

CompTIA

PDI+

Printing and Document
Imaging

Vendor-neutral training specifically
focused on the technical issues of
MFP's, scanners, printers and fax
machines.

THE FIRST CompTIA CERTIFIED TRAINING!

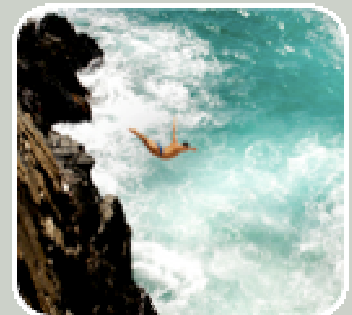
Don't hang on
the edge! Get
REAL training
from
My Tech Guru



ONLINE, DVD OR CLASSROOM TRAINING

My Tech Guru has partnered with the first PDI+ authors to have their PDI+ training materials certified by CompTIA as meeting all of the exam objectives. Together, **we are subject matter experts**, not just distributors, and we have the highest success rate in the industry.

Online instruction gives you the luxury of studying when time is available, and you can review as many times as needed. Fully multimedia –My Tech Guru training holds your interest. Animations, narrations, detailed pictures, quizzes with explanations; all designed to help keep you going. This training is not only for passing the exam, but will give you real-world, tangible knowledge that you can apply to your day-to-day job. You can login, navigate each section, pause and rejoin right where you left off -all with the click of a mouse! Prefer to have the training on CD? No problem, simply select the CD option at checkout.



Dive into a solid career!

Certification is proof positive that you understand the nuances and possess the knowledge to work competently on technical equipment.

Manufacturers and dealers are looking for this!

COURSE OUTLINE - WHAT'S IN IT?

Our course has evolved into a proven training regimen. Add our combined 29 years of experience and you have a winning combination! It includes narrations, animations, detailed pictures, and quizzes. There is nothing boring here. Dig in, get beyond the basics, and **GET CERTIFIED!**

Section 1 Electromechanical Theory

A: Mechanical Components
Clutches, gears, bearings, solenoids, bushings, belts, cables, and pulleys.
Quiz 1

B: Electrical Components
Motors, switches, encoders, relays, and sensors.
Quiz 2

C: Cables, connectors, power supplies, lamps, firmware, and memory.
Quiz 3

Section 2 Printing Processes

A: Laser Printing Processes
Charging, writing, developing, transfer, separation, fusing, cleaning, and quenching.

B: Ink Dispersion Printers
Purging, ink delivery, and image application.
Quiz 4

C: Printer Components
Coronas, photoconductor, developer, registration, fuser, transport, finishers, laser, and cleaning.

D: Media, Paper, transparencies, envelopes, and other media considerations.

Section 3 Imaging Processes

A: Scanners
CCD, CIS, and CMOS, ADF, lamps, optics.

B: Images
JPG, PDF, TIF, GIF, file sizes,

compression, and OCR.
C: Faxes
Scan, send, interpret, and print.

D: Color theory
Gamut, CMYK, RGB, and calibration.

Section 4 Connectivity

A: Communications
Protocols, TCP/IP, settings, dialog modes.

B: Physical Connections
Port types, cable types, NIC etc.

C: Wireless Connections
802.11x, SSID, WEP, WPA, infrastructure versus ad-hoc.
Quiz 8

D: Networking
IP address, subnet mask, default gateway, DNS, DHCP, APIPA

Section 5 Troubleshooting

A: Troubleshooting Tools
Multimeter, polarity tester, AC line monitor, toner vacuum, and service documentation.
Quiz 10

B: Image Quality Defects
Black and white pages, black and white streaks, black and white imperfections.
Quiz 11

C: Scanner Troubleshooting
Settings, software, drivers, connectivity.

D: Printer Troubleshooting
Isolating problems, drivers, software, applications, media, settings, accessories.

Section 6 Communication and Professionalism

A: Communication
Effective communication, relationship building, escalation procedures, and providing closure.

B: Professionalism
Be positive, act as a liaison, take ownership, and follow through.
Quiz 13

Section 7 Safety and the Environment

A: Safety
Electrocution prevention, ESD, cleaning solutions and sprays, warning labels, burn hazards, moving parts, toner, ozone, MSDS, lasers, lifting and handling heavy objects, personal protective equipment, power source, routing cords and cables.
Quiz 14

B: Environmental Factors
Recycling, ventilation, temperature, humidity, direct sunlight, filter replacement, etc.
Quiz 15

Final Exam

