

Exam Report: 8.5.3 Practice Questions

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Overall Performance

Your Score: 29%



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Individual Responses

▼ Question 1: Correct

You're responsible for ordering consumables for your organization's printers. Users print from these printers frequently and demand the utmost in reliability.

Which of the following would be the BEST option when ordering new toner for these printers?

- ☐ Toner refill kits.
- ☐ Remanufactured cartridges from a recycler.
- ☐ Discount toner cartridges from a third-party manufacturer.
- ➡ ☒ Toner cartridges recommended by the printer manufacturer.

Explanation

You should order the toner cartridges recommended by the printer manufacturer. Because reliability is paramount in this scenario, you should avoid using discount or remanufactured cartridges or toner refill kits.

References

TestOut PC Pro - 8.5 Printer Maintenance
[e_pmaint_pp6.exam.xml Q_PTR_MAINT_01]

▼ Question 2: Correct

You replaced the print cartridge on an inkjet printer.

Which of the following BEST describes the next step you should perform?

- ☐ Send the printer to the factory for a realignment.
- ➡ ☒ Calibrate the printer.
- ☐ Replace the ribbon.
- ☐ Replace the fuser roller assembly.

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 helps avoid blurry text, misalignment (jagged lines), and 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 - 8.5 Printer Maintenance
[e_pmaint_pp6.exam.xml Q_PTR_MAINT_04]

▼ Question 3: **Incorrect**

You installed a new toner cartridge in a company-owned laser printer and did some maintenance tasks that you noticed needed to be done.

Which of the following BEST describes the next step you should perform?

- ➡ ☐ Reset the page count.
- ☐ Check the gap between the printer head and the paper.
- ☒ Use the automatic cleaning feature.
- ☐ Reinstall the print drivers.

Explanation

After performing regular maintenance tasks on a laser printer, you should reset the page count. A printer needs maintenance on a regular basis (usually after about 20,000 pages of printing), so it helps to know how many pages have been printed since the last time it was serviced.

On dot matrix printers, you should check the gap between the printer head and the paper to avoid printer images becoming faint. Use an inkjet's automatic cleaning feature if letters have missing lines. The print drivers would only need reinstallation if they had become corrupted.

References

TestOut PC Pro - 8.5 Printer Maintenance
[e_pmaint_pp6.exam.xml Q_PTR_MAINT_05]

▼ Question 4: **Incorrect**

You replaced the ink cartridges in a color inkjet printer. Users are now complaining that print quality has degraded, lines are fuzzy, and the colored areas in images are starting or stopping before they should.

Which inkjet maintenance task do you need to perform?

- ☒ Cartridge replacement using new cartridges instead of refills
- ➡ ☐ Printer cartridge calibration
- ☐ Carriage and belt realignment
- ☐ Print head cleaning

Explanation

Printer cartridge calibration is a task that needs to be done every time ink cartridges are replaced. Most inkjet printers include a calibration utility that you can use to align the new print head in the new cartridge. Skipping this task will cause print quality to degrade, with lines becoming fuzzy and the colored areas in images starting or stopping before they should.

References

TestOut PC Pro - 8.5 Printer Maintenance
[e_pmaint_pp6.exam.xml Q_PTR_MAINT_NEW_07]

▼ Question 5: **Incorrect**

You're troubleshooting an older laser printer that is creating accordion jams where the paper is crumpled as it exits the printer moving into the output tray.

Which of the following will MOST likely fix this problem?

- ☐ Replace the toner cartridge.
- ☒ Use heavier paper.

- ➡ ☐ Install a maintenance kit.
- ☐ Replace the drum.
- ☐ Replace the fuser wires.

Explanation

You should install a maintenance kit. Accordion jams are usually caused by worn rollers. Replacement rollers are included in most maintenance kits. Replacing the cartridge, drum, or fuser wires is necessary to correct print quality problems.

References

TestOut PC Pro - 8.5 Printer Maintenance

[e_pmaint_pp6.exam.xml Q_PTR_MAINT_TRB_PRINTER_05]

▼ Question 6: Incorrect

You have just installed a maintenance kit in your laser printer.

Which of the following is the BEST next step to perform?

- ☐ Reinstall the print drivers.
- ☒ ~~Check the gap between the print head and the paper.~~
- ➡ ☐ Reset the page count.
- ☐ Use the automatic cleaning feature.

Explanation

After installing a maintenance kit in your laser printer, you should reset the page count. The parts in a maintenance kit are replaced on a regular basis (usually after about 20,000 pages of printing). On dot matrix printers, you should check the gap between the printer head and the paper to avoid printer images become faint. Use an inkjet's automatic cleaning feature if letters have missing lines. The print drivers may need reinstallation if they become corrupt.

References

TestOut PC Pro - 8.5 Printer Maintenance

[e_pmaint_pp6.exam.xml Q_PTR_MAINT_TRB_PRINTER_17]

▼ Question 7: Incorrect

You're conducting scheduled maintenance on a laser printer. You notice that there is a build-up of excess toner inside the interior of the printer.

Which of the following is the BEST way to remove the excess toner?

- ☐ Sweep it out with a small broom.
- ➡ ☐ Use an anti-static vacuum.
- ☒ ~~Blow it out with compressed air.~~
- ☐ Wipe it out with a wet, soapy rag using a mild detergent.

Explanation

You should use an anti-static vacuum to remove excess toner from the interior of a laser printer. You should avoid using removal methods that will disperse the toner into the air, such as compressed air or a broom.

References

TestOut PC Pro - 8.5 Printer Maintenance

[e_pmaint_pp6.exam.xml Q_PTR_MAINT_TRB_PRINTER_21]