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Exam : **HP2-B97**

Title : **Selling HP Printing
Hardware and Supplies**

Version : **DEMO**

1.Which element is part of a Laser printing system?

- A.print head
- B.charging roller
- C.adaptive lighting
- D.Tri-Color cartridge

Answer: B

Reference: http://en.wikipedia.org/wiki/Laser_printing

2.Which HP feature would give customers the advantage of not wasting time on unprinted or faded prints?

- A.Shake-free cartridges
- B.HP generation II Toner
- C.HP original media
- D.HP on fuser

Answer: A

Reference: <http://pdfs.icecat.biz/pdf/1821-1400.pdf> (page 3, shake-free cartridges)

3.What are the advantages of in-house color printing compared to color printing that is outsourced to a print shop? (Select three.)

- A.Smaller quantities of documents can be printed as needed.
- B.Since customer and market data is static, large numbers of documents can be printed.
- C.Printing can be done quickly since there is no set-up or lead time required.
- D.It is easier to target specific customers in personalized ways.
- E.It is inexpensive and easy to do complex document finishing in-house.
- F.It is simple to add metallic toners and embossing when printing in-house.

Answer: A,B,C

4.What are components of Laser cartridges? (Select three.)

- A.Fuser
- B.Transfer belt
- C.Charging roller
- D.Laser diode
- E.Pickup roller
- F.Imaging drum
- G.Cleaning blade

Answer: D,F,G

5.What are the benefits of a balanced deployment of printers?

- A.You are able to use HP pin retrieval.
- B.You can store your print jobs on HP printers.
- C.You are able to use MFP color printers.
- D.It optimizes both cost and productivity.

Answer: D

6.Which phrase describes real-world performance?

- A.the ability of a printer to collate and staple without jamming
- B.the total cost of ownership, including memory and accessories
- C.the total printing process, from clicking Print, to a finished page in the output bin
- D.the movement of a print job through the network

Answer: C

7.What is the proper sequence for the Laser printing process?

- A.Charging - Expose - Deploy - Transfer - Fusing - Pickup
- B.Charging - Expose - Development - Transfer - Fusing - Cleaning
- C.Expose - Charging - Transfer - Development - Cleaning - Fusing
- D.Charging- Development - Transfer - Exposure - Fusing - Discharging

Answer: B

Reference: http://en.wikipedia.org/wiki/Laser_printing

8.Which statement best characterizes an HP loyal customer?

- A.Shopping around is common for this customer.
- B.Price is the key decision criterion.
- C.Mainly loyal to one reseller.
- D.Reliability is not a concern.

Answer: B

9.Which technology leads to faster first-page-out times on HP LaserJet devices?

- A.HP Instant-on Fuser
- B.HP Edgeline technology
- C.HP Web Jetadmin
- D.HP ColorSphere toner

Answer: A

Reference:

<http://www.lasertekservices.com/blog/2011/04/instant-on-fuser-%E2%80%93-no-morewarm-up-time-for-laser-printers.html/>

10.What part of a laser cartridge is essential for the HP FastREs technology?

- A.Cleaning blade
- B.Photosensitive drum
- C.Fuser
- D.Open system design

Answer: B