Vendor: HP

Exam Code: HP3-023

Exam Name: 023 - HP Color LaserJet 2820-2840 AiO

Version: DEMO

QUESTION 1
A customer moved an image file from the PC to the memory card. However, the customer cannot open the file now located on the card. What is your first step in testing the card?

A. Verify that the memory card can be used to obtain the file.
B. Verify that the correct side of the card was inserted into the reader.
C. Reseat the memory card by removing and reinserting.
D. Verify that the card has enough memory for the file.

Answer: C

QUESTION 2
Why would a fax Receive-to-PC mode option be unavailable on an HP Color LaserJet 2840 AiO?

A. The product is installed as a network device.
B. The product was installed hardware first, instead of software first.
C. Newer HP all-in-one products do not have this option.
D. When installing the software, select the Custom Install option.

Answer: A

QUESTION 3
What should display on the control panel before entering the menu to print a secondary service report?

A. Enter
B. Print
C. Service reports
D. Ready

Answer: D

QUESTION 4
What program allows customers to annotate documents with text and graphics?

A. HP Director
B. HP Document Viewer
C. HP Image Zone
D. Readiris Pro

Answer: B

QUESTION 5
What page contains four columns of horizontal lines, with each column responding to one of the print cartridge colors?

A. Supplies Status
B. engine test
C. half self-test

D. Demo

Answer: A

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