

QUESTIONS & ANSWERS

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HP

HP3-025

HP Laserjet 9000 Series

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QUESTION: 26

The customer is experiencing a 'Toner Out' message after replacing the toner cartridge. What other component may be involved?

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

Answer: C

QUESTION: 27

You are troubleshooting a jam problem on a LaserJet 9000 printer. You have already verified that the jam occurs continuously. What is the next step?

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

Answer: D

QUESTION: 28

What is your first move after toner has smeared on a page printed from a LaserJet 9000 series printer?

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

Answer: C

QUESTION: 29

Which methods can you use to upgrade the LaserJet 9000 printer firmware? Select TWO.

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

Answer: B, D

QUESTION: 30

What does a “Size Mismatch Tray” message indicate on the LaserJet 9000 series control panel display?

- A. The current job is set to booklet printing, but none of the trays has letter or A4 paper loaded in the proper orientation.
- B. There is a transparency in the paper path coming from the selected tray.
- C. The selected tray has been loaded with Letter or A4 media in the portrait orientation, but the job that used the tray did not specify portrait.
- D. The media loaded in the tray is longer or shorter in the feed direction than the size the tray is configured for

Answer: D

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