English II
Computer Science

08 10 2021

Lesson starts at 10:00

Teacher: Günther Cristiano Butzen

Language

Explaining the use of something

used/use for + verb with *-ing*.	*This tool is **used for tightening** the screws.*
	*We **use** this tool **for tightening** the screws.*
used/use to + verb	*We **use** tweezers **to hold** small objects.*
	*Tweezers are **used to hold** small objects.*

Language

Explaining the use of something

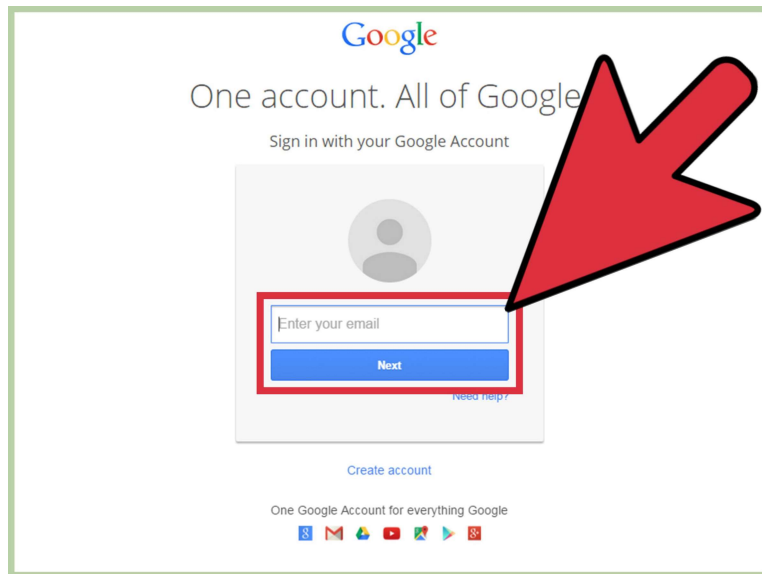| used/use for + verb with -ing. | This tool is **used for tightening** the screws. |
	We **use** this tool **for tightening** the screws.
used/use to + verb	We **use** tweezers **to hold** small objects.
	Tweezers are **used to hold** small objects.

Antivirus

5 Match the diagnostic tools 1-4 to the descriptions a-d.

2 multimeter

0.385

4 diagnostic software

1 cable tester

Enhanced Network Cable Tracer

3 system diagnostic card

Reading task 1

1 b **2 a** **3 d** **4 c**

a) It measures electrical properties such as AC or DC voltage, current and resistance. It troubleshoots electrical problems in batteries, power supplies, and wiring systems.

b) It is an electronic device that checks the electrical connections in wired devices.

c) It checks the system and identifies problems in different areas of the computer hardware. It usually checks the computer's memory, keyboard, monitor, system processor and hard disk speed.

d) It is a device which tests the operation of the system as it boots up. It identifies system errors when the system is dead or unable to start from the hard disk or CD.

Reading **5** Match the diagnostic tools 1-4 to the descriptions a-d.

2 multimeter

0.385

1 cable tester

4 diagnostic software

3 system diagnostic card

a) It measures electrical properties such as AC or DC voltage, current and resistance. It troubleshoots electrical problems in batteries, power supplies, and wiring systems.

b) It is an electronic device that checks the electrical connections in wired devices.

c) It checks the system and identifies problems in different areas of the computer hardware. It usually checks the computer's memory, keyboard, monitor, system processor and hard disk speed.

d) It is a device which tests the operation of the system as it boots up. It identifies system errors when the system is dead or unable to start from the hard disk or CD.

Now answer these questions.

1 What is a multimeter used for?
2 What is the cable tester used for?
3 What is a system diagnostic card used for?
4 What is the diagnostic software used for?

1 to measure/for measuring voltage, current and resistance
2 to check/for checking electrical connections
3 to check/for checking the system when the computer starts
4 to check/for checking computer hardware

Customer service

Speaking **1** Look at the cartoon. How do people react when there is a problem with their computer? Why?

Pre task = Speaking

46 Listen to a phone call to a company IT help desk. Choose the correct answers a, b or c, to the questions.

1 What is Tuka's problem?
a) can't print out   b) has lost files   c) is not connected to the network

2 How does Tuka sound?
a) worried   b) angry   c) tired

3 What is the possible cause of the problem?
a) a hardware upgrade   b) a server problem   c) a software upgrade

4 What is the help desk technician's first suggestion?
a) go to a folder on the server   b) go a folder on the desktop
c) go to a folder on the C drive

5 What is the help desk technician's second suggestion?
a) He will call back in five minutes.   b) He will come down to Tuka's office.
c) He will get help from someone else.

46 Listen to a phone call to a company IT help desk. Choose the correct answers a, b or c, to the questions.

1 What is Tuka's problem?
   a) can't print out   b) has lost files   c) is not connected to the network
2 How does Tuka sound?
   a) worried   b) angry   c) tired
3 What is the possible cause of the problem?
   a) a hardware upgrade   b) a server problem   c) a software upgrade
4 What is the help desk technician's first suggestion?
   a) go to a folder on the server   b) go a folder on the desktop
   c) go to a folder on the C drive
5 What is the help desk technician's second suggestion?
   a) He will call back in five minutes.   b) He will come down to Tuka's office.
   c) He will get help from someone else.

1 b   2 a   3 c   4 c   5 b

Listen again and complete the technician's sentences.

1 How can I _____ you?
2 I _____ .
3 I'm _____ we can find your file.
4 _____ go to the search box ... .
5 Good _____ .

1 help   **2 see**   **3 sure**   **4 Please**   **5 luck**

Please, get to...

www.kahoot.it

HARDWARE REPAIR
TOOLS

Business matters

You work as an IT help desk technician. You are responsible for these tickets from colleagues in your company. Read the tickets. What are the problems?

Help Desk ticket	
Date	10.11
Name	Ben
Problem	I can't print out.
Contact	0504446231
Service Person	You

Help Desk ticket	
Date	11.11
Name	Clare
Problem	I can't connect to the network.
Contact	0504445558
Service Person	You

Help Desk ticket	
Date	12.11
Name	Simone
Problem	My computer fan is very noisy.
Contact	0504446553
Service Person	You

Help Desk ticket	
Date	10.11
Name	Ben
Problem	I can't print out.
Contact	0504446231
Service Person	You

Help Desk ticket	
Date	11.11
Name	Clare
Problem	I can't connect to the network.
Contact	0504445558
Service Person	You

Help Desk ticket	
Date	12.11
Name	Simone
Problem	My computer fan is very noisy.
Contact	0504446553
Service Person	You

Writing **2** Choose one of the Help Desk tickets from 1. Write questions for the fault diagnosis and possible solutions.

Example: Is there an error message on your screen? What does it say?
Have you tried restarting your computer?

Service Report	
Date	
Name	
Fault diagnosis questions	
Possible solutions	

Service Report

Date	
Name	
Fault diagnosis questions	
Possible solutions	

Clare:
Fault diagnosis questions: Do you have a password and a username? Do you have a wireless modem? Is your wireless modem switched on? Where are you? Have you changed your password recently? Have you tried to log in unsuccessfully three times?
Possible solutions: Restart your computer. Switch your modem on. Go to the main office – you are outside the coverage area. Wait, the server is under maintenance. The server is down. The cables may be damaged. IT support will reset your password for you. Your account has been locked – IT support will unlock it for you.

Ben:
Fault diagnosis questions: Is there an error message? Is your printer on? Is there paper in the feeder? Are you connected to the network?
Possible solutions: Load paper in the feeder. Check your network connections. Wait for IT support to arrive and solve the problem. Check the cable connections and the socket. Check if the paper is jammed.

Simone:
Fault diagnosis questions: Have you dropped your computer? Where do you keep your computer?
Possible solutions: Your fan is loose. IT support will collect your computer and fix the problem. Please bring your computer to IT support. Please back up your files, log out and wait for IT support – you will receive a temporary laptop. Please move your computer so that it has space all around it.

3 Work in pairs. Roleplay the conversations about the problems. Student A is the help desk technician and Student B is the colleague.

Writing   **5**   Work in pairs. Write a short dialogue between an IT help desk technician and a colleague about a software or hardware problem. Use the phrases from 3.

Speaking   **6**   Work in pairs. Read your dialogues to the rest of the class.