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NEW QUESTION: 1

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. Delete the print queue on the users PC and install it again. After installation send a test print.
- B. Install the latest print driver on the users PC using a different port. After installation send a test print.
- C. Cancel the jobs in the print queue on the users PC. After they are cleared send a test print.
- D. Reboot the users PC. After it restarts send a test print.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 2

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 3

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. Inform the customer about the issue.
- B. Move the printer to a different location.
- C. Tape the cables to the carpet with bright colored tape.
- D. Re-route and secure all the cables.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 4

Which of the following components are used to provide recoil, tension and pressure?

- A. Spring
- B. Bushing
- C. Bearing
- D. Gear

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 5

Which of the following describes the purpose of the lens?

- A. To allow consistent duplex scanning
- B. To reduce paper jamming
- C. To convey the image to the CCD
- D. To allow inversion of the original image

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 6

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. print internal test pages for each primary color.
- C. adjust the fuser temperature settings in NVRAM.
- D. replace all four toner cartridges.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 7

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 8

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

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

Answer: A,E ([LEAVE A REPLY](#))

NEW QUESTION: 9

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 10

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. Reduce the scan resolution setting
- B. Save as a BMP file
- C. Scan directly from the glass instead of using the ADF
- D. Save as a TIFF file

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 11

Which of the following are the FIRST steps in the general troubleshooting process? (Select TWO).

- A. Establish theory of failure
- B. Develop a plan of repair
- C. Perform unit maintenance
- D. Install replacement parts
- E. Observation/information gathering

Answer: A,E ([LEAVE A REPLY](#))

NEW QUESTION: 12

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 13

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. POP3
- B. LDAP
- C. SSID
- D. SNMP

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 14

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 15

A photointerrupter employs which of the following activation methods?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 16

When scanning a color document with a single pass scanner which of the following is used to separate the colors for processing?

- A. Color lenses
- B. Color mirrors

C. Color lamps

D. Color filters

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 17

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. I can understand why you would be upset by that. Id 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?

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. Im sorry to hear that. Can you give some more information about the problem so I can get working on this?

D. I know your upset, but youll have to talk with my manager about why you have been waiting so long. Is that OK with you?

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 18

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 new device is set to block other devices from printing.

C. The power drain from the new device prevents the old device from printing.

D. The new device settings have priority over the old device settings.

Answer: **A** ([LEAVE A REPLY](#))

NEW QUESTION: 19

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 20

In the presence of light, the photoconductor:

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 21

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 22

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

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

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 23

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 wrong driver is loaded.
- B. The wrong IP address is assigned to the device.
- C. The machine is using the wrong protocol.

D. The accessories are not set correctly in the driver.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 24

Why should media never be stored in a humid environment?

- A. It can cause print feed issues and undue curve.
- B. It can get charged and cause sheets to adhere to each other.
- C. It can become damp and become flammable.
- D. It can become sticky and jam up the media feed mechanisms.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 25

Which of the following is a recommended cleaner for rubber feed rollers?

- A. Iodine
- B. Bleach
- C. Water
- D. Glass cleaner

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 26

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. Maintain a constant voltage.
- C. Secure loose clothing and jewelry.
- D. Maintain contact with the device.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 27

When cleaning paper feed rollers, technicians should:

- A. ask the user which cleaning solution they have available.
- B. refer to the service manual for cleaning procedures.
- C. wipe the rollers off with paper towel.
- D. use 90% isopropyl alcohol for rubber rollers.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 28

Which of the following applications is LDAP used for?

- A. Avoid touching the spil , place a fan on the spil until it dries up.
- B. UNC
- C. TELNET

D. Email

E. FTP

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 29

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. Monitors use additive color while printers use subtractive color.

C. Monitor screens distort the colors displayed over time.

D. Monitors use subtractive color while printers use additive color.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 30

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. clean the scanning exposure optics.

B. run a test page from the printing unit.

C. reprogram the fax reception baud rate.

D. contact the party receiving the faxes.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 31

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. Check the telephone line for noise problems

B. Make a copy of the original

C. Ensure there is paper in the paper cassette

D. Shake the toner cartridge

E. Set the Rx speed to 14.4

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 32

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 33

Which of the following is MOST likely to require a firmware upgrade?

- A. Changing the IP address and subnet mask
- B. Adding two new media sizes to the control panel
- C. Adding 256MB of RAM
- D. Installing an updated printer driver

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 34

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. Reset the machine's NVRAM.
- B. Change the device name for the network.
- C. Configure the print driver for the upgrade.
- D. Select the new tray manually from the operator panel.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 35

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. Duplexing
- C. Bi-directional
- D. Unidirectional

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 36

Which of the following is a best practice for preventative maintenance?

- A. Perform a preventative maintenance check during service calls.

- B. Perform preventative maintenance checks monthly.
- C. Wait until maintenance is indicated by the machine.
- D. Perform a maintenance check once a year.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 37

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 38

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. Plug the lamp directly into an outlet, bypassing the MFPs internal components.
- D. Check the lamps continuity using an ohmmeter.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 39

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. Perform a color balance adjustment on the device.
- B. Select a color correction setting in the print driver.
- C. Generate black and white copies using the devices copy function.
- D. Choose color settings within the application software.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 40

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

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

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 41

Which of the following terms refers to the name of a color range?

- A. Contrast
- B. Hue
- C. Saturation
- D. Brightness

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 42

A user reports that they cannot print, which of the following is the next step?

- A. Check the RJ-11 cable
- B. Check port 9100
- C. Set network port to 10MB
- D. Check if other workstations can print

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 43

When scanning a document at a high resolution which of the following will be affected?

- A. Document magnification
- B. Wear on the mirrors
- C. Scan speed
- D. Fuser temperature

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 44

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 45

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. Black

D. Magenta

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 46

Which of the following is the FIRST step to diagnosing a device?

- A. Observe and gather information on the symptoms.
- B. Test and analyze the problem.
- C. Implement a theory to the problem.
- D. Establish a theory to the problem.

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 47

All of the following is necessary to know when installing a print driver on a computer EXCEPT:

- A. the type of printer port created.
- B. the type of physical connection between the PC and the printer.
- C. the MAC address of the printer.
- D. the IP address of the printer.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 48

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. Use appropriate escalation procedures.
- C. Read the service documentation.
- D. Leave customer site and call technical support.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 49

Which of the following BEST explains the term 600 x 300 dpi?

- A. The saturation 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 color depth is 600 vertical dots by 300 horizontal dots per inch.
- D. The resolution is 600 horizontal dots by 300 vertical dots per inch.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 50

The plunger of a solenoid is pulled inward by:

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 51

Which of the following components would be used in conjunction with an interrupt sensor if counting pulses is required?

- A. Solenoid
- B. AC motor
- C. Encoder
- D. DC motor

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 52

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 53

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 slit glass
- B. Contamination on the laser mirror
- C. Contamination on the lens unit
- D. Dirty sensors in the scan feed unit

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 54

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. Reformat the PCs so they can see the new MFP.
- C. Update the MFPs firmware to the newest version
- D. Reinstall the old unit; the MFP is not compatible with their system.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 55

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 manufacturers name, model number and serial number.
- B. Reply that it is some sort of printer or scanner on a shelf in the clients mail room.
- C. Reply with the units asset tag number, model and a description of the failure.
- D. Reply that the fax is not working and that you need help to get it running again.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 56

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 57

Which of the following is the primary reason that photoconductors should not exceed their lifespan?

- A. The device can overheat.
- B. The device will produce excessive ozone.
- C. Excessive jamming can occur.
- D. Poor print quality can occur.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 58

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 59

Which of the following failed components will cause an accordion jam in the fuser?

- A. Pawls
- B. Thermistor
- C. Ball bearing
- D. Halogen lamps

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 60

During the developing process:

- A. a laser unit creates a latent image.
- B. an even charge is applied to the photoconductor.
- C. toner is attracted to the latent image.
- D. toner is transferred to the media.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 61

Which of the following is used to remove the airborne byproduct caused by the charging of the photoconductor?

- A. Noise filter
- B. Fan
- C. Ozone filter
- D. Toner filter

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 62

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 63

Which of the following are located in the laser unit?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 64

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

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

Answer: C,E ([LEAVE A REPLY](#))

NEW QUESTION: 65

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 66

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 67

Which of the following processes occurs inside the dual component developer unit?

- A. Stirring of the developer
- B. Exposing of the developer
- C. Cleaning of the developer
- D. Fusing of the developer

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 68

Which of the following components would be used to measure toner density or a test patch on the photoconductor?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 69

Which of the following components would be used to reduce operating temperatures inside the machine?

- A. Solenoid
- B. Ozone filter
- C. Silicone oil
- D. Fan

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 70

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. in the printer port settings located on the PC.
- B. on the PC by running the IPCONFIG command.
- C. on the printers set-up webpage.

D. on the printer driver test page sent from the PC.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 71

Which of the following is the proper hierarchy of device settings when printing?

- A. Driver overrides application, application overrides printer
- B. Application overrides driver, driver overrides printer
- C. Driver overrides printer, printer overrides application
- D. Printer overrides driver, drive overrides application

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 72

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

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. Replace toner cartridges
- B. Replace the photoconductor
- C. Clean the slit glass
- D. Reload the scan drivers

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 74

A technician has an unusually difficult problem with an MFP. After calling technical support, and working for several hours, the problem stil exists. The customer is upset and wants the unit replaced. Which of the following is the next BEST course of action?

- A. Remind the customer that they have several other units to use.
- B. Advise the customer that all of this is usual and will be fixed as quickly as possible.
- C. Cal the service manager and ask for assistance.
- D. Call a sales representative and let them sell the customer a replacement.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 75

Which of the following is used to charge the photoconductor?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 76

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

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

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 77

A technician waits for a customer's print job to complete and then connects their laptop to the printer using a crossover cable. The technician's laptop IP address is 192.168.1.99 and the printer's 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 subnet mask settings are improperly configured.
- B. The technician's laptop is configured for DHCP.
- C. The DNS settings are improperly configured.
- D. The NIC card in the printer needs to be reset using the board jumpers.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 78

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 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.
- B.** 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.
- 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.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 79

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.** Media settings
- B.** Duplex printing
- C.** Scaling
- D.** Finishing options

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 80

Which of the following processes occurs inside the laser unit during printing?

- A.** The polygon mirror spins at operating RPM.
- B.** The mirrors and lenses are cleaned.
- C.** The laser beam is charged by the charge roller.
- D.** The beam detector temperature is measured.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 81

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.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 82

Which of the following is best practice for troubleshooting a problem?

- A. Define the problem; isolate; implement solution; validate; recreate
- B. Define the problem; recreate; validate; implement solution; isolate
- C. Define the problem; recreate; isolate; implement solution; validate
- D. Recreate; define the problem; implement solution; isolate; validate

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 83

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. The printer is using DHCP.
- B. The printer gateway address is wrong.
- C. SMB on the printer has been disabled.
- D. DNS address was not input into the printer.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 84

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

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

Answer: B,E ([LEAVE A REPLY](#))

NEW QUESTION: 85

Which of the following multimeter settings should be used to measure source voltage at the wall outlet?

- A. Diode check
- B. AC voltage
- C. Resistance
- D. DC voltage

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 86

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

- A. In a high humidity environment
- B. In a dark storage room

C. In its original wrapper

D. On its edges

Answer: (SHOW ANSWER)

NEW QUESTION: 87

Which of the following components is typically used to detect the locations of the media tray position guides?

A. Encoders

B. Bearings

C. Clutches

D. Micro switches

Answer: D (LEAVE A REPLY)

NEW QUESTION: 88

Color management is the process:

A. that dictates when color media is utilized in print devices.

B. that determines when color supplies are replaced in color print devices.

C. by which color is accurately maintained from image capture to image production.

D. that allows color printing devices to access computer processing, so that images can appear with more than 64,000,000 colors.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 89

Which of the following tools can be used to measure continuity?

A. Polarity tester

B. AC line monitor

C. Logic probe

D. Multimeter

Answer: D (LEAVE A REPLY)

NEW QUESTION: 90

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 profiles

C. Color gamut

D. Color management

Answer: A (LEAVE A REPLY)

NEW QUESTION: 91

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

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

Answer: B ([LEAVE A REPLY](#))

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NEW QUESTION: 92

Which of the following BEST describes the purpose of the separator pad?

- A. To reduce wear on the motor
- B. To reduce multi-sheet feeding
- C. To feed envelopes
- D. To improve copy quality

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 93

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 94

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. 100Mbps
- B. 1000Mbps
- C. Auto-negotiate

- D. Half duplex
- E. 10Mbps

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 95

Which of the following should be referenced before installing a device in an enclosed area?

- A. Manufacturers driver documentation
- B. Machine service history
- C. Manufacturers software documentation
- D. Manufacturers service documentation

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 96

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. Fusing section
- C. Device log data
- D. Cassette drawers

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 97

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 98

Which of the following is a definition of firmware?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

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 paper is not set to color mode.
- D. The driver version is incorrect.
- E. The fuser temperature is set too low for color.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 100

The purpose of a solid state relay is to:

- A. adjust the DC voltage on a power supply.
- B. operate a door switch on the MFD.
- C. use a DC signal voltage to switch an AC voltage.
- D. use an AC voltage to switch on the image processor.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 101

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 102

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 103

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 104

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 105

A latent image is created on the photoconductor by:

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 106

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

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

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 107

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 manufacturer's documentation
- C. In the print driver ports tab
- D. In the device firmware properties

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 108

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. Study the service manual to make sure the recommendation is correct.
- C. Clarify and confirm the recommendation.
- D. Cal a fellow technician and get their opinion.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 109

Which of the following processes involves discharging the photoconductor in order to create the latent image?

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 110

When a technicians toner vacuum starts losing suction power, the MOST likely thing a technician should do is:

- A. remove the toner filter and clean it.
- B. empty the toner vacuum filter into a trash can.
- C. replace the toner vacuum filter.
- D. order a new toner vacuum.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 111

Which of the following compressed file formats creates the largest file size for a given document?

- A. PDF
- B. TIFF
- C. JPEG
- D. GIF

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 112

Color management is typically implemented in which of the following?

- A. Operating system
- B. Print device driver
- C. Network server

D. Device port setup

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 113

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 114

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 115

Which of the following types of media can lead to delaminating and can cause damage to the photoconductor or fuser unit?

- A. Transparency
- B. Label stock
- C. Card stock
- D. Envelopes

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 116

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 117

A customer complains that a color device is always calibrating. Which of the following is the BEST explanation about the issue?

- A. Paper trays need to be adjusted periodically.
- B. Changes in the environment change color output.

- C. The RGB gammas need to be downloaded to the hard drive.
- D. The device is updating the network settings.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 118

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. Check the manufacturer models service manual.
- B. Reset the unit to factory defaults.
- C. Replace the toner cartridge.
- D. Print the devices internal test pages.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 119

Electromagnetic clutches require periodic:

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 120

In which of the following sections of the MFD would a Teflon coated roller be found?

- A. The manual feed tray
- B. The ADF assembly
- C. The fuser unit
- D. The paper feed unit

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 121

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 122

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 123

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 124

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 125

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 126

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. Check the firmware information bulletin to see if it would help.
- B. Contact technical support and ask if latest firmware would help.
- C. Leave it because new firmware always causes new problems.
- D. Reassign the call to another technician to update the firmware at a later date.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 127

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 128

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. UNC path
- B. SMTP settings
- C. POP3 setting
- D. FTP permissions

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 129

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 CMYK equally.
- B. Increase the level of Y in the print driver.
- C. Increase the level of K in the print driver.
- D. Increase the level of C in the print driver.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 130

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 aaa
- B. Field bbb
- C. Field ddd

D. Field ccc

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 131

Which of the following is used to adjust the exposure on a scanner?

- A. The mirror
- B. Image processor
- C. Exposure lamp voltage
- D. The scanner speed

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 132

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

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

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 133

Which of the following is the process in which an original document is placed on the platen glass and read?

- A. Charging
- B. Transferring
- C. Printing
- D. Scanning

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 134

The purpose of color management is to:

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 135

Which of the following groups make up the secondary colors of the subtractive color system?

- A. Cyan, Magenta & Yellow

- B. Cyan, Magenta, Yellow & Black
- C. Red, Blue & Green
- D. Red, Yellow & Blue

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 136

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. White spots on the copy
- C. Overall light copy quality
- D. Overall dark copy quality

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 137

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. Generate internal test pages.
- B. Calibrate color registration and balance.
- C. Clean the glass and ADF rollers.
- D. Replace the toner cartridges.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 138

Which of the following failed components would be responsible for media not being properly picked from the tray?

- A. Transport roller
- B. Paper feed unit
- C. Registration roller
- D. Registration sensor

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 139

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. IPCONFIG
- C. PING
- D. GETIP

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 140

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. Perform the printer color calibration.
- B. Replace all the toner cartridges.
- C. Reinstall the printer driver.
- D. Replace laser unit.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 141

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. Replace the monitor with one that closer resembles the print output.
- B. Use the ICC profiles outlined in the service manual.
- C. Adjust the color on the monitor until the customer is satisfied.
- D. Perform the color calibration program.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 142

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. Increase blue and reduce yellow in the color balance.
- C. Increase black and reduce yellow in the color balance.
- D. Reduce magenta and cyan in the color balance.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 143

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. Print driver version
- B. Port settings
- C. Gateway address
- D. Default settings

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 144

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 file format
- B. The TWAIN driver needs updated
- C. Scan from the glass instead of the ADF
- D. Scan resolution size

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 145

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 146

Which of the following processes utilizes heat and pressure to permanently embed the toner image into the paper?

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 147

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. The wrong driver has been installed on the workstation.

- C. Application settings are overriding the driver settings.
- D. The duplex setting needs to be enabled in order to collate.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 148

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. the gray level.
- B. color density.
- C. color registration.
- D. color balance.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 149

Which of the following items is used in conjunction with a sensor to provide a return signal to determine exact amounts of movement?

- A. Encoder wheel
- B. Clutch
- C. Relay
- D. Static brush

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 150

In the fusing section, heat and pressure are used to:

- A. ensure the media has no creases.
- B. melt toner into the media.
- C. provide a smooth coating to the media.
- D. eliminate static charges from the media.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 151

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. Ask technical support to clarify the solution.
- D. Search online for service bulletins.

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 152

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

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

Answer: A,C ([LEAVE A REPLY](#))

NEW QUESTION: 153

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 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.
- B. There is a defective part that needs to be replaced. It will be installed tomorrow as soon as it arrives.
- C. The HVPS is not putting out sufficient power. It will need to be replaced with a new one.
- D. 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.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 154

Which of the following is used to perform scanner calibration to ensure that image quality matches the original?

- A. Exposure lamp
- B. White reference plate
- C. Lens
- D. CCD

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 155

Which of the following is located after the fuser unit?

- A. Separation roller

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 156

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. Adjust user requirements in the page set up section.
- B. Manually select the requirements from the MFD screen.
- C. Delete the print driver and reinstall via Internet download.
- D. Load a generic print driver.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 157

Which of the following would affect the size of a scanned image? (Select TWO).

- A. Resolution
- B. Bandwidth
- C. Font size
- D. TCP/IP settings
- E. File format

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 158

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 159

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. Train the customer how to use the color controls in the print driver.
- B. Explain that some printers do not provide consistent color output.
- C. Train the customer to calibrate the device.
- D. Explain that the PC monitor is at fault, not the printer.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 160

Which of the following print processes requires the technician to observe high temperature safety precautions?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 161

When an image is scanned, which of the following is the image FIRST created as?

- A. Compression
- B. Digital
- C. Analog
- D. Network

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 162

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 163

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

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

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 164

Which of the following is an accurate definition of gamut?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 165

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. Use a background removal feature from the operator mode.
- B. Adjust the strength of the red hue to compensate.
- C. Use the color registration adjustment procedure.
- D. Lower the density of the yellow content.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 166

Which of the following components are used to create the latent image on the photoconductor?

(Select TWO).

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

Answer: C,E ([LEAVE A REPLY](#))

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NEW QUESTION: 167

Which of the following failed components would be responsible for multi-sheet feeding from the paper tray?

- A. Transport roller
- B. Feed roller
- C. Registration roller
- D. Hot roller

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 168

During scanning, which of the following BEST describes what occurs when light is cast on the black areas of the original document?

- A. The black image is sent to the ADF.
- B. The white image is sent to the ADF.
- C. The black image areas are not reflected back to the CCD.
- D. The white image areas are not reflected back to the CCD.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 169

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 170

A technician has determined that the fuser is causing lines. Which of the following should be done next?

- A. Determine if the laser is contaminated
- B. Determine if the duplexer is worn
- C. Determine if the scanner is contaminated
- D. Determine if the heat roller is worn

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 171

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. Do not confuse the client with explanations; just let them know it is fixed.
- C. Speak clearly using appropriate terminology and examples if required.
- D. Use highly technical terms so that the client will know you are adequately trained.

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 172

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

- A. RJ-11 line plugged into a digital outlet
- B. Fax or Multi-Function unit turned off
- C. Faulty Fax/Modem Card

- D. Toner cartridge empty in fax unit
- E. Faulty HVPS
- F. Telephone line unplugged

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 173

A customer has been having jamming issues and also notices the media is curled excessively.

Which of the following is the potential issue?

- A. Using recycled media
- B. Defective toner cartridge
- C. Ozone filter needs to be replaced
- D. Contaminated registration roller

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 174

Which of the following copy defects would result from a single large black spot of contamination on a single mirror?

- A. Ghosting on the copy
- B. Black streaks on the copy
- C. Overall light copy quality
- D. Overall dark copy quality

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 175

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 176

Which of the following components can be found between the last mirror and the CCD in MOST flatbed scanners?

- A. White reference plate
- B. Lens
- C. ADF
- D. Reflector

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 177

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.** Explain that the issue is in the document, not the printer. Each photograph needs to be color corrected with an imaging application.
- B.** Explain the issue is normal when RGB is converted to CMYK. The camera is an RGB device and the printer is a CMYK device.
- C.** Train the customer to calibrate the device. This will make the device produce a consistent output.
- D.** 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.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 178

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.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 179

Which of the following components contains the beam detector?

- A.** LED unit
- B.** Laser unit
- C.** Developer unit
- D.** Fuser unit

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 180

When scanning a color document all of the following file types can be created EXCEPT:

- A.** .JPG.
- B.** .TIFF.
- C.** .PDF.
- D.** .EXE.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 181

Which of the following groups make up the primary colors of the additive color system?

- A. Red, Blue & Green
- B. Cyan, Magenta & Yellow
- C. Red, Blue & Yellow
- D. Cyan, Magenta, Yellow & Black

Answer: A ([LEAVE A REPLY](#))

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NEW QUESTION: 182

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

- A. RJ-11 Cable
- B. RJ-45 Cable
- C. Crossover cable
- D. Power Cable

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 183

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 184

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 NIC of the printing device has failed.
- B. A network switch or hub has failed.
- C. The print driver is faulty.
- D. The PCs NIC has failed.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 185

Which of the following would MOST likely be the cause of a customer receiving multiple emails from a single scan-to-email job?

- A. File size limitation
- B. LDAP settings
- C. Bandwidth
- D. File format

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 186

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. Limit the customer to use only the working paper sources.
- B. Replace the failed tray with a new one.
- C. Replace the paper feed rollers.
- D. Review the error logs for what types of errors the device has had.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 187

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 flatbed scanner is defective.
- B. The document is too small to scan.
- C. The document is detected as currency.
- D. The scanner resolution is set too high.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 188

RGB color model is used mainly by which type of device? (Select TWO).

- A. Monitor
- B. Color Printer
- C. Dot Matrix Printer
- D. Scanner
- E. Impact Printer

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 189

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. Suggest to the customer that they should only print from this model.
- B. Review the adjustment log to see if there have been any changes to the settings.
- C. Attempt to recreate the problem by printing an internal page and copying a page.
- D. Use various paper trays and finishing options to see if the problem follows any pattern.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 190

Which of the following parts would open and close a junction gate in a finishing device? (Select TWO).

- A. Stepper Motor
- B. AC/DC Motor
- C. Cams
- D. Clutch
- E. Solenoid

Answer: D,E ([LEAVE A REPLY](#))

NEW QUESTION: 191

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

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 192

Which of the following components contains the second and third mirrors in a cable drive flatbed scanner?

- A. CCD
- B. Second mirror assembly
- C. ADF
- D. First mirror assembly

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 193

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 laptop IP address is not in the same range as the MFD.
- B. The technician should be using a standard CAT5 patch cable.
- C. The MFD cannot accept a connection via a crossover cable.
- D. The network server is down.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 194

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 195

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

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 196

A dirty laser unit window can cause:

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

Answer: ([SHOW ANSWER](#)**)**

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NEW QUESTION: 197

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 198

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

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 199

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. clean the exposure glass.
- B. clean the slit glass.
- C. troubleshoot the print engine.
- D. clean the ADF feed rollers.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 200

How many mirrors can be found in MOST scanner units that contain a CCD?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 201

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

- A. Heat roller
- B. LED
- C. Charge roller
- D. Supply roller
- E. Thermistor

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 202

Which of the following allows access to another network segment?

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 203

A wrap spring clutch transmits drive to a roller by:

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

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 204

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

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 205

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 device circuit breakers
- B. Tripped receptacle circuit breakers
- C. Lower than normal AC line voltage to the device
- D. Higher than normal AC line voltage

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 206

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 streak on the copy
- C. Black spots on the copy

D. White streak on the copy

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 207

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

A. Magenta

B. Yellow

C. Cyan

D. Black

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 208

Which of the following commands is commonly used to test the connectivity from computer to device on a network?

A. DIR

B. PING

C. LPR

D. IPCONFIG

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 209

Wearing a properly grounded wrist strap prevents:

A. the technician from being electrocuted.

B. charges from accumulating on the photoconductor.

C. the machine from being powered up.

D. electrostatic discharge that may cause damage to PCB components.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 210

While repairing the printer, a cleaning chemical spill s onto the floor. Which of the following steps need to be taken?

A. Use the vacuum cleaner to clean up the spill.

B. Clean up the spill and ventilate the area, if needed.

C. Cal the fire department for a hazardous material spil .

D. Avoid touching the spil , place a fan on the spil until it dries up.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 211

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

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

Answer: ([SHOW ANSWER](#))

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NEW QUESTION: 212

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

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 213

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

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 214

A photointerrupter is a type of:

- A. motor.
- B. sensor.

C. solenoid.

D. clutch.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 215

Which of the following is MOST likely to be used to detect the presence of paper in the ADF?

A. Relay

B. Sensor

C. Solenoid

D. Clutch

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 216

Which of the following is a type of removable memory card?

A. PCB card

B. SCSI card

C. SD card

D. IDE card

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 217

Which of the following components can be used to write the latent image to the photoconductor?

(Select TWO).

A. Transfer unit

B. Laser unit

C. LED array

D. Development unit

E. Charge roller

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 218

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. Laser unit

B. Mirror alignment

C. Poor quality paper

D. Print engine registration roller

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 219

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 under the photoconductor
- B. Stopping the output at the registration roller
- C. Stopping the output at the exit rollers
- D. Stopping the output in the fuser

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 220

In CMYK printing, the M stands for:

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 221

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

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 222

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

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 223

Which of the following is used for reducing output from an MFP evenly in feed and crosswise directions?

- A. Moving the scanner optic mirror away from the reduction lens
- B. Image processor circuitry

- C. Change the speed of the photoconductor
- D. Moving the scanner optic mirror closer to the reduction lens

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 224

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

Answer: ([SHOW ANSWER](#)**)**

NEW QUESTION: 225

Which of the following is used for outgoing email traffic?

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

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 226

After installing a new magenta photoconductor unit, red output color is very light. Which of the following procedures should be carried out?

- A. Conduct a color calibration of the cyan color in the user mode.
- B. Adjust the hue of yellow in the user mode.
- C. Conduct a color calibration procedure in the user mode.
- D. Adjust the hue of magenta in the user mode.

Answer: C ([LEAVE A REPLY](#))

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NEW QUESTION: 227

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. Reload the local device driver.
- B. Update the device firmware.
- C. Test the device connectivity.
- D. Reload the computer operating system.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 228

Which of the following applies toner to the photoconductor?

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

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 229

Which of the following components is used for raising and lowering high capacity paper trays?

- A. Cables
- B. Paper feed clutch
- C. Feed unit
- D. Separator pad

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 230

When a technician is working on a fusing unit, which of the following precautions must be adhered to for safety purposes?

- A. DC power supply disconnected and door switch open.
- B. Main power switch turned off and the device unplugged.
- C. Door switch open and power to fuser heater(s) disconnected.
- D. Main power switch turned off and DC power supply disconnected.

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 231

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. Everything is replaced and working fine now. If anything else is required, please call.

C. Media tray one and three are up and running. Media tray two works some of the time. Please use only tray one and three.

D. 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.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 232

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

A. RGB

B. DIC

C. CMYK

D. SWOP

Answer: **C** ([LEAVE A REPLY](#))

NEW QUESTION: 233

An encoder sensor typically detects:

A. paper position.

B. laser beam strength.

C. magnetic flux.

D. shaft rotation.

Answer: **D** ([LEAVE A REPLY](#))

NEW QUESTION: 234

A multimeter can be used to check which of the following?

A. Media thickness

B. Continuity

C. Humidity

D. Color balance

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 235

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

A. Replacing a circuit board

B. Removing a paper tray

C. Cleaning the platen glass

D. Upgrading the firmware

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 236

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 common problem with this model. They all do it. I cannot assist you.
- B.** This is a known issue with this product. I don't know when it will be fixed you will have to continue working while the issue is occurring. Until the manufacturer fixes it, I cannot.
- 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.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 237

Which of the following is the component that generates ozone?

- A.** The Fuser Lamp
- B.** The Exposure Lamp
- C.** The Corona Assemblies
- D.** The Drum Erase Lamp

Answer: C ([LEAVE A REPLY](#))

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