

# HP2-B110<sup>Q&As</sup>

Selling HP Imaging and Printing Supplies – Exam

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### **QUESTION 1**

Where is the security label on a laser cartridge?

- A. Only on the bottom
- B. Always on the tear strip
- C. Randomly placed on the packaging
- D. Only on the top

Correct Answer: B

#### **QUESTION 2**

Which feature can you find on HP security labels?

- A. OK and Tick that move in opposite direction when the box is tilted front to back
- B. Invisible ink to add another layer of security
- C. RFID features to scan large batches at a time
- D. Quick Response (QR) code

Correct Answer: A

#### **QUESTION 3**

What is a typical cross-selling question?

- A. "Can I make your sale bigger?"
- B. "Wouldn\\'t you benefit even more from an HP X cartridge?"
- C. "Do you Print duplex?"
- D. "Do you also have HP Inkjet printers? If so, we have a good offer on HP ink supplies at the moment."

Correct Answer: D

#### **QUESTION 4**

What results when a non-HP cartridge is used on an HP printer?

- A. If the printer senses the cartridge it will report this back to HP so the printer is excluded from warranty.
- B. If the non-HP cartridge is the direct cause of a printer\\'s failure, it will not be covered under HP- warranty.



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- C. The printer will print at a lower quality but at a higher speed.
- D. The original HP Universal Print Driver will not support the printer anymore

Correct Answer: B

#### **QUESTION 5**

What is a customer benefit of high capacity ink cartridges?

- A. Proven HP quality and lowest price per cartridge
- B. Trouble-free printing and reduced running costs
- C. The ability to utilize the low-fill cartridge that always ships with the printer
- D. The ability to Upgrade older printers to a higher print quality

Correct Answer: B

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