



**Vendor:** HP

**Exam Code:** HP3-C11

**Exam Name:** HP Scanjet N9120 Service and Support  
Qualification

**Version:** DEMO

#### QUESTION 1

What types of organization are potential customers for the HP Scanjet N9120?

- A. ones that scan slides and negatives
- B. ones that digitize large format images
- C. ones that digitize files and forms

**Answer: C**

**Explanation:**

<http://h10010.www1.hp.com/wwpc/us/en/sm/WF05a/15179-15179-64195-15202-3445110-3697393.html>

#### QUESTION 2

What are some features of the HP Scanjet N9120? (Select two.)

- A. hardware deskew
- B. switchable black and white background
- C. mechanical duplexing
- D. digital sending
- E. scan speed 60 ppm

**Answer: BD**

**Explanation:**

[http://www.hp.com/hpinfo/newsroom/press\\_kits/2008/acceleratingenterprise/fs\\_HP9120.pdf](http://www.hp.com/hpinfo/newsroom/press_kits/2008/acceleratingenterprise/fs_HP9120.pdf)

#### QUESTION 3

What is the base warranty offered with the HP Scanjet N9120?

- A. 1-1-1
- B. 2-1-1
- C. 3-3-1
- D. 3-3-3

**Answer: A**

**Explanation:**

<http://h10010.www1.hp.com/wwpc/us/en/sm/WF06a/15179-15179-64195-15202-3445110-3697393.html>(Specs page)

#### QUESTION 4

Which items should ship in the carton with the HP Scanjet N9120? (Select two.)

- A. Getting Started Guide
- B. flatbed glass cleaning cloth
- C. scanning software and drivers CDs
- D. Imprinter Ink Cartridge
- E. Roller Replacement Kit

**Answer: AC**

**Explanation:**

<http://h10010.www1.hp.com/wwpc/us/en/sm/WF08a/15179-15179-64195-15202-3445110-3697393.html>

3697393.html

**QUESTION 5**

Which steps should you take to confirm a successful drivers-only installation? (Select two.)

- A. Check that the scanner enumerates on the host computer when connected and powered on.
- B. Power Cycle the Scanner.
- C. Open and run some of the customer's scanning software.
- D. Install and run the HP Scanjet N9120 Service Tool.
- E. Download the current version of the Scanner Firmware.

**Answer:** AC

**QUESTION 6**

Which software and drivers are included on the HP Scanjet N9120 Scanning Software CD? (Select three)

- A. Kodax Virtual Rescan Professional
- B. HP Smart Document Scan Software
- C. IRIS Read IRIS Pro
- D. ADF Sensors Utility
- E. EMC ISIS/TWAIN drivers
- F. Linux drivers

**Answer:** ABC

**Explanation:**

<http://h10010.www1.hp.com/wwpc/us/en/sm/WF08a/15179-15179-64195-15202-3445110-3697393.html>

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