



# HP2-B120<sup>Q&As</sup>

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#### QUESTION 1

What is one way to help ensure that HP printing devices maintain the HP reputation for the best possible print quality?

- A. Use power-conditioning devices to ensure constant voltage
- B. Use only original HP supplies
- C. Use only 1500-grit paper as cleaning pages.
- D. Place the device in a cool dry area

Correct Answer: B

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#### QUESTION 2

When should HP Care Pack Services be used within a cMPS contract?

- A. Always, when supporting HP commercial MFP
- B. Decided by the partner and it is an option as part of the cMPS program
- C. Mandatory for all HP devices supported under the cMPS program
- D. Only when service level responses of less than 4 hours are required

Correct Answer: A

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#### QUESTION 3

Which statement is true regarding a "base plus click" pricing model?

- A. It is not recommended to track pages printed by device.
- B. It is recommended to track pages printed by device.
- C. It is not mandatory to track pages printed by device.
- D. It is mandatory to track the pages printed by device.

Correct Answer: B

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#### QUESTION 4

Do HP partners participating in the program get a discount on the HP original supplies used in Channel Managed Print Services contracts?

- A. Yes resellers get \$10 or 7 Euro per month, per toner cartridge extra.



- B. Yes resellers get 8% on the total contract value paid by HP once a year.
- C. No, rebates are linked to hardware only.
- D. Yes discounts on HP original supplies are provided through the distributor participating in the SCRIP program.

Correct Answer: B

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#### QUESTION 5

Which property ensures that HP toner provides the best possible print quality in an HP LaserJet printing device?

- A. Resistance to build up of static
- B. Particles resistant to crushing
- C. Varying particle sizes
- D. Smaller uniform particle size

Correct Answer: D

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