

# HP

## Exam HP2-B97

### Selling HP Printing Hardware and Supplies

Version: 9.0

[ Total Questions: 93 ]

**Question No : 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](http://en.wikipedia.org/wiki/Laser_printing)

**Question No : 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)

**Question No : 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**

**Question No : 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**

**Question No : 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**

**Question No : 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**

**Question No : 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](http://en.wikipedia.org/wiki/Laser_printing)

**Question No : 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**

**Question No : 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-more-warm-up-time-for-laser-printers.html/>

**Question No : 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**

**Question No : 11**

What does HP CAC stand for?

- A. HP Color Account Control
- B. HP Color Access Control
- C. HP Control And Color
- D. HP Customer Access Color

**Answer: B**

Reference:

[http://h20566.www2.hp.com/portal/site/hpsc/template.PAGE/public/kb/docDisplay?javax.portlet.begCacheTok=com.vignette.cachetoken&javax.portlet.endCacheTok=com.vignette.cachetoken&javax.portlet.prp\\_ba847bafb2a2d782fcbb0710b053ce01=wsrp-navigationalState%3DdocId%253Demr\\_na-c00597728-6%257CdocLocale%253D%257CcalledBy%253D&javax.portlet.tpst=ba847bafb2a2d782fcbb0710b053ce01&sp4ts.oid=473038&ac.admitted=1386339045126.876444892.199480143](http://h20566.www2.hp.com/portal/site/hpsc/template.PAGE/public/kb/docDisplay?javax.portlet.begCacheTok=com.vignette.cachetoken&javax.portlet.endCacheTok=com.vignette.cachetoken&javax.portlet.prp_ba847bafb2a2d782fcbb0710b053ce01=wsrp-navigationalState%3DdocId%253Demr_na-c00597728-6%257CdocLocale%253D%257CcalledBy%253D&javax.portlet.tpst=ba847bafb2a2d782fcbb0710b053ce01&sp4ts.oid=473038&ac.admitted=1386339045126.876444892.199480143)

**Question No : 12**

Why are discounts usually given on hardware?

- A. The most current workgroup printers need a low price.
- B. The most current MFPs need discounts the most.
- C. Discounts generate a desire for the hardware.
- D. The most current retail inkjet devices start with a low price anyway.

**Answer: C**

**Question No : 13**

How do you overcome problems like employees having to queue up for a print out?

- A. Only use MFP technology.
- B. Deploy the printing devices in a balanced manner.
- C. Use faster print software.
- D. Remove the burden of paper-based workflows by outsourcing paper work.

**Answer: B**

**Question No : 14**

Which technology combines the functionality of a variety of devices in one space-saving device?

- A. Copier technology
- B. New LaserJet product naming
- C. All-in-One print cartridges
- D. HP Multi Function Printers

**Answer: D**

Reference: <http://www.hp.com/united-states/campaigns/laserjet-mfp-flow/>

**Question No : 15**