UNIT 7

IT Support Staff

Picture 7.1

Learning Outcomes:

By the end of the lesson, the students are expected to be able to use appropriate
English to:

▪ identify common computer problems and their solutions

Exercise 1: Look at the photos. Then answer the following questions.

1. What do you think is happening? Have you ever called an IT help desk call center to ask for assistance for your problem? What happened? How was the experience?
2. When you have problems with a computer hardware, what do you do? Do you always ask for a help? To whom? If not, how do you solve your problem?
3. Make a list of computer hardware problems. What may cause the problems and what are their solutions?

Exercise 2: Listen to six people describing problems. Complete the sentence about each speaker's problem with the words in the box.

connection error	crashes	failure
fault	hanging	running slowly

1. The application is _____.

2. The computer _____.

3. There is a _____.

4. The computer is _____.

5. The speaker had a disk _____.

6. The speaker's mobile phone has a _____.

Exercise 3: Refer to exercise 2, which of the six problems above has the meaning that the computer or program is still running but nothing can be typed into it?

Describe the rest of the problems as the example.

Exercise 4: Put these following sentences in the correct order. Then listen and check your answer.

1. Ah. Have you tried restarting your computer?
2. Could you do that? And if you still have a problem, just call me again.
3. Does it say anything else?
4. Hi, help desk here. My name is Suki. How can I help you?
5. Er,… no I haven't.
6. OK. Can you tell me exactly what happens?
7. OK. Thanks very much. I'll do that.
8. Sure. When I press 'Send', I get an error message saying 'This program has found a problem and needs to close'.
9. Yes, hi. I've got a problem with my email. Whenever I try to send a message, the program crashes.
10. Well, something about sending an error report to the software company. Oh, an error code: It says 'Error 35A4'.

Exercise 5: Read this dialog 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 the 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.

Exercise 6: Now listen and check your answer.

Exercise 7: Look at the dialog again. What is the problem? What is the solution?

Exercise 8: Listen to a phone call to a company IT help desk. Answer these following questions by choosing the best option.

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 technician's first suggestion?

   A. go to a folder on the server

   B. go to a folder on the desktop

   C. go to a folder on the C drive

5. What is the 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.

Exercise 9: Say what you think the problem is in these situations. Use the language from the table below. Look at the example:

I cannot connect to the network. I wonder why.

→ *The server might not be working*.

Modal of speculation and deduction	
We use the modal verbs *may*, *might*, and *could* to speculate about possible reasons and causes.	Example: I'm not sure what the problem is. It *might* be a software problem. *Could* it be a hardware issue?
We use *must* when we are sure that something is true and *can't* if we are sure that something is not true.	Example: It shouldn't do that: it *must* be a fault. The server can't be busy! No one's using the website.

1. My computer won't switch on. There have been many reports in the newspaper about viruses recently.

2. I can't find the file I need. I'm sure it's not on the server. I've looked everywhere.

3. Mehmet, the support technician, isn't at his desk. He often has to help people at their desks.

4. I left my mobile phone on for three days without recharging. I'm sure the battery will be flat by now. It usually only lasts a day.

5. I'm not sure what the problem is. I've checked the cables and they're fine.

6. I can't connect to the internet. I should check whether the network cables are plugged in.

Exercise 10: Put these steps in solving an IT problem in the correct order.

☐ Decide which of the possible solutions is the most likely.

☐ If that doesn't work, try another solution.

☐ Check what the symptoms of the problems are.

☐ Continue the process until something works.

☐ Think of some possible solutions.

☐ Try the most likely solution.

Exercise 11: Complete the service reports for the IT Support team. Use the information in the three tickets (exercise 10) and the words in the box. The words may be used more than once.

check   file   saved   version   install   resend   run   move

1. Service Report #1

Service Report	
Date	6. 05
Name	Bolek
Fault Diagnosis Questions	1. What _____ of Office do you have? 2. What is the version of the _____?
Possible Solutions	1. If you have newer version, _____ an Office patch. 2. Ask the sender to save the file in an older version and _____ it.

2. Service Report #2

Service Report	
Date	
Name	
Fault Diagnosis Questions	1. Have you _____ the file? 2. Are there any messages about _____ in the attachment?
Possible Solutions	1. _____ the attachment changes. 2. Look for the file in Internet Temporary Files.

3. Service Report #3

Service Report	
Date	
Name	
Fault Diagnosis Questions	1. What _____ of Office do you have? 2. Have you checked the Recycle Bin? 3. Have you _____ disk fragmented recently?
Possible Solutions	1. If the file is in the Recycle Bin, _____ it to a folder in My Document. 2. If the file isn't in the Recycle Bin, install undeleted software.

Expressing reasons and purpose

We can use the following forms to express reason and purpose

For + noun phrase	I should update my OS **for** its new features.
So that + clause	I should update my OS **so that** I can use its new features.
To + infinitive (verb 1)	I should update my OS **to** use its new features.
Because + clause	I should update my OS **because** it has new features.

Exercise 12: Work in pairs or small groups. Match 1-6 with a-f then complete the gaps with *for, so that, to,* or *because.*

1. Back up everything
2. Put the DVD in the drive
3. Press "F2" while rebooting the computer
4. During the installation process, the computer will ask you some questions
5. You might want to partition the hard drive
6. Change the boot drive to the optical drive

a. _____ enter the BIOS.
b. _____ that the computer restarts from the operating system DVD.
c. _____ use the different partitions for different purpose.
d. _____ safety.
e. _____ that the process can start.
f. _____ it needs to know some.

Exercise 13: Work in pairs. Practice a phone call to the company IT help desk.

STUDENT A	STUDENT B
Call **the IT help desk.** **You cannot access email server.** **Ask for help.** **You changed your password last week.**	Help Student A with the problem. The mail server asks for username and password. Has student A used the wrong password?
Help student B with the problem. **At the moment the internet connection is down.** **Try again later.**	Call the IT help desk. You cannot access the Internet at the moment. Ask for help.
Call the IT help desk. **You can't print out on network.** **Ask for help.**	Help student A with the problem. There is a new default printer.
Help student B with the problem. **Change screen resolution?**	Call the IT help desk. The opened page is too large for the screen.

Exercise 14: Work in pairs. You are technicians in an advertising company. You look after operating system and software. Look at this email from your manager and decide whether to use an open source OS, a proprietary OS or some of each. Then explain your decision to the class.

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Exercise 15: Write an email to your manager giving your recommendation.

Font Family ▾	Font Sizes ▾	**B**	*I*	U	A ▾	≣	≣	≣	≣	I×̸
+ Text Field	+ Dropdown Field	≣	≣	≣	🔗	⛓	🖼	<>		

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