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Note: The answer is for reference only, you need to understand all question.

QUESTION 1

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

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

Answer: A

QUESTION 2

An encoder sensor typically detects:

- A. paper position.
- B. shaft rotation.
- C. magnetic flux.
- D. laser beam strength.

Answer: B

QUESTION 3

The customer has a dedicated ink jet fax machine that is used to send and receive faxes only from the corporate office. The user complains of streaks on the received faxes while the internal self- prints are fine. Which of the following should a technician recommend?

- A. Clean the scanner glass on the distant machine.
- B. Clean the scanner glass on the local machine.
- C. Clean the printer head on the local machine.
- D. Call the telephone company to increase the line signal level.

Answer: A

QUESTION 4

Which of the following stages in the laser print process attracts toner to the latent image on the photoconductor?

- A. Writing
- B. Fusing

- C. Development
- D. Transfer

Answer: C

QUESTION 5

Which of the following would be the BEST process for the technician to follow when beginning to diagnose a unit at a customers site?

- A. Check the printers error log, and then inform the primary user what the issue is.
- B. Go directly to the printer and investigate any issues that are found.
- C. Investigate the printers status, then ask the primary user to write down what they think is wrong.
- D. Gather information from the primary user, and then evaluate the printers condition.

Answer: D

QUESTION 6

Which of the following utilities could be used to determine a subnet mask?

- A. PING
- B. NSLOOKUP
- C. TRACERT
- D. IPCONFIG

Answer: D

QUESTION 7

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

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

Answer: B

QUESTION 8

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

- A. When it is full.

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

Answer: B

QUESTION 9

A customer has installed a new computer on their network. They can print to the printer but the option for duplex printing is not available. All other computers have the option. Which of the following is the cause of the problem?

- A. The new computer is printing to the wrong IP address.
- B. The new computer is using the wrong protocol.
- C. The driver port is not setup correctly.
- D. The option has not been selected on the driver.

Answer: D

QUESTION 10

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

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

Answer: A

QUESTION 11

In which of the following sections of an MFP would a technician find a Xenon Lamp?

- A. The paper feed section
- B. The fuser section
- C. The scanner section
- D. The transfer section

Answer: C

QUESTION 12

During the photoconductor preparation step, residual charge can be removed by which of the following?