



**Vendor:** HP

**Exam Code:** HP2-B97

**Exam Name:** Selling HP Printing Hardware and Supplies

**Version:** DEMO

**QUESTION 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**

**Explanation:**

[http://en.wikipedia.org/wiki/Laser\\_printing](http://en.wikipedia.org/wiki/Laser_printing)

**QUESTION 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**

**Explanation:**

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

**QUESTION 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: ABC**

**QUESTION 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: DFG**

**QUESTION 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 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 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**

**Explanation:**

[http://en.wikipedia.org/wiki/Laser\\_printing](http://en.wikipedia.org/wiki/Laser_printing)

**QUESTION 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 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

**Explanation:**

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

**QUESTION 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

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