

English II

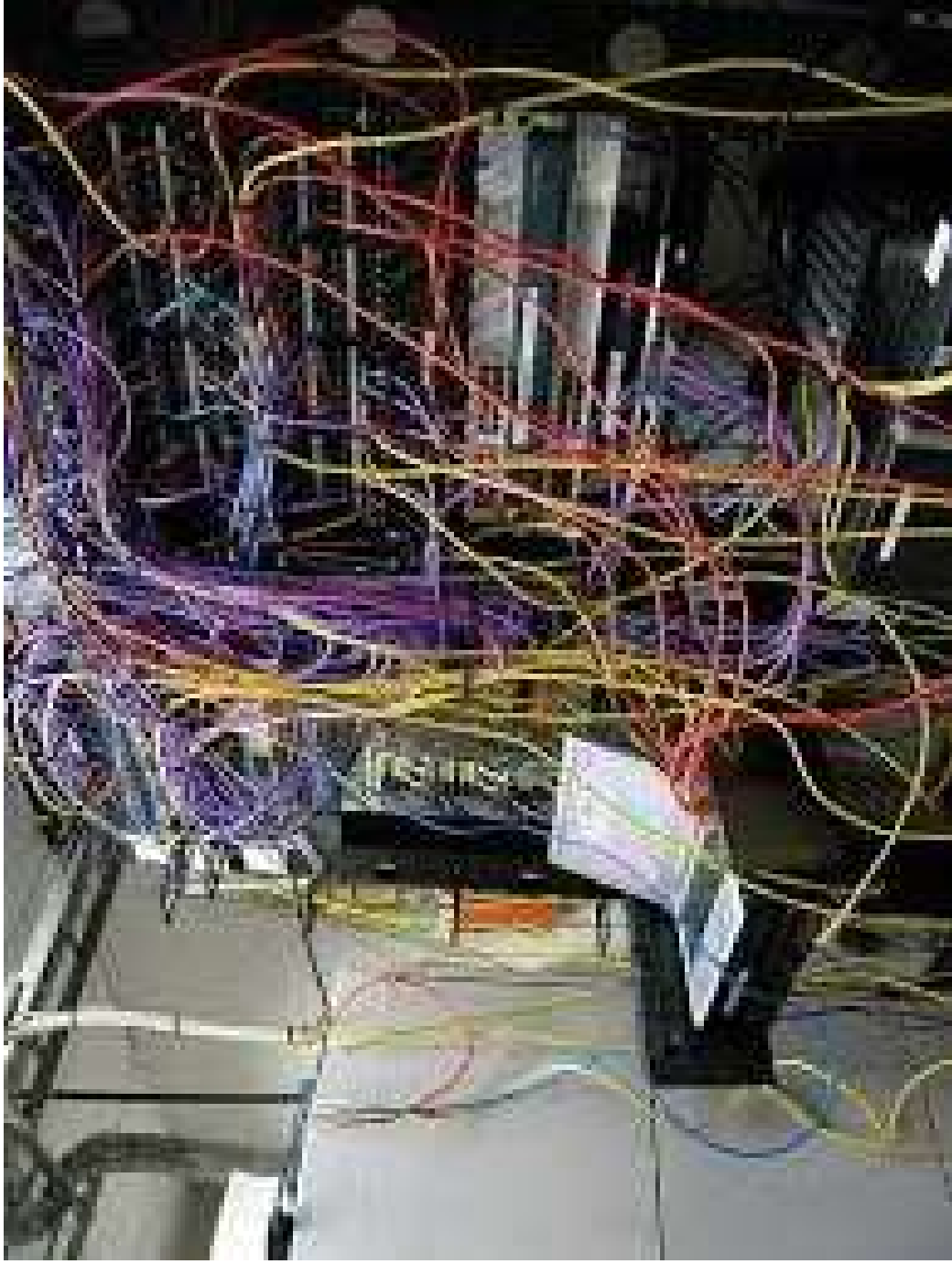
Computer Science

17/09/2021

Lesson starts at 10:00

Teacher: Günther Cristiano Butzen





What's the best solution for this problem?

...maybe a zip-tie?



Definition	
wires that carry electricity or telephone signals	
a piece of equipment used to put electricity into a battery	
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	
to describe when two things that are connected are separated	
a ticket with a number that allows an IT help desk to track requests for help from users	
connected to the main supply of electricity, or to another piece of electrical equipment	
to make a machine or light stop working by moving a button	
describes a cable connection that is in correctly and firmly	
a group of things that are similar to each other in some way	
not connected to the main supply of electricity, or to another piece of electrical equipment	
to change something so that it is better or more modern	

cable (n.)

charger (n.)

defragment (v)

disconnected (adj)

help desk ticket (n)

plugged (adj)

switch off (phv)

tight(adj)

type (n)

unplugged (adj)

upgrade(v)

?

?

?

?

unplugged (adj)

help desk ticket (n)

upgrade(v)

type (n)

tight(adj)

cable (n.)

?

disconnected (adj)

switch off (phv)

charger (n.)

defragment (v)

plugged (adj)

?

?

?

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	

Speaking

1 Work in pairs. Make a list of computer hardware problems. Compare your list with another pair.

- incompatibility between hardware devices
 - drive or disk fragmentation resulting in poor performance
- power cuts or power surges
- problems with devices (for example, a printer being disconnected or out of ink/toner, a mouse not working because it is dirty or has flat batteries)
- problems with drivers (meaning the computer cannot communicate with a device)
- loose cables
- connection conflicts between devices

Reading 2

Read this dialogue and complete it with the words in the box.

checked	disconnected	found	go	switched	type	tight
unplugged	worked	working				

Haider: Hello, IT Help Desk.

Maryam: Hi, this is Maryam from Human Resources.

Haider: Hi, this is Haider. How can I help you, Maryam?

Maryam: I (1) _____ my computer off yesterday and today I can't turn it on.

Haider: What (2) _____ of computer do you have?

Maryam: I'm not sure. It's a desktop computer. It (3) _____ fine yesterday.

Haider: Don't worry. Have you (4) _____ the cable connections?

Maryam: No, I haven't. I can see some cables but I don't know which cable goes where.

Haider: Make sure all cables are (5) _____ and fully plugged in.

Maryam: Ok, give me a sec. Oh, I think I've (6) _____ the problem. I have one cable that is (7) _____. It's the power cable. Where does it go?

Haider: The power cable should (8) _____ in the three-pronged port on the computer.

Maryam: OK, done. Let me try now. It's (9) _____ fine. Sorry about that. Stupid of me.

Haider: Maybe the cleaners (10) _____ your PC by mistake last night.

Maryam: Maybe. Good, we've solved the problem. Thank you, Haider.

Haider: You're welcome. Have a good day.

Maryam: You too.

Reading 2

Read this dialogue and complete it with the words in the box.

checked disconnected found go switched
unplugged worked working

Haider: Hello, IT Help Desk.

Maryam: Hi, this is Maryam from Human Resources.

Haider: Hi, this is Haider. How can I help you, Maryam?

Maryam: I (1) _____ my computer off yesterday and today I can't turn it on.

Haider: What (2) _____ of computer do you have?

Maryam: I'm not sure. It's a desktop computer. It (3) _____ fine yesterday.

Haider: Don't worry. Have you (4) _____ the cable connections?

Maryam: No, I haven't. I can see some cables but I don't know which cable goes where.

Haider: Make sure all cables are (5) _____ and fully plugged in.

Maryam: Ok, give me a sec. Oh, I think I've (6) _____ the problem. I have one cable that is (7) _____. It's the power cable. Where does it go?

Haider: The power cable should (8) _____ in the three-pronged port on the computer.

Maryam: OK, done. Let me try now. It's (9) _____ fine. Sorry about that. Stupid of me.

Haider: Maybe the cleaners (10) _____ your PC by mistake last night.

Maryam: Maybe. Good, we've solved the problem. Thank you, Haider.

Haider: You're welcome. Have a good day.

Maryam: You too.

1 switched 2 type 3 worked 4 checked
5 tight 6 found 7 disconnected/unplugged
8 go 9 working 10 unplugged/disconnected



Listen and repeat these words.

1 checked
2 switched

3 unplugged
4 worked

5 disconnected

How to pronounce “-ed” -

<https://www.youtube.com/watch?v=77qgaZxmOxY&t=23>

s

Language

Present perfect

We use the **present perfect** tense to talk about recent actions (an action that has happened in the past and has a result in the present).

We use **have/has** + the past participle of the verb. (To form the past participle of **regular** verbs, we add **-ed**.)

Irregular past participles

<i>I've unplugged the computer.</i>	
<i>She hasn't finished the report.</i>	
<i>Has she switched off the computer?</i> <i>Yes, she has. / No, she hasn't.</i>	
<i>Have you checked the cable connections?</i> <i>Yes, I have. / No, I haven't.</i>	
clean	cleaned
work	worked
do	done
be	been
run	run
see	seen
have	had
make	made

5

Complete these questions with *have* or *has* and the correct form of the verb in brackets.



- 1 ____ you ____ (run) the computer in the battery mode?
- 2 How long ____ you ____ (have) the iPad?
- 3 ____ you ____ (charge) the battery?
- 4 ____ he ____ (open) the file?
- 5 ____ she ____ (enter) her username and password?
- 6 ____ they ____ (change) the Internet Service Provider?
- 7 ____ you ____ (check) the remaining disk space?
- 8 ____ you ____ (install) or ____ (uninstall) software recently?
- 9 ____ Dillip ____ (update) the drivers recently?

1 Have, run 2 have, had 3 Have, charged
 4 Has, opened 5 Has, entered 6 Have, changed
 7 Have, checked 8 Have, installed, uninstalled 9 Has, updated

6

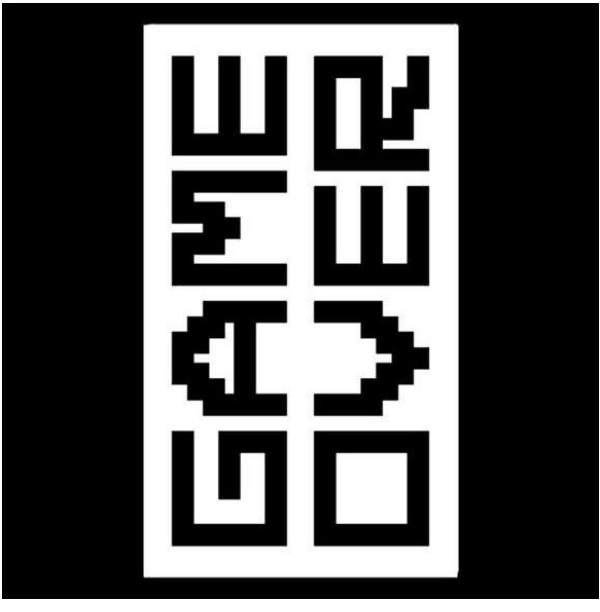
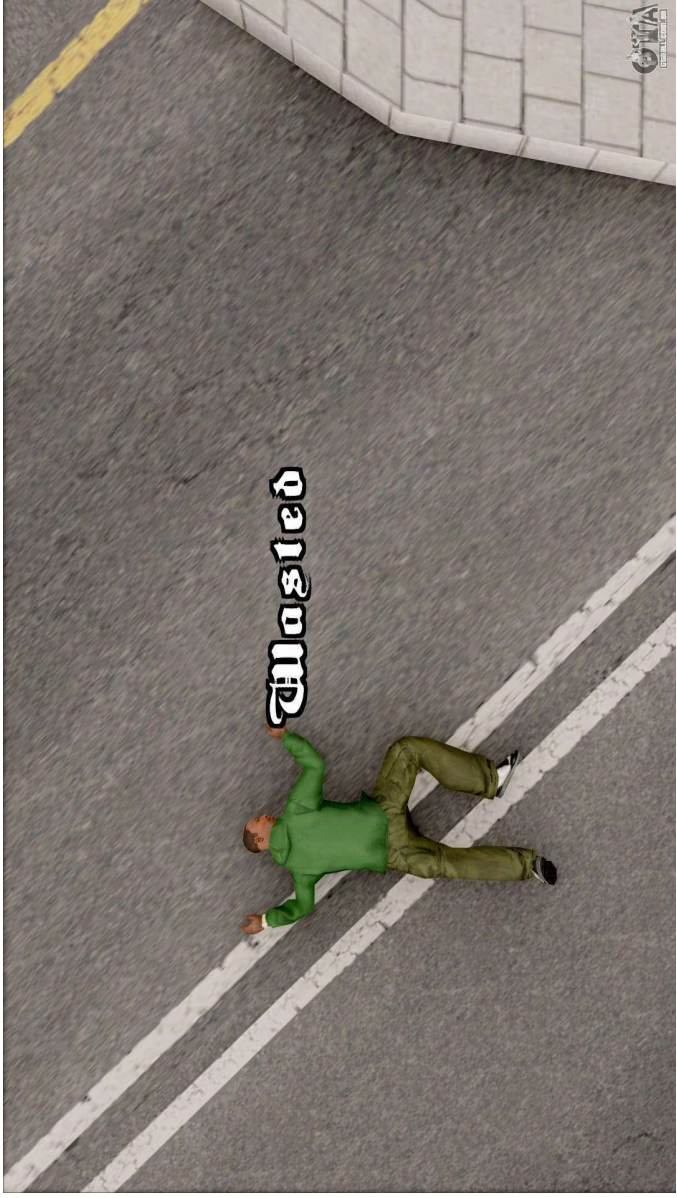
Use the present perfect to make positive or negative sentences.

Example: the screen/go/blank

The screen's gone blank.

- 1 the charger/stop/working
- 2 I/not/upgrade/the operating system
- 3 She/not/install/the updates
- 4 They/reinstall/the application
- 5 She/not/be able to fix the problem
- 6 I/defragment/your drive

- 1 The charger's stopped working.
- 2 I haven't upgraded the operating system.
- 3 She hasn't installed the updates.
- 4 They've reinstalled the application.
- 5 She hasn't been able to fix the problem.
- 6 I've defragmented your drive.



Have a lovely day!