

CompTIA PDI+

Duration Vendor

5 Days

Overview and Objectives

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

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 recognises a technician's understanding of basic electromechanical components and tools, print engine and scan processes and components, colour theory and connectivity/ networking. The exam also covers soft skills such as customer service, professionalism, safety and environment.

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

Who should attend?

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

- Use a keyboard and mouse
- Recognise the main components of a PC (disk drives, CPU, memory, 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

Content

- Print Processes
- The Print and Digital Imaging Industry, the Print Process and Printer Technologies
- Print Connections
- Printer Connection Standards, USB Connections, IEEE 1394 (Firewire) Connections, Wireless Connections, Network Connections, Parallel Port Connections, Serial Port Connections, SCSI Connections, Memory Cards
- Print Drivers
- Configuring Printer Drivers, Software Printer Ports, Configuring Printer Properties

- Scanner Technologies
- Scanner Technologies, Installing a scanner, Colour Theory, Configuring a Scanner, Using a Scanner, Anti Counterfeiting Features
- 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, Using a Shared Printer Server, Using Network Attached Printer
- 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
- Laser Printer Technologies
- Laser Print Processes, 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
- Safety and Environmental Issues
- Health and Safety, Operating Environment Component and Media Storage Issues, Component and Media Disposal Issues
- Printer Maintenance
- Maintenance Toolkit, Scheduled Preventative 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 Hardware Troubleshooting
- Network and Fax Troubleshooting
- Troubleshooting Connectivity, Troubleshooting TCP/IP, Troubleshooting Network Printing, Troubleshooting Fax Issues
- Professionalism and Communication
- Customer Service Skills, Communication with a Customer, Basic Troubleshooting Approach, Professionalism, Quality Assurance

On course completion, you will be able to:

- Install and Configure printer and document imaging hardware drivers.
- Perform colour 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.