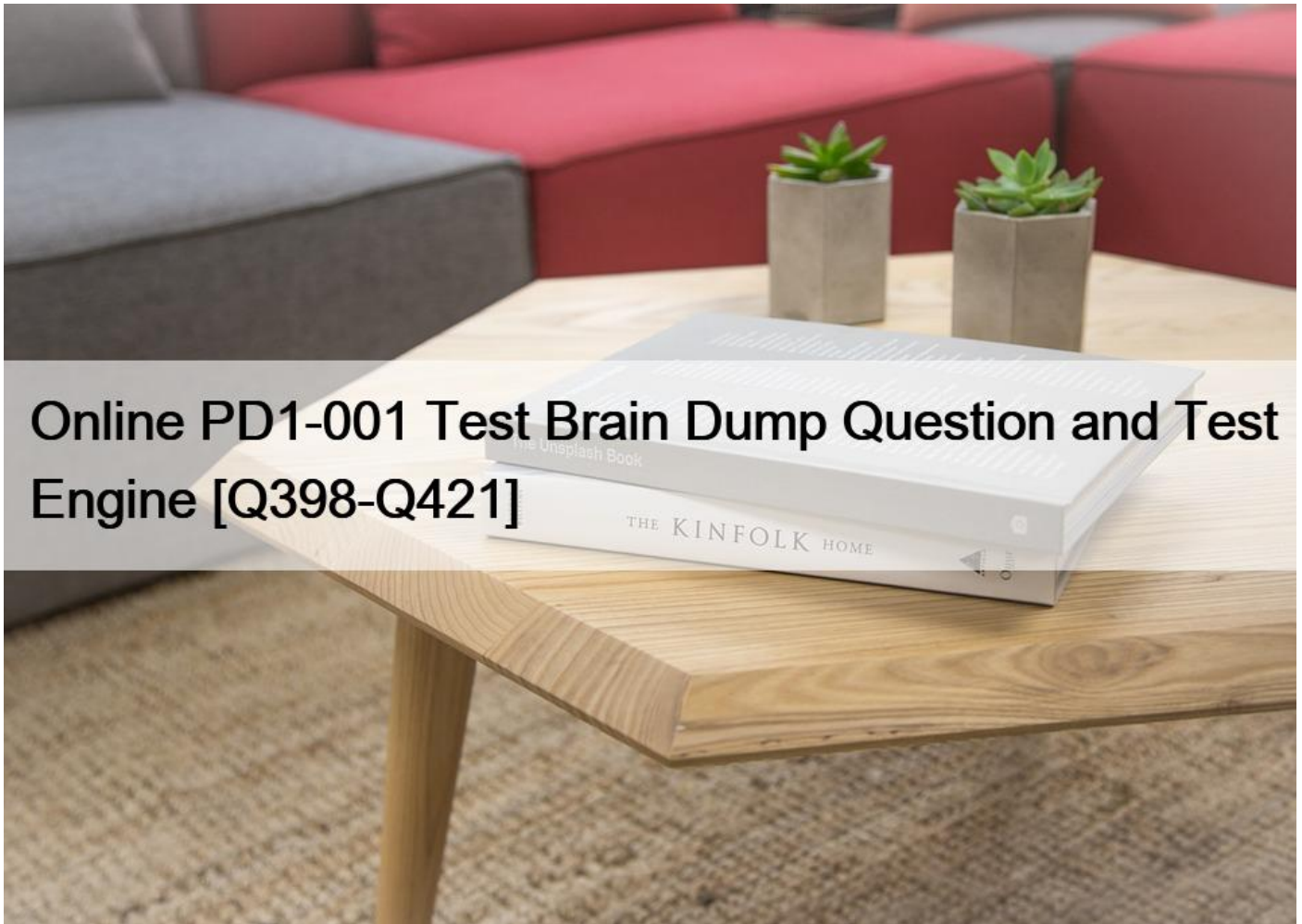


Online PD1-001 Test Brain Dump Question and Test Engine [Q398-Q421]



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Q398. Which of the following reasons would the staple feature not be present in the print driver even though a stapler is fitted to the MFD?

- * The generic Windows driver needs the setting to be enabled.
- * The print server is unable to detect a staple unit.
- * The print driver is not for that particular model.
- * Stapling needs to be selected manually at the MFD.

Q399. A technician finds the printer with many loose power and network cables creating a potential trip hazard. Which of the following is the BEST step to correct this situation?

- * Re-route and secure all the cables.
- * Tape the cables to the carpet with bright colored tape.
- * Inform the customer about the issue.
- * Move the printer to a different location.

Q400. If a customer complains that their multifunction device has white lines on the images, in the lead edge to trail edge direction, when scanning and sending faxes, the technician should FIRST:

- * run a test page from the printing unit.
- * clean the scanning exposure optics.
- * contact the party receiving the faxes.
- * reprogram the fax reception baud rate.

Q401. The PDF file size that would use the LEAST amount of network bandwidth would be:

- * 1MB.
- * 137MB.
- * 221MB.
- * 22KB.

Q402. A customer wants to print a large graphic image on a smaller sized media. Which of the following printer driver options should the technician recommend?

- * Duplex printing
- * Scaling
- * Finishing options
- * Media settings

Q403. A technician has finished changing the developer material in a multifunction device. Which of the following is the BEST way to handle the old developer material?

- * Take the old developer back to the office to be refurbished.
- * Use the vacuum cleaner to remove the old developer material.
- * Pour the old developer back into the original packaging and dispose of properly.
- * Pour the old developer material into the trash can and throw in an incinerator.

Q404. A customer's PC cannot print to a network print device. The technician is able to connect to that device by using a crossover cable to a laptop. Which of the following is the MOST likely cause of the issue?

- * Defective CAT5 cable
- * Incorrect MAC address
- * Incorrect default gateway
- * Defective device network card

Q405. Which of the following stages supplies a uniform charge to the photoconductor surface, during the laser print process?

- * Charging
- * Writing
- * Preparation
- * Transfer

Q406. An image color consortium (ICC) profile is used for:

- * print server configuration.
- * a user account.
- * creation of a color PDF file.
- * color management.

Q407. A customer wants to turn off their network printer when leaving the office to save energy. To avoid communication problems after the customer turns the printer on, which of the following solutions should the technician recommend?

- * Enable SNMP

- * Switch to a USB connection
- * Configure a static IP address
- * Enable DHCP

Q408. A technician is troubleshooting a printing problem. The manufacturer's technical hotline wants to know the print driver version in use on the customer's PC. The version can be found:

- * on the printer's set-up webpage.
- * on the PC by running the IPCONFIG command.
- * on the printer driver test page sent from the PC.
- * in the printer port settings located on the PC.

Q409. Which of the following failed components will cause an accordion jam in the fuser?

- * Pawls
- * Ball bearing
- * Halogen lamps
- * Thermistor

Q410. A networked multifunction device is not able to scan to email through their ISP but is able to receive print jobs from the local network. Which of the following is the issue?

- * Defective driver
- * No gateway address
- * Defective device network port
- * Duplicate IP address

Q411. Which of the following components could cause a continuous black line to be placed on the media? (Select TWO).

- * Laser unit
- * Paper feed sensor
- * Hot roller
- * Registration sensor
- * Photoconductor

Q412. Which of the following components has failed if toner can be rubbed off the media?

- * Charge roll
- * Photoconductor
- * Developer unit
- * Fuser unit

Q413. Which of the following is the MOST suitable way of providing ESD protection when working on a machine?

- * Use of a wrist strap
- * Wearing gloves
- * Wearing rubber soled shoes
- * Grounding the machine

Q414. Which of the following software is used by the computer operating system to convert print jobs to a format the printer understands?

- * Print driver
- * Protocol
- * Color management
- * Word processor

Q415. Which of the following is a physical port referred to as IEEE 1394 used to connect a device?

- * Serial
- * FireWire
- * USB
- * Parallel

Q416. A client reports that their scanner is not working. They are trying to scan some currency for use in a presentation but are not getting an image. Which of the following could be the problem?

- * The color processor is not properly calibrated for the ink ranges on the currency.
- * The colors on the currency are outside the gamut of the device.
- * The client needs to register with and obtain a special firmware upgrade from the appropriate country to allow currency of that nationality to be duplicated.
- * Currency cannot be scanned due to embedded codes to prevent counterfeiting.

Q417. TWAIN compliant scanning devices also require which of the following in order to enable communication to a workstation?

- * A device specific driver
- * A static IP address
- * An image editing application
- * An Ethernet network connection

Q418. Which of the following applies toner to the photoconductor?

- * Transfer unit
- * Fusing unit
- * Cleaning unit
- * Developer unit

Q419. If a color capable copying device is outputting images that are greener than the original document, which of the following combinations of subtractive colors should the technician adjust to lighten the green output?

- * Black and yellow
- * Green and magenta
- * Cyan and black
- * Yellow and cyan

Q420. After installing a new magenta photoconductor unit, red output color is very light. Which of the following procedures should be carried out?

- * Adjust the hue of yellow in the user mode.
- * Adjust the hue of magenta in the user mode.
- * Conduct a color calibration of the cyan color in the user mode.
- * Conduct a color calibration procedure in the user mode.

Q421. A technician encounters an extremely irate client. During initial conversation the client makes it clear they are very angry with the situation and the technician. The client becomes aggressive, unreasonable, verbally abusive, loud and very rude to the technician. Which of the responses below is the BEST way to react?

- * Try to reason with and calm the client by explaining why the unit could have malfunctioned, how long it will take to repair the unit and how the situation is not as bad as the client perceives it to be.
- * Walk over to the device and disassemble it. Then turn around and leave while telling the client to repair the unit themselves.
- * Politely and quietly, turn around and leave. The technician should immediately contact their management to inform them of the situation and have them follow up with the clients company.
- * Explain how the issue is not the technicians fault and the client needs to step away and let the device be assessed so the issue can be fixed.

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