



**HP**

**HP2-H41 Exam**

**Selling Imaging and Printing Fundamentals**

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# Version: 4.0

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**Question: 1**

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What are HP Care Pack services?

- A. Bundled genuine HP supplies and maintenance kits provided to customers at specific service intervals
- B. HP standard limited warranties for devices, supplies, and customer replaceable parts, including full replacement services where required
- C. Bundled genuine HP supplies sold contractually
- D. Support packages that extend and enhance hardware and software service beyond the scope of the included warranty

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**Answer: B**

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**Question: 2**

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Which advantage applies to an MFP?

- A. It can print faster than a single-function printer can.
- B. It takes up less floor space than individual devices for faxing, scanning, printing, and copying.
- C. It uses fewer supplies than a single-function printer does.
- D. Once it has reached its monthly print volume, it automatically turns off to limit excess copy charges to the client.

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**Answer: B**

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**Question: 3**

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What is an effective way of choosing HP imaging and printing products for a customer?

- A. Sell as many devices as possible to secure ongoing sales of supplies and maintenance items.
- B. Offer free training when selling HP imaging and printing devices.
- C. Match product features to the customer's needs to improve the way they work.
- D. Sell products that offer the most functionality to fit within the customer's budget.

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**Answer: C**

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**Question: 4**

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What does HP ultrasonic double feed detection do?

- A. Uses ultrasonic technology to exploit the memory on the connected computer
- B. Recognizes text and recreates it using editable fonts
- C. Enables simultaneous duplex scanning of multiple pages at the same time
- D. Senses multiple pages passing through the automatic document feeder

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**Answer: D**

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**Question: 5**

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Which feature of HP MFPs can help a business to reduce its impact on the environment?

- A. Touch-to-print
- B. HP Image REt technology
- C. HP EveryPage technology
- D. Save to network folder

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**Answer: D**

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