of the MFD would a Teflon coated roller be found?

- A. The paper feed unit
- B. The ADF assembly
- C. The manual feed tray
- D. The fuser unit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 627**

627

A customer reports that all the users are unable to print to a device, but the device shows ready. Which of the following items should be checked FIRST?

- A. Power cable connection
- B. Network cable connection
- C. Print driver setting
- D. Firmware version

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 628**

628

A customer reports that they are not able to scan to a shared folder from a new MFP device. After further investigation, the technician discovers that no one in the office can scan to the folder and it is visible to all users. Which of the following is the MOST likely cause?

- A. Incorrect print driver loaded
- B. TELNET is disabled
- C. IP address is incorrect
- D. Folder permissions

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 629**

629

A customer has a document that was formatted for large size media but needs to print the document in a smaller size. In which of the following would this adjustment occur?

- A. Device control panel
- B. Printer Driver
- C. Web interface
- D. Scan Driver

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 630**

630

A customer reports that they are unable to print to their device. The technician discovers that no one in the office can print to the device but it is ready and can be pinged. Which of the following should the technician check FIRST?

- A. Print Queue
- B. Driver Version
- C. Web Interface
- D. Driver Settings

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 631**

631

A customer reports that the colors of their documents are no longer correct. The technician learns that the customer just replaced the photoconductor. Which of the following needs to occur to correct the colors?

- A. Replace all color toners
- B. Adjust the colors in the application
- C. Color calibration
- D. Install a transfer unit

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 632**

632

A customer reports that they are getting a line down the middle of their documents from a MFP device. After testing it is discovered that the line only happens when scanning. Which of the

following is the solution?

- A. Clean the slit glass
- B. Replace the photoconductor
- C. Reload the scan drivers
- D. Replace toner cartridges

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 633**

633

A customer is unable to print to one network device but can print to other devices on their network. The technician discovers that no one in the office can print to the device but the device shows ready and print jobs are sitting in the users print queue. Which of the following is the next troubleshooting step?

- A. Test the device connectivity.
- B. Reload the local device driver.
- C. Update the device firmware.
- D. Reload the computer operating system.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 634**

634

Which of the following file formats are uncompressed?

- A. GIF
- B. JPEG
- C. TIFF
- D. Bitmap

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 635**

635

Which of the following compressed file formats creates the largest file size for a given document?

- A. TIFF
- B. PDF
- C. JPEG
- D. GIF

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 636**

636

After escalating a call to technical support for paper jams, the technician is advised to replace the laser assembly. Which of the following should be done FIRST?

- A. Replace the polygonal mirror motor.
- B. Tell technical support to find another solution.
- C. Clarify with technical support their recommendation.
- D. Advise the customer they will need a new printer.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 637**

637

Which of the following software is used by the computer operating system to convert print jobs to a format the printer understands?

- A. Print driver
- B. Protocol
- C. Color management
- D. Word processor

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 638**

638

A customer wants to search for an email address on the network. Which of the following is the protocol used to find it?

- A. POP3
- B. LDAP
- C. TCP/IP
- D. SMTP

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 639**

639

When using an electric heater sitting next to the network jack the printer prints slowly. With the heater turned off there is no problem. Which of the following is a possible cause of the problem?

- A. ESD
- B. Software
- C. EMI
- D. Firmware

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 640**

640

When scanning a document through an ADF the customer notices a thin black line from the lead edge to trail edge of the original. Which of the following is a possible cause of the problem?

- A. Worn feed roller
- B. Corrupt PCL driver
- C. Weak power supply
- D. Contaminated CIS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 641**

641

A technician has determined that the fuser is causing lines. Which of the following should be done next?

- A. Determine if the duplexer is worn
- B. Determine if the heat roller is worn

- C. Determine if the scanner is contaminated
- D. Determine if the laser is contaminated

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 642**

642

Which of the following is used to remove the airborne byproduct caused by the charging of the photoconductor?

- A. Fan
- B. Toner filter
- C. Ozone filter
- D. Noise filter

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 643**

643

Which of the following should be referenced before installing a device in an enclosed area?

- A. Machine service history
- B. Manufacturers software documentation
- C. Manufacturers driver documentation
- D. Manufacturers service documentation

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 644**

644

When scanning a document at a high resolution which of the following will be affected?

- A. Document magnification
- B. Wear on the mirrors
- C. Fuser temperature
- D. Scan speed

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 645**

645

Which of the following is affected when scanning at a higher resolution?

- A. File name
- B. File size
- C. File location
- D. File type

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 646**

646

After installing a new printer, a customer finds that it prints random characters. The customer has updated the driver with an update wizard. Which of the following should the technician recommend that the customer do next?

- A. Check the driver port type.
- B. Change the DNS address.
- C. Reload the application software.
- D. Uninstall and reload the driver.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 647**

647

When an MFD has lines on its output, why would a technician print an internal test sheet?

- A. To test whether the fax function is working
- B. To test the port setup on the computer
- C. To test whether the scanner is the cause
- D. To check for error conditions

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 648**

648

A new MFP is installed, but the customer has not provided an IP address. Which of the following methods is the BEST way to attach the MFP to the network?

- A. Make up an address until one can be assigned by the customer.
- B. Use the DHCP feature to acquire an IP address.
- C. Let the MFP automatically assign itself an address.
- D. Find another printer and use its IP address.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 649**

649

A customer is emailing several color photos with their MFP. The file size soon exceeds the limits placed by the network administrator for outgoing email. Which of the following methods could be used to work around this issue?

- A. Scan them to the hard drive and then send them after the work day.
- B. Add additional memory to the MFP.
- C. Scan them using MPEG.
- D. Divide the photos into several smaller emails.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 650**

650

A customer has replaced an older printer with a new MFP; however, the features on the new MFP are unavailable to the print users, even though they can still print. Which of the following steps needs to be taken to make the new features available?

- A. Install the print driver for the new MFP.
- B. Update the MFP's firmware to the newest version
- C. Reinstall the old unit; the MFP is not compatible with their system.
- D. Reformat the PCs so they can see the new MFP.

**Correct Answer: A**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 651**

651

A customer is complaining that the color on their monitor is different from the color on their printout. Which of the following can be done to correct this problem?

- A. Use the ICC profiles outlined in the service manual.
- B. Perform the color calibration program.
- C. Replace the monitor with one that closer resembles the print output.
- D. Adjust the color on the monitor until the customer is satisfied.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 652**

652

A technician has an unusually difficult problem with an MFP. After calling technical support, and working for several hours, the problem still exists. The customer is upset and wants the unit replaced. Which of the following is the next BEST course of action?

- A. Call the service manager and ask for assistance.
- B. Remind the customer that they have several other units to use.
- C. Advise the customer that all of this is usual and will be fixed as quickly as possible.
- D. Call a sales representative and let them sell the customer a replacement.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 653**

653

A customer reports their MFP has dark print quality when copying, but when printing, the quality is good. Which of the following is the BEST way to determine where the problem might be located?

- A. Review the adjustment log to see if there have been any changes to the settings.
- B. Attempt to recreate the problem by printing an internal page and copying a page.
- C. Suggest to the customer that they should only print from this model.
- D. Use various paper trays and finishing options to see if the problem follows any pattern.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 654**

654

Which of the following steps should be taken after the technician has determined that the serviced unit has been repaired?

- A. Perform a complete preventive maintenance (PM) to insure the repair is complete.
- B. Run a complete test using all paper trays and finishing options.
- C. The repair is finished, if the problem reoccurs, the customer will call back.
- D. Schedule a follow up for the next week to confirm the unit is working correctly.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 655**

655

When setting up a new MFP to the network, which of the following information needs to be entered to complete the installation so printing can occur?

- A. IPCONFIG, LDAP, SNMP
- B. IP Address, LDAP, SMTP
- C. IP Address, Subnet Mask, Default Gateway
- D. APIPA, IPCONFIG, IP Address

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 656**

656

While servicing a printer, the technician notices several used print cartridges next to the machine. Which of the following advice should be given to the customer about how to dispose of the cartridges?

- A. Take the cartridges and claim the cartridge deposit.
- B. Return the cartridges to the manufacturer for recycling.
- C. Box the cartridges up and place them in the local waste container.
- D. Contact the local office supply store to see if they will take the cartridges.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 657**

657

The client reports that copies and Tx fax jobs print out blank when using the ADF on their Fax / MFD. The fax activity report shows that the fax was sent successfully. Which of the following is MOST likely the problem?

- A. The LED array is not turning off during the scan process.
- B. The customer is inserting the original upside down in the ADF.
- C. The customer is dialing the wrong number.
- D. The ADF is not turned on to accept fax transmissions or copies.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 658**

658

The client reports they cannot fax to one particular location. All other locations work fine. The activity report confirms this. Which of the following is the next BEST step?

- A. Try sending to it again this time with several pages.
- B. Use a telephone to call the number in question and listen to the line.
- C. Reboot the fax machine and then try again.
- D. Insert the paper in the ADF face up to ensure the image is captured.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 659**

659

A client would like to purchase an additional paper source to put colored paper in their monochrome machine. Currently they have two trays with plain paper; the multi-sheet bypass tray is for letterhead. They want pricing and a delivery date. The technician does not have pricing or the ability to sell this option. Which of the following would be the BEST answer to the customer?

- A. Pricing information is not given to technicians. Someone else must provide this information. Technicians only repair the devices.
- B. This machine does not print color, so color paper cannot be added to it. The sales rep will call about upgrading to a color laser unit.
- C. This request will be given to the sales team and they will respond as soon as possible.
- D. This will involve the service manager. Here is their number feel free to contact them.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 660**

660

Which of the following are types of physical ports that are commonly found on an MFD? (Select THREE).

- A. UTP
- B. DHCP
- C. RJ-11
- D. FTP
- E. RJ-45
- F. USB

**Correct Answer:** CEF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 661**

661

A client asks the technician to move their color laser unit to another area in the office. The machine is on a counter top that does not move and it weighs roughly two hundred pounds. Which of the following would be the BEST answer for this request?

- A. The technician offers to move it by themselves.
- B. The technician will return with assistance to move it.
- C. The technician cannot help because of safety issues.
- D. The technician asks the customer to assist.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 662**

662

A technician is on the phone with technical support at a customer site. Technical support's advice is to order a fuser and a circuit board to fix the problem. Before hanging up with technical support, which of the following would be the BEST thing to do?

- A. Verify the model and serial number again to ensure the right machine is being worked on.
- B. Verify the client's address for when the technician returns with the parts.
- C. Ask for a second recommendation from another support member.
- D. Confirm the part numbers to be ordered and clarify any recommendations made.

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 663**

663

Which of the following refers to color management?

- A. Manage the color cost per copy function of the printer
- B. The management of the color toner cartridges for budgetary purposes
- C. Ensuring that all colors are used equally and monitoring the usage per page
- D. Color processing between the original and the output

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 664**

664

Which of the following would be the corresponding subtractive colors to the additive primary colors?

- A. Magenta, Yellow and Black
- B. Purple, Black and Red
- C. Cyan, Magenta and Yellow
- D. Orange, Cyan and Blue

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 665**

665

After working on a clients printer for two days in a row, the printer is still not working. The clients frustration is showing now that they have been down for two days. Which of the following is the technicians next BEST step?

- A. Replace the machine with a new one.
- B. Escalate the service call with technical support.
- C. Escalate the service call to the sales team.
- D. Inform the customer that further training is needed to operate the device properly.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 666**

666

After repairing media tray one and three on a printer, there are still some multi-feeding issues from tray two. The technician does not have the appropriate parts to complete this repair. Which of the following is the BEST way to communicate this to the client?

- A. Media trays one and three are working now. Media tray two jams intermittently. The parts have been ordered and will be installed tomorrow.
- B. Media tray one and three are up and running. Media tray two works some of the time. Please use only tray one and three.
- C. Media trays one and three are working now; however, tray two jammed several times. It cannot be fixed now because parts are not available. Please use the other two trays and place another service call for the other tray.
- D. Everything is replaced and working fine now. If anything else is required, please call.

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 667**

667

Which of the following BEST describes gamut?

- A. The spectrum of light that is produced by the laser unit to create the latent image.
- B. The spectrum of colors made possible by the additive or subtractive primaries.
- C. The path the color toner takes to get from the cartridge to the photoconductor.
- D. The fusing of additive colors to create subtractive results on transparencies.

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 668**

668

Which of the following parts would open and close a junction gate in a finishing device? (Select TWO).

- A. Solenoid
- B. Clutch
- C. Stepper Motor
- D. AC/DC Motor
- E. Cams

**Correct Answer:** AB**Section:** (none)**Explanation**

**Explanation/Reference:**

**QUESTION 669**

669

A technician is troubleshooting a networked printer that is not properly connecting to the network. The technician uses the PING utility from a PC on the same network and it does not reach the printer or the default gateway. Which of the following could be the reason for this problem?

- A. The print driver is not configured correctly.
- B. The network cable on the printer has failed.
- C. A switch has failed on the network.
- D. The NIC on the printer has failed.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 670**

670

A multi-function device is designed to scan-to-email. The device fails when trying to deliver a scan- to-email. Which of the following would be a likely place to check for problems?

- A. SMTP settings
- B. UNC path
- C. FTP permissions
- D. POP3 setting

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 671**

671

The primary user of a color printer is complaining of poor color output when printing across the network. The output colors do not match what is being displayed on the computer screen. Which of the following could solve this issue for the user?

- A. Toner replacement
- B. Transfer calibration
- C. Color calibration
- D. Developer replacement

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 672**

672

Which of the following would be the MOST appropriate response to a client being upset about their device not working at a critical business time?

- A. Inform the customer there is no way of knowing when the device will fail or when the device will be repaired.
- B. Ask the client to calm down but explain there is no guarantee that the problem will be solved today.
- C. Apologize for the failure of the device and assure them the device will be operating as soon as possible.
- D. Inform the customer that based on their description of the problem that it will be resolved in a very short time.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 673**

673

When making a copy through the ADF the output has a black streak from the lead edge to the trail edge. Outputs from the flatbed portion are acceptable. Which of the following steps should the technician take FIRST?

- A. Reinitialize the scanner unit.
- B. Clean the ADF optical path.
- C. Replace the complete scanner unit.
- D. Clean the white reference plate.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 674**

674

A networked multifunction device is not able to scan to email through their ISP but is able to receive print jobs from the local network. Which of the following is the issue?

- A. Defective driver
- B. No gateway address
- C. Defective device network port
- D. Duplicate IP address

**Correct Answer: B**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 675**

675

A customer's PC cannot print to a network print device. The technician is able to connect to that device by using a crossover cable to a laptop. Which of the following is the MOST likely cause of the issue?

- A. Defective CAT5 cable
- B. Incorrect MAC address
- C. Incorrect default gateway
- D. Defective device network card

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 676**

676

Over time, the quality output of color print devices may change due to aging of consumables and other internal parts related to image forming components. Which of the following would MOST likely compensate for this?

- A. Replace all the toner cartridges.
- B. Perform the printer color calibration.
- C. Replace laser unit.
- D. Reinstall the printer driver.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 677**

677

Which of the following groups make up the primary colors of the additive color system?

- A. Red, Blue & Yellow
- B. Cyan, Magenta, Yellow & Black
- C. Cyan, Magenta & Yellow
- D. Red, Blue & Green

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 678**

678

Which of the following groups make up the secondary colors of the subtractive color system?

- A. Cyan, Magenta, Yellow & Black
- B. Red, Yellow & Blue
- C. Cyan, Magenta & Yellow
- D. Red, Blue & Green

**Correct Answer:** D**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 679**

679

When copying a document, a technician observes that the copy has a band running from the lead edge to the trail edge that is lighter than the remainder of the copy. When printing an internal test page, the symptom does not occur. Which of the following components could contribute to this symptom?

- A. The laser unit
- B. The developer unit
- C. The white reference plate
- D. The photoconductor

**Correct Answer:** C**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 680**

680

When copying a document, a technician observes that the image on the copy is skewed. When printing an internal test page, the symptom does not occur. Which of the following components could contribute to this symptom?

- A. Mirror alignment
- B. Poor quality paper
- C. Print engine registration roller
- D. Laser unit

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:**

**QUESTION 681**

681

The network cable is defective on a printer using an IP address of 192.168.1.100. When using the PING command to communicate with this printer, which of the following responses would be received?

- A. TTL 254
- B. Destination specified is invalid
- C. Request timed out
- D. Reply from 192.168.1.100

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 682**

682

When scanning to a network folder, a technician receives an error message indicating the scan was unsuccessful. Which of the following could be the MOST likely cause of the error?

- A. Incorrect LDAP server settings
- B. TWAIN driver is not installed
- C. Permissions for the folder are not set
- D. Scanning is not enabled on the MFP

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 683**

683

Which of the following is required in order to successfully set up scan-to-email functionality?

- A. FTP settings
- B. SMTP settings
- C. TWAIN settings
- D. IPX/SPX settings

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 684**

684

When implementing a shared printer on the network, the driver resides on:

- A. the printer.
- B. the switch.
- C. a server.
- D. a domain controller.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 685**

685

When printing a color document, a technician observes that most colors on the print match what is shown on the monitor, but some do not. Which of the following could be responsible for this symptom?

- A. The gamut for each device is different.
- B. The media is not the correct type for the printer.
- C. The application cannot reproduce the color correctly.
- D. The monitor needs to be calibrated.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 686**

686

Which of the following terms can be applied to the usage of color management profiles?

- A. RAW
- B. ICC
- C. GDI
- D. SMB

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 687**

687

When dealing with a customer in regards to a problem with paper feed orientation, which of the following is the MOST appropriate terminology to use for better understanding? (Select TWO).

- A. Side to side
- B. Portrait
- C. Front/back
- D. Top/bottom
- E. Landscape

**Correct Answer:** BE

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 688**

688

APIPA is a form of:

- A. dynamic IP addressing.
- B. cable type.
- C. network protocol.
- D. wireless encryption.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 689**

689

The primary colors used on a color printer are:

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

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 690**

690

The MOST suitable wireless technology for use in a large office building is:

- A. 802.11x.
- B. CAT5.
- C. infrared.

D. Bluetooth.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 691**

691

A printer port named IP\_192.168.1.99 sends print data to:

- A. a printer with an IP address of 192.168.1.100
- B. the IP address that has been assigned to that port.
- C. the print queue for the printer named 192.168.1.99
- D. a printer with an IP address of 192.168.1.99

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 692**

692

A technician is installing a printer driver and setting up the printer port. An error message is received stating Port already in use. To correct this issue the technician should:

- A. give the port a different IP address.
- B. give the port a different unique name.
- C. clear the jobs waiting in the print queue.
- D. use a different print driver.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 693**

693

A user complains the printer suddenly stopped printing. Other users in the office can still print to the same printer. A technician notices several print jobs are waiting in the print queue on the users PC. Which of the following would be the FIRST step to resolve this issue?

- A. Reboot the users PC. After it restarts send a test print.
- B. Cancel the jobs in the print queue on the users PC. After they are cleared send a test print.
- C. Delete the print queue on the users PC and install it again. After installation send a test print.
- D. Install the latest print driver on the users PC using a different port. After installation send a test print.

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 694**

694

A technician is troubleshooting a printing problem. The manufacturers technical hotline wants to know the print driver version in use on the customers PC. The version can be found:

- A. on the printers set-up webpage.
- B. on the PC by running the IPCONFIG command.
- C. on the printer driver test page sent from the PC.
- D. in the printer port settings located on the PC.

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 695**

695

A technician is troubleshooting a printing problem on a PCL driver that uses a standard TCP/IP port. The manufacturers technical hotline wants to analyze the print data sent from the print driver on the customers PC. The technician can capture this information by:

- A. redirecting the output of the printer port to a folder on the customers PC.
- B. selecting the checkbox named Collate on the print driver interface and then printing a document.
- C. redirecting the output of the printer port to a folder on a laptop using a crossover cable connection to the customers PC.
- D. selecting the checkbox named Print to File on the print driver interface and then printing a document.

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 696**

696

Which of the following sections of a multimeter measures current?

- A. Ammeter
- B. AC volt meter
- C. Ohm meter
- D. DC volt meter

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 697**

697

Which of the following sections of a multimeter would a technician use to measure the electrical signal controlling a typical type of electromechanical clutch used in printers?

- A. AC volt meter
- B. Field strength meter
- C. Ohm meter
- D. DC volt meter

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 698**

698

A technician has removed the halogen heating lamp from the fusing unit. Which of the following sections of a multimeter would a technician use to test whether the lamp's heating element is broken?

- A. Ohm meter
- B. DC volt meter
- C. Ammeter
- D. Temperature probe

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 699**

699

A common feature on a multimeter that can quickly determine shorts or opens is called:

- A. tone detection.
- B. an ammeter.
- C. a neon lamp.
- D. a continuity beep.

**Correct Answer: D**

**Section: (none)**

**Explanation**



**Explanation/Reference:**

**QUESTION 700**

700

The lubrication required for metal gears in a high heat environment is:

- A. a lubricant with a low amount of carbon.
- B. the printer manufacturer specified lubricant for that application.
- C. outlined on the application label of the lubrication.
- D. a lubricant with a high amount of carbon.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 701**

701

All of the following are protocols that can be used to deliver a scanned image from the scanner to the PC EXCEPT:

- A. DHCP.
- B. FTP.
- C. SMB.
- D. SMTP.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 702**

702

In an ink dispersion printer, which of the following is a type of ink?

- A. Resin
- B. Lanolin
- C. Iodine
- D. Dye

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 703**

703

Which of the following is a type of removable memory card?

- A. SCSI
- B. Molex
- C. Hard drive
- D. Compact Flash

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 704**

704

Which of the following is a type of removable memory card?

- A. PCB card
- B. SCSI card
- C. SD card
- D. IDE card

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 705**

705

Which of the following is the FIRST step to diagnosing a device?

- A. Implement a theory to the problem.
- B. Test and analyze the problem.
- C. Establish a theory to the problem.
- D. Observe and gather information on the symptoms.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 706**

706

Which of the following is the next step after the technician has observed and gathered information on the

symptoms of a failed device?

- A. Establish a theory to the problem.
- B. Document the solution.
- C. Implement a theory for the problem.
- D. Test and analyze the problem.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 707**

707

Which of the following is the FINAL step when diagnosing a device?

- A. Prepare documentation of the solution.
- B. Test and analyze the problem.
- C. Observe and gather information on the symptom.
- D. Establish a theory to the problem.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 708**

708

A technician turns on the ink dispersion device and notices that there is a noise coming from the purge unit. After a closer visual inspection of the purge unit the technician notices that it is not moving. Which of the following troubleshooting methodologies steps was used in this scenario?

- A. Establish theory
- B. Observation
- C. Implement solution
- D. Test or analyze

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 709**

709

An ink dispersion printer will not print a certain color. The technician observes the device turns on normally. The technician narrows down the issue to the ink supply, print head or purge unit. Which of the following

troubleshooting methodology steps is being used in this scenario?

- A. Document the solution
- B. Test or analyze
- C. Implement solution
- D. Isolation

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 710**

710

Which of the following BEST explains the term 600 x 300 dpi?

- A. The resolution is 600 horizontal dots by 300 vertical dots per inch.
- B. The resolution is 600 lines per inch by 300 horizontal dots per inch.
- C. The saturation is 600 horizontal dots by 300 vertical dots per inch.
- D. The color depth is 600 vertical dots by 300 horizontal dots per inch.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 711**

711

When scanning a photo, the process of sharpening will increase the:

- A. compression.
- B. size of the file.
- C. contrast.
- D. color reproduction.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 712**

712

A customer brought an ink dispersion printer into the service facility. The unit will not print in black but prints in color with no issues. The technician decided to replace the print head, carriage assembly, and logic PCB all at the same time. The device is still having the same problem. The technician should have followed which of the following troubleshooting methodologies?

- A. Observe, test/ analyze, establish theory, validate, implement
- B. Observe, validate, test / analyze, establish theory, implement
- C. Test / analyze, observe, validate, establish theory, implement
- D. Observe, establish theory, test / analyze, implement, validate

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 713**

713

All of the following is necessary to know when installing a print driver on a computer EXCEPT:

- A. the type of physical connection between the PC and the printer.
- B. the MAC address of the printer.
- C. the IP address of the printer.
- D. the type of printer port created.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 714**

714

The printer suddenly stops printing for everyone in the office. Which of the following should be performed FIRST?

- A. Ping each office PC from the same printer cable.
- B. Install another PC on the network and send a test print to the printer.
- C. Use a laptop with a crossover cable and send a test print to the printer.
- D. Perform a hard reset on the printer's NIC.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 715**

715

Which of the following has the LEAST effect on color perception of a color print?

- A. The media type the customer uses to print on
- B. The font type used in the customer's documents
- C. The amount of sunlight entering the customer's office

D. The type of light bulbs in the customers office

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 716**

716

Which of the following has the smallest color gamut?

- A. Color PC monitor
- B. Color LCD projector
- C. CMYK printer
- D. The human eye

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 717**

717

Which of the following has the greatest color gamut?

- A. CMYK printer
- B. PC monitor
- C. LCD projector
- D. The human eye

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 718**

718

Which of the following is true when viewing a color document in an office environment?

- A. Color perception is best when using fluorescent bulbs as the light source.
- B. Color perception is increased if the lights are dimmed.
- C. Color perception is decreased in a darkly lit office.
- D. Color perception does not vary from person to person.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 719**

719

The customer prints several different color documents. Each one is printed using the same print driver and application but some prints are lighter or darker than what the customer desires. Which of the following is the BEST action to take?

- A. Explain that the PC monitor is at fault, not the printer.
- B. Explain that some printers do not provide consistent color output.
- C. Train the customer how to use the color controls in the print driver.
- D. Train the customer to calibrate the device.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 720**

720

The customer is printing out color flyers they have created on their PC which includes several pictures taken with their digital camera. Some of the photographs printed on the same page are printing darker than others. Which of the following is the BEST action to take?

- A. Train the customer how to use the color controls in the print driver. This will make the print whatever darkness or lightness the customer desires.
- B. Train the customer to calibrate the device. This will make the device produce a consistent output.
- C. Explain that the issue is in the document, not the printer. Each photograph needs to be color corrected with an imaging application.
- D. Explain the issue is normal when RGB is converted to CMYK. The camera is an RGB device and the printer is a CMYK device.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 721**

721

Which of the following could contribute to excessive mis-feed problems? (Select TWO).

- A. Curl
- B. Humidity
- C. Brightness
- D. Color
- E. Size

**Correct Answer:** AB

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 722**

722

Which of the following is considered a network port?

- A. LPR
- B. LPT
- C. SCSI
- D. RS-232c

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 723**

723

An image color consortium (ICC) profile is used for:

- A. print server configuration.
- B. a user account.
- C. creation of a color PDF file.
- D. color management.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 724**

724

Color management is typically implemented in which of the following?

- A. Print device driver
- B. Network server
- C. Operating system
- D. Device port setup

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**



**QUESTION 725**

725

Which of the following can affect a persons perception of color? (Select TWO).

- A. Gamut mapping
- B. Humidity levels
- C. Ambient lighting
- D. Paper brightness
- E. Temperature setting

**Correct Answer:** CD**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 726**

726

When troubleshooting image quality problems on a MFD, a technician observes a black line on the output in a simplex copy or print. Which of the following is the cause of the problem?

- A. Photoconductor
- B. CCD assembly
- C. Transfer unit
- D. Scanner glass

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 727**

727

A user is unable to print to a network printer from their workstation. The technician can successfully PING the IP address of the printer. Which of the following could be the FIRST step to isolate the source of the problem?

- A. Reset the NIC on the printer to default values.
- B. Try printing from another workstation.
- C. Replace the network cable on the PC.
- D. Use the IPCONFIG command to see the IP address of the DNS server.

**Correct Answer:** B**Section:** (none)**Explanation****Explanation/Reference:**

**QUESTION 728**

728

A user experiences an error message when printing a document from a spreadsheet application, indicating the document cannot be printed. Another file using the same application can be printed successfully. Which of the following is the MOST likely cause of the problem?

- A. The file
- B. The application
- C. The print driver
- D. The printer

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 729**

729

When printing multiple sets of multi-page documents from a word processing application, a user wishes to collate the pages, so they select the collate feature in the device driver. However, the pages are not collated when printing has been completed. Which of the following might be the cause of the problem?

- A. The wrong media size was selected in the driver.
- B. Application settings are overriding the driver settings.
- C. The duplex setting needs to be enabled in order to collate.
- D. The wrong driver has been installed on the workstation.

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 730**

730

A customer states that when printing black text documents from a word processing application on their color laser printer, it seems to print slower than the printer specification for monochrome printing and it also is decreasing the life counters on all their toner cartridges. Which of the following should the technician tell the customer to do to fix the problem?

- A. Create a new document.
- B. Verify their printer driver settings.
- C. Reinstall the printer driver.
- D. Reinstall their application.

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:**

**QUESTION 731**

731

A customer states that when they try to scan a particular type of invoice on their color laser MFD flatbed scanner, it always comes out with a complete yellow background. Any other text or image document is ok. Which of the following is the cause of this issue?

- A. The document is too small to scan.
- B. The flatbed scanner is defective.
- C. The scanner resolution is set too high.
- D. The document is detected as currency.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 732**

732

During the image capture process, an exposure lamp is used to:

- A. reduce the size of the document image.
- B. warm up the document image to facilitate capturing it.
- C. illuminate the document to read the reflected light.
- D. darken the light areas of the document image.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 733**

733

A customer calls for technical support and states that their fax machine is experiencing intermittent communication issues receiving faxes. Which of the following should the technician ask the customer to help evaluate the situation?

- A. Do you have a dial tone?
- B. What telephone features and devices do you have on your line?
- C. Do you have the correct media installed?
- D. How many pages are in your receiving tray?

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:**

**QUESTION 734**

734

A customer calls for technical support and complains that their color laser MFD always puts a line on the page. Which of the following should a technician ask the customer? (Select TWO).

- A. Is your machine indicating a low toner message?
- B. What mode of operation is being used at the time it occurs?
- C. How much paper is left in the tray?
- D. When was the last time you cleaned the photoconductor?
- E. What color is the line?

**Correct Answer:** BE**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 735**

735

A customer calls the support line and explains to the technician that every time they make a copy on their color laser MFD, the page is all black. Which of the following should the technician ask the customer to do next?

- A. Recalibrate the print engine.
- B. Reinitialize the scanner unit.
- C. Clean the photoconductor.
- D. Print an internal test page.

**Correct Answer:** D**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 736**

736

A customer calls technical support and states that they have read their laser printer users guide and learned that it has a watermarks feature. They followed all the steps in the guide but cannot find the feature anywhere. Which of the following should the technician have the customer do FIRST?

- A. Power cycle the print On/Off.
- B. Uninstall/reinstall the driver.
- C. Verify the driver version installed.
- D. Use another application.

**Correct Answer:** C**Section:** (none)**Explanation****Explanation/Reference:**

**QUESTION 737**

737

A customer is printing on plain standard size envelopes with their monochrome laser printer using a word processing application envelope tool. They have chosen the correct size and orientation but the address is ghosting on the printed envelopes. Which of the following should resolve this issue?

- A. Select a different envelope size in the application tool.
- B. Select the bypass option in the device driver.
- C. Select the face-up orientation in the application tool.
- D. Select the correct media type in the device driver.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 738**

738

A customer just bought a new PC with the latest operating system. They disconnected their currently functional three year old MFD from their old PC and connected/installed it on the new PC using the original set of drivers. They can print fine but have lost scanning ability. Which of the following is the cause of this issue?

- A. The scanner driver is not supported by the new operating system.
- B. The new operating system is improperly installed.
- C. The scanner driver is corrupted.
- D. The scanner is defective and needs new firmware.

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 739**

739

When measuring ohms using a multimeter a technician is measuring which of the following?

- A. Capacitance
- B. Current
- C. Voltage
- D. Resistance

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:**

**QUESTION 740**

740

A technician has just finished servicing a device at a clients location; the device has been tested for full functionality and is working properly. Which of the following should the technician do next before leaving the clients location?

- A. Cal the next service call and give them an estimated arrival time.
- B. Restock any used components that were used from the vehicle inventory.
- C. Use the clients phone to notify the service center that the service call is complete.
- D. Inform the client that the device is working properly and answer any questions.

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 741**

741

Which of the following is an example of a physical port that can be used to connect a device?

- A. TCP/IP
- B. SCSI
- C. Port 9100
- D. LPR

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 742**

742

Which of the following is a physical port referred to as IEEE 1394 used to connect a device?

- A. Serial
- B. FireWire
- C. USB
- D. Parallel

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 743**

743

Which of the following is a common form of memory card used to store information?

- A. RAW
- B. OS
- C. SD
- D. LPT

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 744**

744

Which of the following connection types was designed for integrated circuits in which a minimal amount of force is needed to make the connection without the use of a special tool?

- A. Spring contacts
- B. Mini molex
- C. Molex
- D. ZIF

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 745**

745

A technician is onsite troubleshooting a networked print device. The device does not seem to be connecting properly to other devices on the network. The technician takes a crossover cable and attaches the cable to the printer and the PC and it prints properly. Which of the following could be the cause of this situation?

- A. The PC's NIC has failed.
- B. The print driver is faulty.
- C. A network switch or hub has failed.
- D. The NIC of the printing device has failed.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 746**

746

Which of the following troubleshooting steps would aid in dealing with an issue that might be faced repeatedly in the future with another device?

- A. Isolate the problem

- B. Document results
- C. Validate the solution
- D. Use service documentation

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 747**

747

A technician arrives at a client location to repair a device. The technician speaks with the primary user about the issues and goes to the device and duplicates the problem. Which of the following troubleshooting steps has the technician accomplished?

- A. Isolate the problem and use service tools.
- B. Validate the solution and document actions.
- C. Gather information and evaluate symptoms.
- D. Validate the problem and implement solutions.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 748**

748

When an image is scanned, which of the following is the image FIRST created as?

- A. Compression
- B. Network
- C. Digital
- D. Analog

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 749**

749

Which of the following do printer manufacturers use to help reduce ozone in the air?

- A. Filter
- B. Corona Wire
- C. Firewall



D. Charge Corona

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 750**

750

Which of the following forms will describe hazards and other properties of toner?

- A. Network Settings report
- B. Configuration report
- C. Printer quality pages
- D. MSDS

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 751**

751

Which of the following parts of the fuser should a technician never touch with their bare hands?

- A. Separator pawls
- B. Heat Roller
- C. Thermistor
- D. Halogen lamp

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 752**

752

RGB color model is used mainly by which type of device? (Select TWO).

- A. Color Printer
- B. Scanner
- C. Monitor
- D. Dot Matrix Printer
- E. Impact Printer

**Correct Answer:** BC

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 753**

753

The technician servicing a MFP suspects that the fuser lamp may have failed. Which of the following steps will confirm this?

- A. Hold the lamp up to the light to see if the filament is intact.
- B. Replace the lamp with a new one.
- C. Check the lamps continuity using an ohmmeter.
- D. Plug the lamp directly into an outlet, bypassing the MFPs internal components.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 754**

754

A customers copier says Add Paper even though the paper tray is full. Where MOST likely is the cause of the problem?

- A. The sensor that tells the copier the tray is full is broken or has failed.
- B. The sensor in the duplex section shows paper already there.
- C. The paper tray is set to a different paper size than requested.
- D. The customer has left the original on the platen glass.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 755**

755

A customer reports their printer device has several different problems. When the technician arrives, it is working properly. What can the technician do now?

- A. Reinstall the printer drivers for the customer.
- B. Run the error log to see if it shows any previous problems within the past several days.
- C. Stay at the machine until the problems re-occurs.
- D. Ask the customer to call the technician directly the next time the problems occur.

**Correct Answer: B**

**Section: (none)**

**Explanation****Explanation/Reference:****QUESTION 756**

756

The customer is printing a manual that is in color, with many graphics and in a PDF format. But when the document prints, some of the pages come out with random characters and the graphics are missing. Which of the following can the technician advise the customer to do?

- A. Make sure the paper loaded is designed for graphics.
- B. Have the customer reboot both the printer and the PC, so they can synchronize together.
- C. Make sure the customer is using a post script driver.
- D. Try printing in monochrome mode to see if the documents are correct.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 757**

757

What is the basic difference between mono-component and dual component systems?

- A. Dual component is a dry powder, where mono-component is an ink based product.
- B. Dual component toner is for color systems; where mono-component toner is only for monochrome devices.
- C. Dual component uses a carrier to transport toner; mono-component does not need a carrier.
- D. Dual component uses heat and light, where mono-component only uses light.

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 758**

758

The customer reports that their MFP jams from one paper source, but works properly from the others. How can the technician begin to resolve the issue?

- A. Replace the failed tray with a new one.
- B. Replace the paper feed rollers.
- C. Limit the customer to use only the working paper sources.
- D. Review the error logs for what types of errors the device has had.

**Correct Answer: D****Section: (none)****Explanation**

**Explanation/Reference:**

**QUESTION 759**

759

Which of the following components is used for raising and lowering high capacity paper trays?

- A. Cables
- B. Separator pad
- C. Paper feed clutch
- D. Feed unit

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 760**

760

Which of the following components is used for transmitting drive energy?

- A. Encoder
- B. Solenoid
- C. Gears
- D. Micro switches

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 761**

761

Which of the following components is MOST likely to require lubrication?

- A. Metal Gears
- B. Rubber rollers
- C. Plastic levers
- D. Nylon Belts

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 762**

762

Which of the following is a recommended cleaner for rubber feed rollers?

- A. Bleach
- B. Iodine
- C. Water
- D. Glass cleaner

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 763**

763

A technician finds the printer with many loose power and network cables creating a potential trip hazard. Which of the following is the BEST step to correct this situation?

- A. Re-route and secure all the cables.
- B. Tape the cables to the carpet with bright colored tape.
- C. Inform the customer about the issue.
- D. Move the printer to a different location.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 764**

764

While repairing the printer, a cleaning chemical spill s onto the floor. Which of the following steps need to be taken?

- A. Cal the fire department for a hazardous material spil .
- B. Use the vacuum cleaner to clean up the spill.
- C. Clean up the spill and ventilate the area, if needed.
- D. Avoid touching the spil , place a fan on the spil until it dries up.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 765**

765

Which of the following applications is LDAP used for?

- A. Email
- B. TELNET
- C. UNC
- D. FTP

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 766**

766

A customer wants their logo to be copied "more blue." According to the technician's test charts the colors are adjusted properly. Which of the following should the technician advise?

- A. The cyan photoconductor needs to be replaced to make the copies more blue.
- B. The color calibration needs to be carried out more frequently.
- C. Adjusting the device to enhance the blue will affect the other colors.
- D. The magenta toner needs to be replaced to make the copies more blue.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 767**

767

A customer wants to use a USB printer on their network. They do not want to use the resources on any computer because it would cause the computer to slow down. Which of the following should the technician recommend?

- A. Purchase a new printer with a NIC.
- B. Convert the network to wireless.
- C. Install an external USB print server.
- D. Purchase a parallel adapter for the printer.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 768**

768

When an image is scanned it is focused onto which of the following components?

- A. Lens
- B. Charge roller

- C. CCD
- D. Transfer belt

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 769**

769

A customer complains that a color device is always calibrating. Which of the following is the BEST explanation about the issue?

- A. The RGB gammas need to be downloaded to the hard drive.
- B. Changes in the environment change color output.
- C. Paper trays need to be adjusted periodically.
- D. The device is updating the network settings.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 770**

770

When scanning in color which of the following model is being utilized?

- A. CMYK
- B. Subtractive
- C. Mono
- D. RGB

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 771**

771

A customer complains that in their office the prints look fine, but at their client's office the same document looks different. Which of the following should the technician tell the customer?

- A. The type of light used at an office affects how color looks.
- B. Bringing the document into the sun fades the color.
- C. The clients office does not have the correct climate control.
- D. The papers texture has been altered.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 772**

772

After greeting the customer, getting a brief description and validating the symptom, which of the following is the next step?

- A. Replace consumables
- B. Run a test print
- C. Call tech support
- D. Review service documentation

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 773**

773

Which of the following commands is commonly used to test the connectivity from computer to device on a network?

- A. DIR
- B. IPCONFIG
- C. PING
- D. LPR

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 774**

774

While printing the customer receives a message XG2 Call Service on the display of the device, where should the technician FIRST look for information on this message?

- A. Printer test page
- B. Call technical support
- C. Service manual
- D. Users Manual

**Correct Answer:** C

**Section:** (none)



**Explanation****Explanation/Reference:****QUESTION 775**

775

A customer reports that some of their documents have extra spaces between the paragraphs. Which of the following is the MOST likely cause of this issue?

- A. Incorrect Driver
- B. Port 9100 is turned off
- C. Wrong network port
- D. Device is offline

**Correct Answer: A****Section: (none)****Explanation****Explanation/Reference:****QUESTION 776**

776

A user reports that they cannot print, which of the following is the next step?

- A. Set network port to 10MB
- B. Check port 9100
- C. Check if other workstations can print
- D. Check the RJ-11 cable

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 777**

777

A user wants to have the color from the printer more closely match their display, but other users in the office are happy with the current color output. Where would a technician look to adjust the color output from the print device?

- A. Device color calibration
- B. Printer queue
- C. Device driver
- D. Printer port

**Correct Answer: C****Section: (none)****Explanation**

**Explanation/Reference:**

**QUESTION 778**

778

Which of the following is a scanner driver?

- A. SMB
- B. FTP
- C. Telnet
- D. TWAIN

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 779**

779

Which of the following is used to adjust the exposure on a scanner?

- A. Image processor
- B. The mirror
- C. The scanner speed
- D. Exposure lamp voltage

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 780**

780

Which of the following would be the MOST suitable method of printing for a small office with four workstations and one MFD?

- A. Network with a print driver loaded on each workstation.
- B. Connect via a serial cable through a hub to the print device.
- C. Connect via a parallel cable through a hub out to each workstation.
- D. Use only one workstation for printing to avoid confusion.

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 781**

781

Which of the following is used for reducing output from an MFP evenly in feed and crosswise directions?

- A. Change the speed of the photoconductor
- B. Moving the scanner optic mirror closer to the reduction lens
- C. Moving the scanner optic mirror away from the reduction lens
- D. Image processor circuitry

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 782**

782

Which of the following is the typical reason for installing a Hard Drive to the scanner section of an MFP?

- A. To enable the negative image scanning feature on the MFP.
- B. To increase the amount of images that can be scanned into memory.
- C. To enable the image compression feature on the MFP.
- D. To increase the color gamut of the scanner.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 783**

783

A customer has complained of intermittent white streaks on copies from a MFD. Which of the following questions would help the technician isolate the issue?

- A. What type of computer are you using?
- B. What version of print driver is being used?
- C. Does the streak only appear on color copies?
- D. What software application is being used?

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 784**

784

Which of the following is a reason for using Xenon or fluorescent scan lamps in MFD devices?

- A. Xenon and fluorescent scan lamps have low temperature and even light spread.
- B. Xenon and fluorescent scan lamps are less subject to breakage.
- C. Xenon and fluorescent scan lamps produce only one color of light.
- D. Xenon and fluorescent scan lamps are better for the environment.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 785**

785

Which of the following is a method of increasing the visual impression of blue when printing on a CMYK printer?

- A. Increase the level of K in the print driver.
- B. Increase the level of Y in the print driver.
- C. Increase the level of CMYK equally.
- D. Increase the level of C in the print driver.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 786**

786

On a CMYK output device, if the cyan level were increased, which of the following might be a side effect?

- A. Red may appear less saturated
- B. Green may appear more saturated
- C. All other colors would have a dark halo
- D. Yellow may appear less saturated

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 787**

787

On a CMYK output device, if the yellow level were increased, which of the following might be a side effect?

- A. Blue may appear less saturated
- B. Red may appear more saturated
- C. Orange may appear less saturated

D. All other colors would have a dark halo

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 788**

788

Which of the following would explain why the customer may see a difference between the color on their workstation screen and the output from their CMYK printer?

- A. The workstation screen reflects light while the printed images transmit light.
- B. The toner in the printer needs replacing with fresh cartridges.
- C. The screen on the workstation needs turning up a little brighter.
- D. The workstation screen transmits light while the printed images reflect light.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 789**

789

Which of the following is the MOST suitable way to install a halogen lamp?

- A. Use a moist cloth to hold the lamp while installing.
- B. Avoid touching the lamp glass with bare hands while installing.
- C. Use pliers to install the terminals in the lamp during installation.
- D. Keep lamp vertical during installation.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 790**

790

Which of the following BEST describes the developing stage?

- A. Developer and toner are cleaned of paper dust.
- B. Toner is attracted to the latent image.
- C. Toner is heated.
- D. Developer is purged from the developer unit.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 791**

791

During the writing stage of the print process, which of the following creates the latent image on the photoconductor?

- A. CIS unit
- B. CCD unit
- C. Developer Unit
- D. Laser unit

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 792**

792

Which of the following stages of the print process involve the print media? (Select TWO).

- A. Transfer
- B. Developing
- C. Charge
- D. Fusing
- E. Writing

**Correct Answer:** AD

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 793**

793

The laser unit creates a latent image on the photoconductor by which of the following?

- A. Discharging the applicable area
- B. Charging the toner
- C. Heating the photoconductor
- D. Providing a path to ground

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 794**

794

Which of the following is the MOST suitable way of providing ESD protection when working on a machine?

- A. Use of a wrist strap
- B. Wearing gloves
- C. Wearing rubber soled shoes
- D. Grounding the machine

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 795**

795

A technician has been called to a device giving poor copy quality issues. The technician tests the machine but is unable to recreate the issue. Which of the following should the technician do next?

- A. Replace all the consumables and see if the issue occurs again.
- B. Replace the photoconductor as this part often causes poor quality copies.
- C. Speak with the customer to see if the issue was caused by a specific original.
- D. Call technical support for further advice or suggestions.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 796**

796

Which of the following is the BEST reason why the laser unit should only be tested while inside the machine?

- A. The emitted light can cause damage to eyes.
- B. The polygon motor creates excessive noise levels and can damage hearing.
- C. The laser beam needs to be kept level.
- D. Laser units can be damaged by exposure to sunlight.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 797**

A technician encounters an extremely irate client. During initial conversation the client makes it clear they are very angry with the situation and the technician. The client becomes aggressive, unreasonable, verbally abusive, loud and very rude to the technician. Which of the responses below is the BEST way to react?

- A. Try to reason with and calm the client by explaining why the unit could have malfunctioned, how long it will take to repair the unit and how the situation is not as bad as the client perceives it to be.
- B. Walk over to the device and disassemble it. Then turn around and leave while telling the client to repair the unit themselves.
- C. Politely and quietly, turn around and leave. The technician should immediately contact their management to inform them of the situation and have them follow up with the clients company.
- D. Explain how the issue is not the technicians fault and the client needs to step away and let the device be assessed so the issue can be fixed.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 798

798

A client asks a technician for advice on a new scanning device. They have four people in an office, they want to be able to scan books manually, group sheets automatically, and print documents. Which of the following should the technician recommend?

- A. A flatbed scanner with 1280 x 1024 resolution and 64 million color capability
- B. An MFP device with an automatic document feeder (ADF)
- C. A high speed color copier with built in networking, faxing and collating ability
- D. A color laser printer coupled with a paper stacker unit and a hand held high resolution scanner

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### QUESTION 799

799

Which of the following describes purging?

- A. It is the process of cleaning nozzles and ejectors in an ink dispersion printing system.
- B. It is the process of clearing excess toner off the electrostatic surface in a laser/LED printing system.
- C. It is the process of a vacuum preparing the print bed before the application of liquid color in a solid/block media printing system.
- D. It is the process of eliminating waste ink produced during the printing process in an ink dispersion printing system.

**Correct Answer:** A

**Section:** (none)

**Explanation**



**Explanation/Reference:**

**QUESTION 800**

800

Why is it important for a Laser/LED device to have proper clearance when placed in an enclosed area?

- A. Laser/LED units produce heat and require ventilation. If toner is spilled in an enclosed area it will contaminate the laser and then will need to be replaced.
- B. Insufficient room for airflow can cause the device to overheat or operate at a higher internal temperature than what is recommended.
- C. Insufficient airflow can cause static electric buildup inside the device which will interfere with the image formation process.
- D. The unit needs to be placed in the proper enclosure to give the technician who performs maintenance on the unit room to place the laser so it will not be a hazard to their eyes.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 801**

801

A client is printing a document they have received from one of their vendors on a LAN printing device. The document prints in landscape even though the printer is hard set to portrait mode and other documents print portrait. Which of the following could be the problem?

- A. The print queue is set to landscape as default.
- B. The page setup associated with the document in the application is set to landscape.
- C. The print driver on their system is defaulting to landscape mode for that particular application.
- D. The printers local defaults are set to landscape mode.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 802**

802

Which of the following is the proper hierarchy of device settings when printing?

- A. Driver overrides application, application overrides printer
- B. Driver overrides printer, printer overrides application
- C. Printer overrides driver, driver overrides application
- D. Application overrides driver, driver overrides printer

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 803**

803

A technician is changing out a PCB on a non-functional network printer. Which of the following should be the FIRST thing the technician does?

- A. Reset the unit to factory defaults, remove all media and consumables and unplug the NIC.
- B. Remove all the units covers and begin working.
- C. Power off the device, unplug the power cord from the outlet, unplug the network cable and make sure they are grounded with a wrist strap or static mat.
- D. Remove all media and consumables and verify that the print queue is stopped. Also use a grounded wrist strap before proceeding.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 804**

804

In order for a color scanning device to be able to capture the colors of an original document, which of the following items must be incorporated into the scanners technology?

- A. CMYK color digital processor
- B. RGB/CMYK color scanning lamp
- C. CMYK analog processor
- D. RGB color CCD filters

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 805**

805

Which of the following steps must a scanners captured image data go through before image formation? (Select TWO).

- A. ADF control processing
- B. Image processing
- C. Network filtering
- D. CMOS processing
- E. Analog to digital conversion

**Correct Answer:** BE  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 806**  
806

The purpose of a solid state relay is to:

- A. use an AC voltage to switch on the image processor.
- B. operate a door switch on the MFD.
- C. use a DC signal voltage to switch an AC voltage.
- D. adjust the DC voltage on a power supply.

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 807**  
807

The purpose of the constant voltage supplied to a photo interrupter type sensor used in conjunction with a ground, is to:

- A. switch the voltage going to frame ground.
- B. energize the LED.
- C. provide a voltage to the base of the photo transistor.
- D. send a signal voltage to the controller PCB.

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 808**  
808

Which of the following properties are built into the upper fusing rollers bushings in a MFD, with a roller type fusing unit?

- A. Wear resistance
- B. Thermal conductance
- C. Thermal insulation
- D. Electrical conductance

**Correct Answer:** C  
**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 809**

809

The drive between the input side and the output side of an electromechanical clutch is transmitted by:

- A. magnetism and friction.
- B. magnetism and gear ratio.
- C. gear ratio and current.
- D. friction and gear ratio.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 810**

810

Which of the following adjustments should the technician make to produce a gray with less red in it?

- A. Reduce magenta and yellow in the color balance.
- B. Reduce magenta and cyan in the color balance.
- C. Increase black and reduce yellow in the color balance.
- D. Increase blue and reduce yellow in the color balance.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 811**

811

When a technician needs to troubleshoot a powered laser unit, which of the following safety guidelines must they adhere to?

- A. Remove all jewelry and do not place any reflective objects in the laser path.
- B. Securely tape open the laser shutter and remove the photoconductor unit.
- C. Remove all safety door switches from the laser unit.
- D. Remove all jewelry and remove the photoconductor.

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 812**

812

Which of the following would MOST likely be the cause of a customer receiving multiple emails from a single scan-to-email job?

- A. Bandwidth
- B. File format
- C. File size limitation
- D. LDAP settings

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 813**

813

A customer wants their color printer to print in black and white by default. Which of the following would be used to accomplish this?

- A. Device properties
- B. Device log file
- C. Print driver properties
- D. Configuration page

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 814**

814

Which of the following is usually associated with a PPD?

- A. TCP/IP
- B. PDL
- C. Postscript
- D. PCL

**Correct Answer: C****Section: (none)****Explanation****Explanation/Reference:****QUESTION 815**

815

A technician has finished changing the developer material in a multifunction device. Which of the following is the BEST way to handle the old developer material?

- A. Take the old developer back to the office to be refurbished.
- B. Use the vacuum cleaner to remove the old developer material.
- C. Pour the old developer back into the original packaging and dispose of properly.
- D. Pour the old developer material into the trash can and throw in an incinerator.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 816**

816

A customer is not able to print to their color printer. The technician notices that the LEDs on the NIC are off. Which of the following would MOST likely cause this problem? (Select TWO).

- A. Corrupted Firmware
- B. Incorrect SMTP settings
- C. Damaged cable
- D. Printer set for black and white
- E. Defective RJ-45 connector

**Correct Answer: CE**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 817**

817

A customer would like to use the scan-to-email function to allow them to search for email addresses within their company. Which of the following would need to be configured for the customer to utilize this function?

- A. SSID
- B. LDAP
- C. POP3
- D. SNMP

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 818**

818

A multifunctional device is setup to use the scan-to-email function. The only configuration setting that is setup is the email server IP address. The email server does not allow the relaying of email messages. Which of the following needs to be configured to allow scan-to-email to function?

- A. SMTP authentication
- B. SMB scan information
- C. DNS address
- D. POP3 authentication

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 819**

819

A customer needs to reduce the file size of scanned images because they are running low on available hard drive space. Which of the following practices will reduce the size of a scanned image?

- A. Scan directly from the glass instead of using the ADF
- B. Save as a TIFF file
- C. Reduce the scan resolution setting
- D. Save as a BMP file

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 820**

820

A technician prints a test page, measures the distance between repeating defects, and consults the service manual to determine which component is faulty. Which of the following troubleshooting steps is the technician doing when they consult the service manual?

- A. Test or analyze
- B. Establish a theory
- C. Determine next steps taken
- D. Implement a solution

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 821**

821

After installing a printer driver, which of the following is the BEST way to confirm basic printing functionality?

- A. PING the printer
- B. Print the driver test page
- C. Display the printers embedded web server
- D. Print a document from a word processing application

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 822**

822

Which of the following component types are used by scanners for capturing images? (Select TWO).

- A. LCD
- B. CIS
- C. CCD
- D. NIC
- E. LED

**Correct Answer:** BC

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 823**

823

Which of the following are types of network ports? (Select THREE).

- A. SMB
- B. Port 9100
- C. PCL
- D. IDE
- E. GDI
- F. LPR

**Correct Answer:** ABF

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 824**

824



Which of the following will happen if the photoconductor has prolonged exposure to sunlight?

- A. Increased sensitivity of the photoconductor
- B. Softens the photoconductor
- C. Weakens the photoconductor
- D. Hardens the photoconductor surface

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 825**

825

Which of the following actions can a user take that will affect the output color for all users who print to a networked device?

- A. Generate black and white copies using the devices copy function.
- B. Perform a color balance adjustment on the device.
- C. Choose color settings within the application software.
- D. Select a color correction setting in the print driver.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 826**

826

A laser device has dark streaks on copies and prints. Which of the following actions is the BEST way for a technician to isolate the problem by eliminating non-causes?

- A. Clean the glass and ADF rollers.
- B. Calibrate color registration and balance.
- C. Generate internal test pages.
- D. Replace the toner cartridges.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

#### **QUESTION 827**

827

Which of the following statements is true regarding the color gamut of monitors and printing devices?

- A. CRT-based monitors and color printers have the same color gamut.

- B. The color gamut is different for monitors and printing devices.
- C. LCD monitors and color printers have the same color gamut.
- D. Printers and monitors have the same color gamut.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 828**

828

Which of the following BEST describes why the color gamut for printers and monitors are different?

- A. Monitors have higher HVPS voltages than printers.
- B. Monitor screens distort the colors displayed over time.
- C. Monitors use additive color while printers use subtractive color.
- D. Monitors use subtractive color while printers use additive color.

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 829**

829

Which of the following components is typically used to detect the locations of the media tray position guides?

- A. Micro switches
- B. Clutches
- C. Bearings
- D. Encoders

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 830**

830

When cleaning paper feed rollers, technicians should:

- A. ask the user which cleaning solution they have available.
- B. wipe the rollers off with paper towel.
- C. use 90% isopropyl alcohol for rubber rollers.
- D. refer to the service manual for cleaning procedures.

**Correct Answer:** D  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 831**  
831

Which of the following print processes requires the technician to observe high temperature safety precautions?

- A. Charging
- B. Developing
- C. Fusing
- D. Cleaning

**Correct Answer:** C  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 832**  
832

Which of the following processes occurs inside the dual component developer unit?

- A. Fusing of the developer
- B. Stirring of the developer
- C. Cleaning of the developer
- D. Exposing of the developer

**Correct Answer:** B  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 833**  
833

Which of the following processes occurs inside the laser unit prior to every scan line during printing?

- A. The laser beam is detected just prior to exposing the photoconductor.
- B. The laser beam is measured for proper operating temperature.
- C. The laser beam is modulated to the charge roller rotation.
- D. The laser beam is projected through the thermistor onto the photoconductor.

**Correct Answer:** A  
**Section:** (none)  
**Explanation**

**Explanation/Reference:**

**QUESTION 834**

834

Which of the following processes occurs inside the laser unit during printing?

- A. The mirrors and lenses are cleaned.
- B. The laser beam is charged by the charge roller.
- C. The beam detector temperature is measured.
- D. The polygon mirror spins at operating RPM.

**Correct Answer: D**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 835**

835

Which of the following processes occurs inside the dual component developer unit during printing?

- A. The developer and toner are cleaned.
- B. A high bias voltage is placed on the magnetic roller.
- C. The developer is measure for proper temperature.
- D. A low bias voltage is placed on the agitator roller.

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 836**

836

Which of the following occurs to the surface of the photoconductor during the erasing?

- A. All remaining charged areas are fused.
- B. All remaining charged areas are cleaned of toner.
- C. All remaining charged areas are discharged.
- D. All remaining charged areas are measured for proper voltage.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 837**

837

Which of the following processes occurs when the scanned image enters the CCD?

- A. The image is converted to binary.
- B. The image is converted to an analog data stream.
- C. The image is converted to hexadecimal by the laser beam.
- D. The image is converted to a digital data stream.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 838**

838

Which of the following would be responsible for the network device not being visible on the network?

- A. The LDAP address is incorrect.
- B. The NIC is defective.
- C. The device is offline.
- D. The device door is open.

**Correct Answer:** B

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 839**

839

Which of the following would be responsible for the network device printing random characters on the print jobs?

- A. The toner is not properly installed.
- B. The photoconductor is damaged.
- C. The paper tray is empty.
- D. The driver is corrupted.

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 840**

840

Which of the following components would be used to reduce operating temperatures inside the machine?

- A. Ozone filter

- B. Solenoid
- C. Fan
- D. Silicone oil

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 841**

841

Which of the following components will switch from a disengaged state to an engaged state when voltage is applied?

- A. Cooling fan
- B. Stepper motor
- C. Clutch
- D. Sensor

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 842**

842

Which of the following motor types contains two power wires?

- A. Direct current
- B. Stepper
- C. Pneumatic
- D. Hydraulic

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 843**

843

Which of the following motor types has three or more power wires?

- A. Plunger
- B. Pneumatic
- C. Hydraulic

D. Stepper

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 844**

844

Which of the following components would be used to move a diverter gate on MOST machines?

- A. Solenoid
- B. Capacitor
- C. AC motor
- D. Relay

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 845**

845

Which of the following components would be used to measure toner density or a test patch on the photoconductor?

- A. Interrupt sensor
- B. Toggle switch
- C. Reflector sensor
- D. Magnet switch

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 846**

846

Which of the following components would be used in conjunction with an interrupt sensor if counting pulses is required?

- A. AC motor
- B. DC motor
- C. Solenoid
- D. Encoder

**Correct Answer:** D

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 847**

847

Which of the following components would typically move a diverter gate?

- A. Stepper motor
- B. Solenoid
- C. Relay
- D. AC motor

**Correct Answer: B**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 848**

848

Which of the following components would be used for drive where precise RPM is critical?

- A. Clutch
- B. DC motor
- C. Stepper motor
- D. Solenoid

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 849**

849

Which of the following components will tend to slip or not properly engage if it becomes damaged?

- A. Clutch
- B. Magnetic switch
- C. Relay
- D. Sensor

**Correct Answer: A**

**Section: (none)**

**Explanation**

**Explanation/Reference:**



**QUESTION 850**

850

Which of the following components will tend to slip or not properly engage if it becomes damaged?

- A. Bushing
- B. One way bearing
- C. Spring
- D. Cam

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 851**

851

Which of the following components requires a tension pulley to remove excess slack on MOST machines?

- A. Gear
- B. Belt
- C. Bearing
- D. Roller

**Correct Answer: B****Section: (none)****Explanation****Explanation/Reference:****QUESTION 852**

852

Which of the following components are used to provide recoil, tension and pressure?

- A. Bearing
- B. Bushing
- C. Gear
- D. Spring

**Correct Answer: D****Section: (none)****Explanation****Explanation/Reference:****QUESTION 853**

853

Which of the following would be the MOST easily damaged if cleaned improperly?

- A. Feed roller
- B. Laser window
- C. Photoconductor
- D. Registration roller

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 854**

854

Which of the following multimeter settings should be used to measure source voltage at the wall outlet?

- A. Resistance
- B. Diode check
- C. AC voltage
- D. DC voltage

**Correct Answer:** C

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 855**

855

Which of the following multimeter settings should be used to measure the exposure lamp for continuity?

- A. Resistance
- B. AC voltage
- C. Diode check
- D. DC voltage

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

#### **QUESTION 856**

856

Which of the following multimeter settings should be used to measure the outputs of the LVPS?

- A. AC volts
- B. Resistance
- C. Diode check

D. DC volts

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 857**

857

Which of the following cleaning solutions should be used whenever the exposure lamp or the fuser lamps have been touched with a technician's fingers?

- A. Alcohol
- B. Water
- C. Glass cleaner
- D. Rubber conditioner

**Correct Answer:** A

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 858**

858

Which of the following describes the process of ensuring that all color image densities are consistent to the original?

- A. Color exposure
- B. Color registration
- C. Color development
- D. Color calibration

**Correct Answer:** D

**Section:** (none)

**Explanation**

**Explanation/Reference:**

**QUESTION 859**

859

Which of the following describes the process of ensuring that all four color images are aligned?

- A. Color registration
- B. Color development
- C. Color exposure
- D. Color calibration

**Correct Answer:** A

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 860**

860

Which of the following is the purpose of the ESD wrist strap?

- A. Protect the technician from shock
- B. Protect the device from vibrations
- C. Prevent damage to solid state components
- D. Prevent damage to the toner

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 861**

11

In which of the following sections of an MFP would a technician find a Xenon Lamp?

- A. The paper feed section
- B. The fuser section
- C. The scanner section
- D. The transfer section

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 862**

396

Which of the following hazards must the technician be aware of when working with toner?

- A. It can cause the floor to become slippery.
- B. It causes the paper to heat up.
- C. It is combustible.
- D. It conducts electricity.

**Correct Answer: C**

**Section: (none)**

**Explanation**

**Explanation/Reference:**

**QUESTION 863**

569

Which of the following would affect the size of a scanned image? (Select TWO).

- A. TCP/IP settings
- B. File format
- C. Font size
- D. Resolution
- E. Bandwidth

**Correct Answer:** BD**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 864**

688

APIPA is a form of:

- A. dynamic IP addressing.
- B. cable type.
- C. network protocol.
- D. wireless encryption.

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:****QUESTION 865**

833

Which of the following processes occurs inside the laser unit prior to every scan line during printing?

- A. The laser beam is detected just prior to exposing the photoconductor.
- B. The laser beam is measured for proper operating temperature.
- C. The laser beam is modulated to the charge roller rotation.
- D. The laser beam is projected through the thermistor onto the photoconductor.

**Correct Answer:** A**Section:** (none)**Explanation****Explanation/Reference:**



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