

# **English II**

# **Computer Science**

**01 10 2021**

**Lesson starts at 10:00**

Teacher: Günther Cristiano Butzen

**WHO ARE YOU?**



[quickmeme.com](http://quickmeme.com)

Share your profile!

## 2 A PERSONAL PROFILE

a Read Jamie's profile. Do you have similar interests?

b Look at the examples below.



**and, but, and or**

**and** I speak English **and** a little Italian.  
I watch the news **and** football at the weekend.

**but** I speak English, **but** I don't speak Italian.  
I'm from Scotland, **but** I live in London.

**or** I don't speak English **or** Italian.  
I don't like classical music **or** jazz.

**e.g.** e.g. = for example. We often use it when we write informally. *I like rock music, e.g. Coldplay.*

c Write a profile of yourself. Use the same headings (Hometown, Music, etc.). Attach a photo if you can. Use *and*, *but*, and *or* to join your ideas together.

d Check your profile for mistakes (e.g. capital letters and spelling).

## Netfriends Worldwide



### Jamie Hamilton

#### My profile

Edit

Hometown I'm from Scotland, but I live in London.

Occupation I'm a graphic designer. I work for an international company.

Languages I speak English and a little Italian.

#### Interests

Edit

Music I like pop and rock. I don't like classical music or jazz.

Films I like British and European films. I love old Italian films, e.g. Fellini's 'La Strada'.

TV I watch the news in the evening and football at the weekend.

Sport I play tennis and I go to the gym.

## FICTION

- Novels
- Mystery novels/detective stories
- Science-fiction novels
- Thrillers/horrors/suspense stories
- Humorous stories
- Love stories
- Adventure stories
- Drama
- Comedy
- Fairytale
- Legend
- Myth
- Comics

## NON-FICTION

- Encyclopedia
- Biography
- Textbooks
- Dictionary
- Magazines
- Newspapers

## FICTION

- Novels
- Mystery novels/detective stories
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## NON-FICTION

- Encyclopedia
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What kind of books do ***you*** like?

I like...

What kind of books does ***your mom*** like?

She likes...

What kind of books does ***your dad*** like?

He likes...

1 do of books kind read you What?

*What kind of books do you read?*

2 you tired Are?

*Are you tired?*

3 you are from Where?

*Where are you from?*

4 do What does your mother?

*What does your mother do?*

6 kind have parents do of What your car?

*What kind of car do your parents have?*

7 surname spell you do your How?

*How do you spell your surname?*

8 English do classes have When you?

*When do you have English classes?*

9 do the summer prefer, you Which or the winter?

*Which do you prefer, the summer or the winter?*

9 do the summer prefer, you Which or the winter?

*Which do you prefer, the summer or the winter?*

10 singer Who your favourite is?

*Who is your favourite singer?*

11 kind of like your teacher What music does?

*What kind of music does your teacher like?*



2

Help Desk ticket	
Date	
Name	
Problem	
Contact	
Service Person	

**2** Date: 16.06; Name: Sara; Problem: Lost a file opened from an attachment; Contact: 055 8214328; Service person: James

3

Help Desk ticket	
Date	
Name	
Problem	
Contact	
Service Person	

**3** Date: 13.07; Name: Sylvia; Problem: Wants to recover deleted files; Contact: 050 7895421; Service person: Mahmoud

**Speaking** 3 What other software problems do computer users often have? Discuss with the group.

*Example: Computer users often*

- programs failing to install properly
- programs crashing or freezing
- incompatible programs (for example, Internet Explorer will not run on Apple Macs)
- insufficient space on the computer to install updated operating systems
- not being able to install a program due to lack of authorisation
- not having access to the internet or a database
- forgetting a username and/or password
- cleaning system manually and accidentally deleting system files so software does not run
- viruses and other malware
- problems playing audio or video files (for example, video but no sound, sound but no video)

## **Tell us about the last problem you had with your computer / mobile device.**

- Take a minute to organize your ideas
- Think about the vocabulary you will need
- Check for the words and expressions you will use
- Prepare to talk for about 30 sec up to a minute

**Reading 4** Complete the service reports for the IT support team. Use the information in the three tickets and the words in the box.

Check   file   install   move   reword   run  
saved   version   version   version   version

1	
<b>Service Report</b>	
Date	6.05
Name	Bob
Fault diagnosis questions	1 What (1) _____ of Office do you have? 2 What is the version of the (2) _____ ?
Possible solutions	1 If you have newer version, (3) _____ an Office patch. 2 Ask the sender to save the file in an older version and (4) _____ it.

2	
<b>Service Report</b>	
Date	17.06
Name	Sara
Fault diagnosis questions	1 Have you (5) _____ the file? 2 Are there any messages about (6) _____ in the attachment?
Possible solutions	1 (7) _____ the attachment changes. 2 Look for the file in Internet Temporary Files.

3	
<b>Service Report</b>	
Date	14.07
Name	Sylvie
Fault diagnosis questions	1 What (8) _____ of Office do you have? 2 Have you checked the Recycle Bin? 3 Have you (9) _____ disk defragmenter recently?
Possible solutions	1 If the file is in the Recycle Bin, (10) _____ it to a folder in My Documents. 2 If the file isn't in the Recycle Bin, install undeleted software.

**Reading** 4 Complete the service reports for the IT support team. Use the information in the three tickets and the words in the box.

Check   file   install   move   resend   run  
 saved   version   version   version   viruses

1

Service Report	
Date	6.05
Name	Bolek
Fault diagnosis questions	<p>1 What (1) _____ of Office do you have?</p> <p>2 What is the version of the (2) _____ ?</p>
Possible solutions	<p>1 If you have newer version, (3) _____ an Office patch.</p> <p>2 Ask the sender to save the file in an older version and (4) _____ it.</p>

Fault diagnosis 1 What (1) \_\_\_\_\_ of Office do you have?

1 version   2 file   3 install   4 resend

2. If the file isn't in the Recycle Bin, install undeleted software.

**Reading** 4 Complete the service reports for the IT support team. Use the information in the three tickets and the words in the box.

Check file install move reinstall run  
saved version version viruses

2

### Service Report

<b>Date</b>	17.06
<b>Name</b>	Sara
<b>Fault diagnosis questions</b>	<p>1 Have you (5) _____ the file?</p> <p>2 Are there any messages about (6) _____ in the attachment?</p>
<b>Possible solutions</b>	<p>1 (7) _____ the attachment changes.</p> <p>2 Look for the file in Internet Temporary Files.</p>

Name

**5 saved    6 viruses    7 Check**

**Possible solutions**

1. If the file is in the Recycle Bin, (10) \_\_\_\_\_ it to a folder in My Documents.

2. If the file isn't in the Recycle Bin, install undeleted software.

**Reading** 4 Complete the service reports for the IT support team. Use the information in the three tickets and the words in the box.

Check file install move reinstall run  
saved version version viruses

3

Service Report	
Date	14.07
Name	Sylvia
Fault diagnosis questions	<p>1 What (8) _____ of Office do you have?</p> <p>2 Have you checked the Recycle Bin?</p> <p>3 Have you (9) _____ disk defragmenter recently?</p>
Possible solutions	<p>1 If the file is in the Recycle Bin, (10) _____ it to a folder in My Documents.</p> <p>2 If the file isn't in the Recycle Bin, install undeleted software.</p>

Name	Sylvia
Fault diagnosis	<p>1 What (8) _____ of Office do you have?</p> <p>2 Have you checked the Recycle Bin?</p> <p>3 Have you (9) _____ disk defragmenter recently?</p>
Possible solutions	<p>1 If the file is in the Recycle Bin, (10) _____ it to a folder in My Documents.</p> <p>2 If the file isn't in the Recycle Bin, install undeleted software.</p>

8 version

9 run

10 move



**Speaking 5** Work in pairs. Practise three phone conversations between the IT support team and Bolek, Sara and Sylvia. Use the information in the three tickets in 1 and the service reports.

*Example:*

*A: Good morning. How can I help you?*

*B: My name is Bolek and I have a problem with opening a file.*

## Hardware repair

Reading 1 Label the diagram with these tools (in bold) from the advertisement.

**This kit has all the tools you'll require to fix a computer.**

- There is a **reversible ratchet driver** with 20 different sized bits, a 6-inch flathead **screwdriver**, a reversible 1/8-inch mini screwdriver, a **hex key set** and 5-inch, long nose **pliers**.
- This set also has a 5-inch **wire-cutter/stripper**, an I.C. **insertion/extraction clipper**, a **three prong holder**, **tweezers**, a spare parts box with parts, an **anti-static wrist strap**, and a black zipper case.

*The tools are demagnetized so your system and magnetic media is safe from damage.*

**a reversible ratchet driver**

**b screwdriver**

**c tweezers**

**d insertion/extraction clipper**

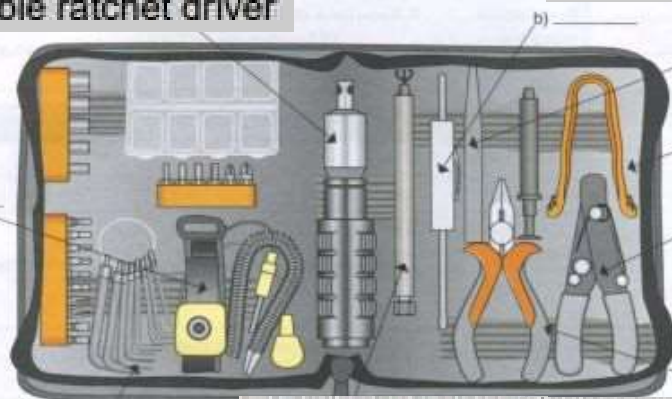
**e wire-cutter/stripper**

**f pliers**

**g three prong holder**

**h hex key set**

**i anti-static wrist strap**



































Match the tool 1–8 to its use a–h.

- 1 reversible ratchet driver
- 2 screwdriver
- 3 hex key
- 4 pliers
- 5 wire cutter/stripper
- 6 insertion/extraction clipper
- 7 tweezers
- 8 anti-static wrist strap

























- a) used for inserting and removing fibre connectors in tight spaces
- b) used to prevent electrostatic discharge
- c) used for tightening and removing screws
- d) used for easy driving of screws and nuts
- e) used to hold small objects
- f) used to hold objects, cut or bend tough materials
- g) used to drive bolts and screws into a hexagonal socket
- h) used for cutting wire or removing the insulation

## Unit 7 IT support

Hardware repair / Customer service

Word			Definition	Translation
anti-static wrist strap (n)			an device used by a person working on electronic equipment to prevent the build-up of static electricity on their body [= <i>electrostatic discharge</i> ]	
cause (n)			a person, event or thing that makes something happen	
diagnosis (n)			the process of discovering exactly what is wrong with something, by examining it closely	
fix (v)			to repair something	
hex key set (n)			a set of tools used to drive bolts and screws into a hexagonal socket	
insertion / extraction clipper (n)			used for inserting and removing fibre connectors in tight spaces	
multimeter (n)			a device that measures electronic properties and is used to find electrical problems in batteries, power supplies, and wiring systems	
pliers (n pl)			a tool for cutting wire or pulling nails out of wood	
screen (n)			the part of a computer where the picture or information appears	
screwdriver (n)			a tool that you use for turning screws	
system diagnostic card (n)			a device that tests a computer system as it boots up and identifies errors in the system	
three prong holder (n)			a small tool with three prongs used for repairing computers	
tweezers (n)			a small tool consisting of two thin pieces of metal joined at one end; you use tweezers for picking up small things	
wire cutter (n)			a tool used for cutting wires	
wire stripper (n)			a tool used for cutting wire or removing insulation	

**HOMEWORK**

Word			Definition	Translation
cable (n)			wires that carry electricity or telephone signals	
charger (n)			a piece of equipment used to put electricity into a battery	
defragment (v)			to change the way in which the files on a computer's hard drive are stored and organised, by putting related information together so that the computer works more effectively	
disconnected (adj)			to describe when two things that are connected are separated	
help desk ticket (n)			a ticket with a number that allows an IT help desk to track requests for help from users	
plugged (adj)			connected to the main supply of electricity, or to another piece of electrical equipment	
switch off (phr v)			to make a machine or light stop working by moving a button	
tight (adj)			describes a cable connection that is in correctly and firmly	
type (n)			a group of things that are similar to each other in some way	
unplugged (adj)			not connected to the main supply of electricity, or to another piece of electrical equipment	
upgrade (v)			to change something so that it is better or more modern	

**HOMEWORK**



Folks That's all!

*May the force be with you*