IT ESSENTIALS Chapter 7
Fundamental Printer Scanners

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| 7.0 | What is a printer? |  |
|  | What is a scanner? |  |
|  | Why does an understanding of operation help a technician? |  |
| 7.1 | What questions could a customer ask a technician to do for them? |  |
| 7.1.1 | What three types of printers are common in today’s use? |  |
|  | What are characteristics that every technician should know before recommending a printer? |  |
|  | How is speed measured? |  |
|  | How is quality measured? |  |
|  | What options are considered when looking at reliability? |  |
|  | What factors should be considered when looking at total cost of ownership? |  |
| 7.1.2 | List and briefly describe the interfaces that a technician can connect a pc and a printer. |  |
| 7.1.3 | List the 6 steps involved in the LaserJet printing cycle |  |
|  | Describe the process of the LaserJet printing cycle |  |
|  | Before working on any LaserJet printer, what should a technician always do? |  |
| 7.1.4 | Describe an impact printer and list examples |  |
|  | List advantages and disadvantages for impact printers |  |
| 7.1.5 | Describe the inkjet printer process |  |
|  | Describe the thermal inkjet nozzle |  |
|  | Describe the piezoelectric inkjet nozzle |  |
| 7.1.6 | Describe the solid-ink printer process |  |
| 7.1.7 | Describe the thermal printer process |  |
|  | Describe the dye-sublimation printer process |  |
| 7.2 | What is available on the manufacturer CD that comes with a purchased printer? |  |
| 7.2.1 | List the steps in the installation process of printers |  |
| 7.2.2 | What are the two ways to setup a printer? |  |
|  | Why do you not plug a printer into a UPS? |  |
| 7.2.3 | What is a driver? |  |
|  | Where can you find drivers? |  |
|  | What is firmware? |  |
|  | Why would a technician want to add memory to a printer? |  |
| 7.2.4 | List some common configurations that may be set up on a printer. |  |
| 7.2.5 | What tools are available to optimize performance? |  |
| 7.2.6 | What should a technician always do after installing a printer? |  |
| 7.2.7 | What must all computers who share a printer have? |  |
| 7.3 | List the different types of scanners |  |
| 7.3.1 | What file type do most scanners use? |  |
| 7.3.2 | What does the term all-in-one device entail? |  |
| 7.3.3 | Describe how a flatbed scanner works and list an example of its use. |  |
| 7.3.4 | List advantages of having a handheld scanner, Example of its use |  |
| 7.3.5 | Describe how a drum scanner works and list an example of its use. |  |
| 7.4 | List steps of installation of a scanner |  |
| 7.4.1 | How are scanners powered? |  |
| 7.4.2 | How does a technician install the drivers for a scanner? |  |
| 7.4.3 | List some common configurations that may be set up on a scanner. |  |
|  | What does calibration mean with a scanner? |  |
| 7.5 | What is the definition of preventive maintenance? |  |
| 7.5.1 | Where can the maintenance schedule of a printer be found? |  |
| 7.5.2 | What is the most importance preventive maintenance task for a scanner? |  |
| 7.6 | With a scanner or printer, a technician must be able to determine what when troubleshooting? |  |