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QUESTION NO: 1

A customer prints proposals and product literature that must present consistent colors from the beginning to the end of a print run. Which Original HP supplies benefit is most relevant?

A. Professional-quality, consistent output from the first page to the last.

B. Guaranteed matching of colors across all printer brands.

C. Automatic conversion of color documents to lower-cost black-and-white prints.

D. Compatibility with every recycled-paper type without printer settings.

ANSWER: A

Explanation:

Original HP supplies are designed with compatible HP printers to provide consistent, professional-quality output throughout cartridge life. For customer-facing documents, consistent color and print quality help protect the organization's brand and reduce the need to discard or reprint unacceptable pages.

This system-level design is important because toner or ink, cartridge components, printer hardware, and firmware work together to produce the final page. HP provides information on the benefits of genuine supplies at HP Genuine Ink and Toner.

QUESTION NO: 2

A business prints reports that contain dense black text and graphics. Why is it important that Original HP toner is engineered to work with the compatible HP printer?

A. It helps deliver consistent output by coordinating toner performance with the printer's imaging and fusing system.

B. It allows any third-party toner formulation to produce identical results.

C. It removes the need to select the correct paper setting.

D. It guarantees that toner cartridges will never need replacement.

ANSWER: A

Explanation:

Original HP toner and the compatible printer are designed as an integrated system to support consistent, professional-quality output. Toner formulation, cartridge construction, and printer imaging and fusing processes must work together to produce reliable text density and graphics quality.

This system-level design helps the customer avoid the inconsistent output and reprints that can occur when a supply does not perform as intended. More information is available at HP LaserJet Toner Cartridges.

QUESTION NO: 3 - (SIMULATION)

Match the printing supplies term on the left with its definition on the right.

Term		Definition
Grey marketing		New non-HP cartridges that might violate IP such as patents used in Original HP cartridges
Counterfeiting		Genuine HP products that are sold in a region they are not intended for without the consent of HP
Clones		Unauthorized use of a trademark on HP products that were not made under a license from HP

ANSWER: Check the explanation for the answer

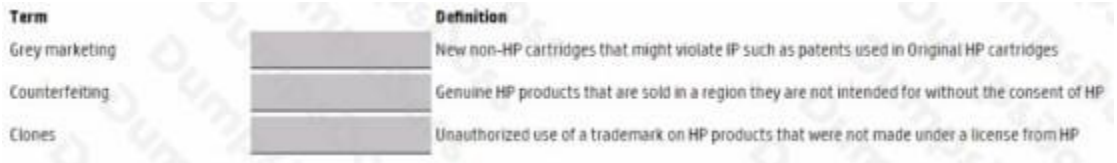
Explanation:

Match the terms as follows:

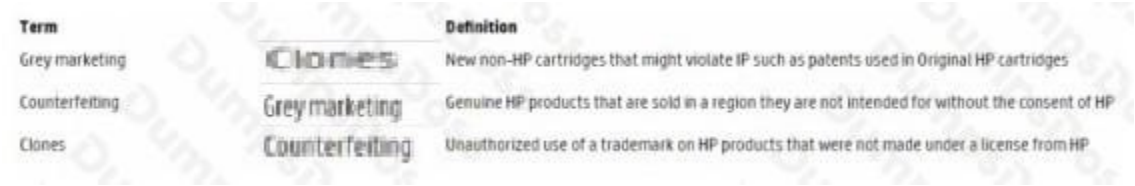
QUESTION NO: 4 - (DRAG DROP)

DRAG DROP

Match the printing supplies term on the left with its definition on the right.



ANSWER:



Explanation:

HP uses these supply-market terms to distinguish different risks associated with nonstandard or improperly distributed printing supplies. Grey marketing describes genuine HP product that is diverted or sold into a geographic region for which it was not intended, without HP's consent. The product itself is authentic, so the key feature is its unauthorized distribution across markets rather than its manufacture. This is why Grey marketing belongs with the definition referring to genuine HP products sold in an unintended region.

Counterfeiting concerns the unauthorized use of HP trademarks on products that were not made under an HP license. The defining issue is the false branding or representation that makes the product appear to be an authorized HP product. HP's anti-counterfeit program discusses the importance of identifying and reporting suspicious supplies and protecting customers from falsely represented products; see HP Anti-Counterfeit.

Clones are newly manufactured, non-HP cartridges designed to imitate an original cartridge's form or function. They may create intellectual-property concerns, including possible use of patented technology associated with Original HP cartridges. Therefore, Clones belongs with the definition about new non-HP cartridges that might violate IP, such as patents. Keeping these definitions separate helps sales professionals accurately explain the value, provenance, and protection associated with Original HP supplies. Additional information about Original HP supplies is available from HP Ink and Toner.

QUESTION NO: 5

A customer with a fleet of HP LaserJet printers wants to reduce energy use without sacrificing business-document quality. What should you explain about Original HP toner with EcoSmart technology? (Select two.)

A. It can support lower energy use during the toner fusing process.

B. It is designed to deliver professional-quality business documents.

C. It eliminates the need for a printer fuser.

D. It allows toner cartridges to be used in non-HP laser printers.

E. It guarantees that every printer in a fleet uses the same amount of electricity.

ANSWER: A B

Explanation:

Original HP toner with EcoSmart technology is designed to deliver professional print quality while supporting lower energy use in compatible HP printing systems. The toner formulation can enable lower melting temperatures during fusing, reducing the energy required in that stage of the printing process.

This benefit is achieved through the integrated design of the toner and compatible printer, rather than through a claim that toner alone changes every aspect of fleet energy consumption. HP's sustainability information is available at HP Sustainable Impact, and supplies information is available at HP Printer Supplies.

QUESTION NO: 6

A customer wants to purchase Original HP supplies through a dependable channel. Which practices should you recommend? (Select two.)

A. Purchase from reputable, established suppliers.

B. Inspect packaging and use available authentication features before installation.

C. Choose the supplier offering the lowest price regardless of source.

D. Discard the cartridge packaging immediately after delivery.

E. Refill a suspicious cartridge before using it.

ANSWER: A B

Explanation:

Buying from reputable sellers and checking packaging before installation are appropriate practices. Reputable sourcing reduces the likelihood of receiving counterfeit or improperly diverted products, while packaging inspection can help identify suspicious labels, poor print quality, damaged packaging, or unexpected authentication results.

These measures complement HP's authentication resources and help customers protect print quality, reliability, and the integrity of their supply chain. HP provides guidance at HP Anti-Counterfeit.