

## Exam Report: 8.6.4 Practice Questions

Date: 3/25/2020 3:55:11 pm  
Time Spent: 7:33

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## Overall Performance

Your Score: 40%



View results by: ☐ Objective Analysis ☒ Individual Responses

## Individual Responses

▼ Question 1: Correct

One of your customers is still using an old dot matrix printer. While printing, the customer noticed that the text was light or faint. A new print head was installed, but the documents are still faint.

Which of the following should you do to troubleshoot the MOST likely cause?

- ➡ ☒ Check the gap between the printer head and the paper.
- ☐ Install a maintenance kit.
- ☐ Check the toner levels.
- ☐ Initialize the ribbon.

## Explanation

In this case, you should check the gap between the printer head and the paper. If the gap between the platen and the print head is too large, the print could be faint because the pins are not firmly striking the ribbon and paper.

Dot matrix printers do not use toner; they use a ribbon instead. Ribbons should be replaced, not initialized, if the printer images become faint. Maintenance kits are replacement components, such as fuser wires, rollers, and toner drums, needed after about 20,000 pages of printing.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting  
[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_06]

▼ Question 2: Incorrect

For the past several days, the print jobs from the inkjet printer are missing colors and leaving gaps.

Which of the following will MOST likely resolve the problem?

- ☐ Add additional memory to the printer.
- ➡ ☐ Use the automatic print head cleaning feature.
- ☒ Check the gap between the printer head and the paper.
- ☐ Recalibrate the printer's color profile.

## Explanation

Use an inkjet's automatic cleaning feature if letters have missing lines and there are gaps. With inkjet printers, the nozzles sometimes become clogged, preventing ink from leaving the nozzles and reaching the paper.

On dot matrix printers, you should check the gap between the printer head and the paper to prevent printer images from becoming faint. Color profiles are typically created by the manufacturer, and they

correct problems when the printed colors don't match what you see on the screen. Add memory to a printer if the end of a printed page is missing.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_07]

### ▼ Question 3: Correct

After removing the printed paper from your laser printer, the toner smudges and can be wiped off in places.

Which of the following is the MOST likely problem?

- ➡ ☒ Fuser rollers
- ☐ Print drum
- ☐ Secondary corona
- ☐ Primary corona

## Explanation

Because the fuser rollers heat and press the entire paper, dirty fuser rollers are the most likely problem. The other components do not touch the paper directly.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_09]

### ▼ Question 4: Correct

Your laser printer prints a vertical black line on every page. You change the toner cartridge, but the problem does not go away.

What is the MOST likely problem?

- ☐ The fuser assembly is damaged.
- ☐ The photosensitive drum is wearing out.
- ☐ The paper is poor quality.
- ➡ ☒ A corona wire is dirty.

## Explanation

If a corona wire is dirty, it might not create a uniform charge. As a result, the toner might not be attracted correctly to the photosensitive drum or paper. A vertical stripe is a typical symptom of this problem. Be careful when cleaning a corona wire because they are delicate.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_10]

### ▼ Question 5: Incorrect

Which of the following is the MOST likely symptom of a dirty drum or roller in a laser printer?

- ☒ Smudges on the print job.
- ☐ A vertical black or white stripe on the print job.
- ☐ A faint image on the print job.
- ➡ ☐ Lines or splotches repeated at regular intervals on the print job.

### Explanation

A dirty drum or roller can create lines or splotches at regular intervals on the print job.

### References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_11]

#### ▼ Question 6: Incorrect

Which of the following paper types should not be used in inkjet printers?

- ☒ ~~Paper that is not specifically marked "For inkjet printers."~~
- ☐ Multi-purpose paper
- ☐ Any colored paper
- ➡ ☐ Very glossy paper

### Explanation

Early inkjet printers required paper specially manufactured for inkjet printers. Now, inkjet printer paper is not necessary. However, you still need to consider the paper's qualities and factors such as how the paper absorbs the ink. Very glossy paper that does not absorb ink well can be problematic.

### References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_13]

#### ▼ Question 7: Incorrect

When you print from your laser printer, the paper contains faint images from previous printouts.

Which of the following components is MOST likely the cause? (Select TWO).

- ☐ Primary corona wire
- ☒ ~~Transfer roller~~
- ➡ ☐ Fluorescent lamp
- ☒ ~~Secondary corona wire~~
- ➡ ☐ Rubber scraper

### Explanation

After a page is printed, a rubber scraper removes any remaining toner from the OPC drum. A fluorescent lamp removes any remaining electrical charge. If images from previous print jobs show up on the page, check these two components. The primary corona charges the drum prior to writing the image. The secondary corona charges the paper to attract the toner. If these two components are faulty, the current image might have streaks or missing parts. If the toner is not sticking to the paper, check the transfer roller.

### References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_14]

#### ▼ Question 8: Correct

You replaced the print cartridge on an inkjet printer. What should you do next?

- ☐ Replace the ribbon as well.
- ☐ Replace the fuser roller assembly.



- ➡ ☒ Calibrate the printer.
- ☐ Send the printer to the factory for a realignment.

## Explanation

After replacing print cartridges, perform a calibration. The calibration uses the self test to check the printed image and make minor adjustments automatically. Calibration will help avoid blurry text, misalignment (jagged lines), or incorrect colors. Dot matrix printers use a ribbon and should be replaced if printer images become faint. Fuser roller assemblies are found in laser printers and should be replaced or cleaned if there are lines or splotches at regular intervals on the print job.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting  
[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_15]

### ▼ Question 9: Correct

After receiving several complaints from the employees in your company, you start to troubleshoot a laser printer. After a short while, you have concluded that the most probable cause is a dirty drum.

Which of the following is the MOST logical reasons for this conclusion?

- ➡ ☒ Spots at regular intervals on the page
- ☐ Ghost images on the page
- ☐ A blank page
- ☐ Garbage characters on the page

## Explanation

Spots at regular intervals on the page typically indicate a dirty drum.

Blank pages are caused by no toner or a faulty primary corona. Ghost images are caused by a faulty scraper blade or discharge lamp. Garbage characters are caused by using the wrong print driver.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting  
[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_19]

### ▼ Question 10: Correct

You are testing a printer you just installed, so you use the operator panel on the printer to print a test page. Later, you use the printer properties on your computer to print a test page. Instead of a normal test page, you receive several pages with garbled characters on them.

What is the most likely cause of the problem?

- ☐ A problem with the printer power supply or the power cable
- ☐ Wrong toner cartridge
- ➡ ☒ Wrong print driver
- ☐ Bad printer memory

## Explanation

When you print a test page from your computer and it does not work properly, you most likely have an incorrect print driver or a printer cable that is not fastened properly. Memory or power supply problems are rare in printers. You would probably not be able to install an incorrect toner cartridge into the printer.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting  
[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_22]

### ▼ Question 11: Incorrect

A user has created a complex spreadsheet on her workstation containing many graphs and charts. She sent the document to an older network laser printer that is shared by everyone in her department. When she picked up the output, only the top half of each page was printed, and the bottom half was blank.

Which of the following will MOST likely rectify this issue?

- ➡ ☐ Install additional memory in the printer.
- ☐ Ask the network administrator to increase the speed of the network link in her department.
- ☒ ~~Update the printer driver on her workstation.~~
- ☐ Instruct her to not create such complex print jobs.
- ☐ Install additional memory in her workstation.

## Explanation

If only part of a page is printed on a laser printer (and the rest of the page is blank), you most likely need to add memory in the printer. This is especially true if it happens when complex graphical documents are printed, but printing works correctly with text-only documents. In rare circumstances, updating the printer driver could also fix the issue, but this is unlikely. The speed of the network link does not affect the quality of the printer output.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_NEW\_01]

### ▼ Question 12: Incorrect

Oliver, a user in your company, is using an inkjet printer. After using this printer for several months, Oliver has noticed that streaks are beginning to appear on his printed pages. Oliver has asked you to fix this issue.

Which of the following is MOST likely causing Oliver's printer to malfunction?

- ☐ The fusing unit is too hot, causing some of the ink from the previous job to remain on the unit.
- ☒ ~~The imaging drum is probably at end of life.~~
- ➡ ☐ The printer's heads are out of position and need to be aligned.
- ☐ The mirror in the printer is dusty and needs to be cleaned.

## Explanation

Streaks on an inkjet printer's pages are commonly caused by printer heads that are out of alignment. You can generally fix this problem using your printer's alignment function to straighten them.

An image drum, fusing unit, and mirror are all components of a laser printer and, therefore, could not be an issue with Oliver's inkjet printer.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTER\_STREAKS]

### ▼ Question 13: Incorrect

Hannah has been working for your company for several years. Recently, she moved to a new department, which is located on a different floor. After the move, Hannah informs you that when she tries to print a Microsoft Word document (the same program she has always used), the printer on her new floor prints page after page of seemingly random characters.

Which of the following is the MOST likely cause of Hannah's print problems?

- ➡ ☐ The wrong print driver has been selected.
- ☐ The cable connecting the printer to the network is failing.

- ☒ ~~The program used to create the document has a bug.~~
- ☐ The hard drive on the print server is corrupt.

## Explanation

In most cases, the issue described in this question is the result of a bad or incorrect print driver. When Hannah moved and created a connection to her new printer, the wrong print driver was selected.

If the cable was bad or failing, the print job would not make it to the printer, and others in the company would experience the same problem. Since Hannah used the same word process in her old department, it is unlikely that it would suddenly stop working. A failing hard drive has been known to corrupt a print driver, but since others are not having the same issue, the most likely cause of the problem is the driver on Hannah's computer.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_PRINTING\_GARBLED]

### ▼ Question 14: Incorrect

One of the employees in your company calls and complains that text printed on the laser printer smudges easily and is staining hands and cloths.

Which of the following, if adjusted or replaced, would BEST fix the printer?

- ☐ OPC drum
- ☒ ~~Photoreceptor drum~~
- ➡ ☐ Fuser unit
- ☐ Laser
- ☐ Toner hopper

## Explanation

After the toner has been applied to the paper, the paper passes through two heated rollers known as the fuser, or fuser unit. The heat and pressure from the rollers fuse the toner particles into the fibers of the paper. If the toner on the finished printed paper is smudging, the most likely issue is that the fuser unit is malfunctioning in some way.

Since the text is being printed, the toner hopper is dispensing toner. The photoreceptor and the environmentally friendly version known as the organic photo conductor drums (OPC drums) received the charge from the corona wire. If these parts were not working, the text would not be transferred to the paper. Likewise, if the laser were not working, the image of the text would not be drawn on the photoreceptor drum, and the paper would come out blank.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_TONER\_NOT\_FUSED]

### ▼ Question 15: Incorrect

While changing the toner cartridge in your laser printer, you accidentally spill toner in and around the printer.

Which of the following is the BEST method for cleaning up the spilled toner?

- ☐ Use a household vacuum.
- ☐ Wipe up most of the toner using a warm, wet cloth, and then vacuum.
- ☒ ~~Scoop up large portions and then use a static cloth to wipe up the remaining toner.~~
- ➡ ☐ Use an anti-static micro-filtering vacuum.

## Explanation

Excess toner should be removed from a laser printer with an anti-static and micro-filtering vacuum. A regular vacuum will build up an electrostatic charge from the toner, which could shock you, damage the printer, or damage your vacuum.

Using any kind of liquid to clean up a toner spill could cause damage to the printer and may permanently adhere the toner to the printer. Although you should try to collect as much of the toner as possible using some type of scoop, doing this and wiping the spilled toner will not clean the printer thoroughly. If you do use a cloth, it should be a static-free cloth.

## References

TestOut PC Pro - 8.6 Printer Troubleshooting

[e\_printtrb\_pp6.exam.xml Q\_TRBL\_PRT2\_TONER\_VACUUM]