

## Course Specifications

### CompTIA A+ Certification: 220-603, 2nd Edition

**Course number:** Remote Support Technician

**Course length:** 3 days

## CompTIA A+ Certification: 220-603, 2nd Edition

### Remote Support Technician:

For applicants intending to work in a remote-based environment where client interaction, client training, operating system and connectivity issues are emphasized. Potential job roles include Remote Support Technician, Help Desk Technician and Call Center Technician. The exam code is 220-603.

**Prerequisites:**

CompTIA® A+® Certification: Essentials, 2nd Edition

### Table Of Contents:

#### Unit **Error! Bookmark not defined.****Error! Bookmark not defined.:** Expansion cards

Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Expansion card installation

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing a video adapter card

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing a display device

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing a sound card

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Connecting multimedia devices

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing an internal modem

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Testing your modem

Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Legacy device installation

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Examining system resources

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Identifying the typical usage of system resources

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Identifying the system resources in use with Device Manager

**Error! Bookmark not defined.-Error! Bookmark not**

## Registration:

Micro Market Business Centre  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

Toll Free: 1-877-996-6622  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

Register online:  
[www.micromarket.on.ca](http://www.micromarket.on.ca)



Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions



## Course Specifications

### CompTIA A+ Certification: 220-603, 2nd Edition

**Course number:** Remote  
Support Technician

**Course length:** 3 days

**defined.:** Installing a non-PnP device  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Overriding PnP settings  
**Topic Error! Bookmark not defined.: Error! Bookmark not defined.** Expansion card troubleshooting  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Searching for and installing updated drivers  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Troubleshooting expansion card problems  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Troubleshooting display problems  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Completing monitor preventative maintenance

### Unit **Error! Bookmark not defined.Error! Bookmark not defined.:** Data storage devices

**Topic Error! Bookmark not defined.: Error! Bookmark not defined.** Hard drives  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Partitioning and formatting a hard drive  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Changing the file system  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Converting to a dynamic disk  
**Topic Error! Bookmark not defined.: Error! Bookmark not defined.** Hard drive troubleshooting  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Running defrag.exe  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Running chkdsk.exe  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Using Disk Cleanup  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Troubleshooting hard drives

### Unit **Error! Bookmark not defined.Error! Bookmark not defined.:** Printers and scanners

**Topic Error! Bookmark not defined.: Error! Bookmark not defined.** Printing technologies  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Examining the dot matrix print process  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Examining how inkjet printers work  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Examining how laser printers work

## Registration:

Micro Market Business Centre  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

**Toll Free:** 1-877-996-6622  
**Local:** (613) 634-8125 ext. 4  
**Fax:** (613) 634-8130  
**Email:** [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

**Register online:**  
[www.micromarket.on.ca](http://www.micromarket.on.ca)



Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions



## Course Specifications

### CompTIA A+ Certification: 220-603, 2nd Edition

**Course number:** Remote  
Support Technician

**Course length:** 3 days

## Registration:

Micro Market Business Centre  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

**Toll Free:** 1-877-996-6622  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

**Register online:**  
[www.micromarket.on.ca](http://www.micromarket.on.ca)



Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions



**Error! Bookmark not defined.-Error! Bookmark not defined.:** Identifying other printer technologies  
Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Printers  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Examining the Windows print process  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing a printer  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing printer add-ons and upgrades  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Optimizing printing  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Performing printer maintenance  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Troubleshooting printer problems  
Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Scanners  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Connecting a scanner  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Optimizing scanners  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Troubleshooting scanner problems

Unit **Error! Bookmark not defined.Error! Bookmark not defined.:** Operating system management

Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Directory and file management  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Using the command prompt  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Navigating a directory tree  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Creating directories  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Copying a directory and its contents  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Removing directories  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Creating a text file  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Modifying file attributes  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Editing a text file

## Course Specifications

### CompTIA A+ Certification: 220-603, 2nd Edition

**Course number:** Remote  
Support Technician

**Course length:** 3 days

## Registration:

Micro Market Business Centre  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

**Toll Free:** 1-877-996-6622  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

**Register online:**  
[www.micromarket.on.ca](http://www.micromarket.on.ca)

**Microsoft**  
GOLD CERTIFIED  
Partner

Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions

**Microsoft**  
CERTIFIED  
Exam Provider

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Managing temporary files  
Topic **Error! Bookmark not defined.: Error! Bookmark not defined.** System management  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Running Windows Diagnostics  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Running msinfo32 from a command line  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Configuring Windows XP services  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Managing the Startup program group  
Topic **Error! Bookmark not defined.: Error! Bookmark not defined.** The Registry  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Viewing Registry information  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Searching the Registry  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Backing up Registry files

Unit **Error! Bookmark not defined.Error! Bookmark not defined.:** Operating system monitoring

Topic **Error! Bookmark not defined.: Error! Bookmark not defined.** System monitoring  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Monitoring applications  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Ending a process  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Monitoring performance  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Monitoring network utilization  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Monitoring users  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Disabling error reporting  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Enabling error reporting for specific programs  
Topic **Error! Bookmark not defined.: Error! Bookmark not defined.** Event monitoring  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Viewing the event logs  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Viewing the event logs of a remote computer

## Course Specifications

### CompTIA A+ Certification: 220-603, 2nd Edition

Course number: Remote  
Support Technician

Course length: 3 days

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Controlling the display of an event log

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Clearing an event log

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Changing event log options

Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Virtual memory

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Displaying virtual memory settings

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Optimizing virtual memory

Unit **Error! Bookmark not defined.Error! Bookmark not defined.:** OS maintenance and troubleshooting

Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Operating system maintenance

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Backing up files using Wizard mode

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Restoring information from a backup

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Scheduling a backup

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Backing up System State data

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Creating a system restore point

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Booting to System Restore

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing a Windows XP service pack

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Using Windows Update to install hotfixes

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Configuring Automatic Updates

Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Operating system troubleshooting

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Troubleshooting operating system startup errors

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Booting the computer in different startup modes

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Using the System Configuration utility

**Error! Bookmark not defined.-Error! Bookmark not**

## Registration:

Micro Market Business Centre  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

Toll Free: 1-877-996-6622  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

Register online:  
[www.micromarket.on.ca](http://www.micromarket.on.ca)



Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions

## Course Specifications

### CompTIA A+ Certification: 220-603, 2nd Edition

**Course number:** Remote  
Support Technician

**Course length:** 3 days

defined.: Creating an MS-DOS startup disk  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Running the Recovery Console  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Creating an ASR recovery set  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Using System File Checker  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Enabling Remote Desktop  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Making a Remote Desktop connection  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Using Remote Assistance

### Unit **Error! Bookmark not defined.Error! Bookmark not defined.:** LAN networking

Topic **Error! Bookmark not defined.: Error! Bookmark not defined.** Networking configuration  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Discussing network models  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Installing a NIC  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Viewing installed network protocols  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Configuring an IP address and subnet mask  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Configuring additional TCP/IP properties  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Joining a Windows domain  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Viewing network resources  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Installing and configuring NWLink  
Topic **Error! Bookmark not defined.: Error! Bookmark not defined.** Resource sharing  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Sharing a folder  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Setting access permissions  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Connecting to a shared folder  
**Error! Bookmark not defined.-Error! Bookmark not defined.**  
defined.: Sharing a printer  
**Error! Bookmark not defined.-Error! Bookmark not defined.**

## Registration:

Micro Market Business Centre  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

**Toll Free:** 1-877-996-6622  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

**Register online:**  
[www.micromarket.on.ca](http://www.micromarket.on.ca)



Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions

## Course Specifications

**CompTIA A+ Certification: 220-603, 2nd Edition**

**Course number:** Remote Support Technician

**Course length:** 3 days

**defined.:** Connecting to a shared printer  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing the NetWare client

**Unit Error! Bookmark not defined.Error! Bookmark not defined.:** Internet connections

**Topic Error! Bookmark not defined.: Error! Bookmark not defined.** Internet connectivity

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Identifying Internet technologies

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Selecting a connection technology

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Discussing WAN bandwidth technologies

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Configuring a browser to use a proxy server

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Creating a connection object

**Topic Error! Bookmark not defined.: Error! Bookmark not defined.** Network protection

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Configuring Windows Firewall

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Creating a DMZ

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing protection software

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Blocking pop-ups

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing a spyware checker

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Controlling cookies

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Setting security zones

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Identifying the technology used to implement WLANs

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Configuring a wireless access point (instructor demo)

**Error! Bookmark not defined.-Error! Bookmark not defined.:** Configuring a wireless client (instructor demo)

**Unit Error! Bookmark not defined.Error! Bookmark not defined.:** Network troubleshooting

**Topic Error! Bookmark not defined.: Error! Bookmark not defined.**

## Registration:

**Micro Market Business Centre**  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

**Toll Free: 1-877-996-6622**  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

**Register online:**  
[www.micromarket.on.ca](http://www.micromarket.on.ca)

**Microsoft**  
GOLD CERTIFIED  
Partner

Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions

**Microsoft**  
CERTIFIED  
Exam Provider

## Course Specifications

### CompTIA A+ Certification: 220-603, 2nd Edition

Course number: Remote  
Support Technician

Course length: 3 days

## Registration:

Micro Market Business Centre  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

Toll Free: 1-877-996-6622  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

Register online:  
[www.micromarket.on.ca](http://www.micromarket.on.ca)



Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions



defined. Network problem resolution  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Troubleshooting cable problems  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Verifying the NIC device in Device Manager  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Identifying TCP/IP utilities used for troubleshooting  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Using ipconfig to display TCP/IP settings  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Testing TCP/IP connectivity  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Using nslookup and tracert to verify settings  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Determining effective NTFS permissions

## Unit **Error! Bookmark not defined.****Error! Bookmark not defined.:** Security

Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Local security  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Creating local users and groups  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Configuring file access restrictions  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Encrypting a file  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Testing encryption  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Encrypting a folder  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Encrypting with cipher  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Using local security policies to set password restrictions  
Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Auditing and logging  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Enabling an audit policy  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Auditing an event  
Topic **Error! Bookmark not defined.:** **Error! Bookmark not defined.** Security hardware  
**Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing a fingerprint reader

## Course Specifications

### CompTIA A+ Certification: 220-603, 2nd Edition

**Course number:** Remote  
Support Technician

**Course length:** 3 days

- Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing a card reader
- Error! Bookmark not defined.-Error! Bookmark not defined.:** Installing the IdentiPHI Basic software
- Error! Bookmark not defined.-Error! Bookmark not defined.:** Configuring IdentiPHI Basic to accept smart cards
- Error! Bookmark not defined.-Error! Bookmark not defined.:** Enrolling a smart card with IdentiPHI
- Error! Bookmark not defined.-Error! Bookmark not defined.:** Using a smart card
- Error! Bookmark not defined.-Error! Bookmark not defined.:** Uninstalling the smart card reader and software
- Topic Error! Bookmark not defined.: Error! Bookmark not defined.** The human aspects of security
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Implementing physical access restrictions
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Creating a corporate security policy
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Managing social engineering attacks

### Unit **Error! Bookmark not defined.Error! Bookmark not defined.:** Maintaining the PC environment

- Topic Error! Bookmark not defined.: Error! Bookmark not defined.** Professionalism
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Maintaining professionalism
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Using effective verbal communications
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Using non-verbal communication effectively
- Topic Error! Bookmark not defined.: Error! Bookmark not defined.** Troubleshooting and maintaining PCs
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Using Microsoft Knowledge Base to research a problem
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Troubleshooting problems
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Identifying documentation and information resources
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Performing preventive maintenance tasks
  - Error! Bookmark not defined.-Error! Bookmark not defined.:** Cleaning computer equipment

## Registration:

**Micro Market Business Centre**  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

**Toll Free: 1-877-996-6622**  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

**Register online:**  
[www.micromarket.on.ca](http://www.micromarket.on.ca)

**Microsoft**  
GOLD CERTIFIED  
Partner

Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions

**Microsoft**  
CERTIFIED  
Exam Provider

## Course Specifications

**CompTIA A+  
Certification: 220-603,  
2nd Edition**

**Course number:** Remote  
Support Technician

**Course length:** 3 days

Appendix **Error! Bookmark not defined.****Error! Bookmark not defined.:** Comprehensive exam objectives map

Appendix **Error! Bookmark not defined.****Error! Bookmark not defined.:** CompTIA A+ acronyms

## Registration:

**Micro Market Business Centre**  
700 Progress Avenue  
Kingston, Ontario, K7M 4W9

**Toll Free: 1-877-996-6622**  
Local: (613) 634-8125 ext. 4  
Fax: (613) 634-8130  
Email: [training@micromarket.on.ca](mailto:training@micromarket.on.ca)

**Register online:**  
[www.micromarket.on.ca](http://www.micromarket.on.ca)



Learning Solutions  
Networking Infrastructure Solutions  
Security Solutions

