

Course overview

CompTIA PDI+ Certification Support Skills

(G670eng)



Overview and objectives

This practical 3-day hands-on course will teach students the fundamental principles of supporting printers, scanners, and Multi-Functional Devices (MFD).

On completion of this course, students will be able to:

- Install and configure printer and document imaging hardware and drivers.
- Perform color management to calibrate devices.
- Configure network connectivity and functionality for printers, scanners, and fax machines.
- Describe the processes and components of laser and ink dispersion print technologies.
- Perform basic printer maintenance.
- Understand and apply safety and environmental considerations.
- Use appropriate tools and procedures to troubleshoot printer, scanner, and fax hardware, software, and network issues.
- Communicate effectively with customers and use problem management tools and techniques.

Certification track

This course will prepare students to take the PD0-001 CompTIA PDI+ Certification exam, for the objectives released in December 2007.

CompTIA Printing and Document Imaging (PDI+) validates the knowledge and skills necessary to support printing and document imaging devices including printers, copiers, scanners, multi-functional devices and fax machines. It is a vendor-neutral certification that recognizes a technician's understanding of basic electromechanical components and tools, print engine and scan processes and components, color theory and connectivity/networking. The exam also covers soft skills such as customer service, professionalism, safety and environment.

CompTIA PDI+ is recognized by several industry leaders, including Canon, Sharp and Xerox, as a benchmark certification for professionals that service and support document imaging devices.



Target audience

This course is designed for new and intending printer technicians wishing to qualify with CompTIA PDI+ Certification for Printer and Document Imaging Support professionals. It is also suitable for experienced technicians who require an industry-backed credential that validates their skills and knowledge.

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Course prerequisites

Ideally, students should have successfully completed gtslearning's "PC Fundamentals" course or have some basic experience of using a PC. Specifically, it is recommended that students have the following skills and knowledge before starting this course:

- Use a keyboard and mouse.
- Recognize the main components of a PC (disk drives, CPU, memory, and input and output components).
- Start the computer and navigate the Desktop.
- Use Windows Explorer to create directories and subdirectories and move, copy or rename files and directories.
- Use Internet Explorer to view websites.

Course contents

The course consists of two volumes, with a study volume, containing indexed notes and review questions, and a companion volume, containing exam objectives mapping, exam information, practical labs, answers to review questions, and a comprehensive glossary. The course also comes with an online practice exam.

An instructor edition of the course is available with margin notes and tips for the trainer. Access to course resources on gtslearning's trainer portal (www.gtstrainer.com) is also available, subject to meeting minimum order requirements. gtstrainer hosts setup guides and data, PowerPoint slides, timetables, and extra exam information.

Module 1 - Print and Document Imaging Basics

- **Print Processes** • The Print and Digital Imaging Industry • The Print Process • Printer Technologies
- **Printer Connections** • Printer Connection Standards • USB Connections • IEEE 1394 (Firewire) Connections • Wireless Connections • Network Connections • Parallel Port Connections • Serial Port Connections • SCSI Connections • Memory Cards
- **Printer Drivers** • Configuring Printer Drivers • Software Printer Ports • Configuring Printer Properties
- **Scanner Technologies** • Scanner Technologies • Installing a Scanner • Color Theory • Configuring a Scanner • Using a Scanner • Anti-counterfeiting Features

Module 2 - Networking

- **Network Basics** • Fundamental Principles of Networks • Cabling and Connectors • Network Technologies • Network and Transport Protocols • TCP/IP • IPX / SPX (NWLink) • NetBEUI / NetBIOS
- **Network Printing** • Network Printer Types • Configuring a Shared Printer • Configuring a Network Attached Printer

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- **Network Scanning** • Scanning to Email • Scanning to a Document Server or Shared Folder • Scanning to an FTP Server
- **Fax Modems** • Fax Technologies • Fax Services for Windows

Module 3 - Printer Technologies

- **Laser Printer Technologies** • Laser Print Process • Laser Printer Components • Electrical and Mechanical Components • Laser Printer Accessories • Laser Printer Media
- **Ink Dispersion Printer Technologies** • Ink Dispersion Print Process and Components • Ink Dispersion Printer Media

Module 4 - Maintenance and Troubleshooting

- **Safety and Environmental Issues** • Health and Safety • Operating Environment • Component and Media Storage Issues • Component and Media Disposal Issues
- **Printer Maintenance** • Maintenance Toolkit • Scheduled Preventive Maintenance • Unscheduled Service Calls
- **General Troubleshooting** • Troubleshooting Procedures • Troubleshooting Techniques
- Printer Troubleshooting • Diagnostic Tools • Printer Hardware Troubleshooting • Printer Software Troubleshooting
- **Scanner Troubleshooting** • Scanner Hardware Troubleshooting • Scanner Software Troubleshooting
- **Network and Fax Troubleshooting** • Troubleshooting Connectivity • Troubleshooting TCP/IP • Troubleshooting Network Printing • Troubleshooting Fax Issues

Module 5 - Professionalism and Communication

- **Professionalism and Communication** • Customer Service Skills • Communication with a Customer • Basic Troubleshooting Approach • Professionalism • Quality Assurance