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Question 1

Match the HP toner type on the left with its description on the right.

HP toner		Description
ColorSphere 3	3		Engineered for high-speed printing and low energy consumption; lower-melt toner for an average of 21% energy saving
Precision black			Spherical size and shape of the toner particles allow for uniform charging and high transfer efficiency, resulting in more cartridge
EcoSmart			Soft core of the toner particles helps toner melt quickly; hard shell reduces wear and maintains toner shape and size to page yields
JetIntelligence	e		Low-melt toner contributes to HP sustainability initiatives through high-speed printing and low energy consumption

Answer:

Question 2

An enterprise hospital system that has recently installed HP PageWide Color MFPs prints many multiple-page documents every day. The hospital needs to digitize many copies of drivers licenses and ID cards that must be associated with the patient records they store in an ECM system. Which HP solution best meets this customer's needs?

Options:

A- HP Access Control Printing Solutions

B- HP Capture and Route

C- HP Roam for Business

D- HP Print Security Advisory Service

Answer:

A

Question 3

Question Type: MultipleChoice

Which productivity-related trigger indicates that an HP LaserJet Enterprise might be a good fit tor your customer?

Options:

A- need for embedded security and high-end mobile printing options to keep data and devices safe

B- need to spend minimal time stocking a printer or fixing paper Jams

C- looking for document and workflow management solutions to improve efficiency and reduce costs

D- wanting a mobile printing technology to help reduce waste

Answer:

C

Question 4

Question Type: **MultipleChoice**

What advantage does HP JetAdvantage Security Manager offer?

Options:

A- It validates the integrity of the BIOS code and initiates a self-healing automatic device reboot.

B- It automatically validates print security settings across the fleet to ensure compliance.

C- It detects anomalies during firmware and memory operations automatically.

D- It features built-in encryption to protect sensitive information on hard drives.

Answer:

D

Question 5

You are meeting with a new customer to discuss their level of expertise and comfort in performing printer/scanner maintenance in house. What should you ask the IT manager to learn about the company's IT management approach? (Select two.)

Options:

A- Is cost or performance more important when deciding to repair or replace old equipment?

B- Does your maintenance plan allow for replacement equipment to minimize disruption and downtime?

C- Do you currently have a sustainabitity policy in place and can you meet your goals?

D- How do you manage the deployment and configuration of your printers?

Answer:

B, C

Question 6

Match the customer objection on the left with the correct response on the right.

Customer objection		Correct response
I can get a better price on cartridges from your competitor. They are not original, but they told me that this would not void my warranty.		PageWide offers best-in-class print speeds by pri across the page in a single pass.
I am happy with the LaserJet in my home office and I'm unsure that PageWide will give me the print speed I need.		HP printers are designed for all-round usability a feature intuitive buttons and control panels, con paper tray and cartridge access, and remote configuration/management.
Your competitor will sell me a printer that is easy for my employees to use with no training.		PageWide printers have fewer moving parts, resu less maintenance, which is an expense you might have considered.
Your competitor's printers deliver significant cost savings and I am happy with their performance.		The use of third-party compatibles does not void warranty, but printer damage caused by a third-p cartridge is not covered by HP.

Answer: