ENGLISH FOR INFORMATICS 1
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MEETING 14
TOPIC: IT SUPPORT STAFF

TOPIC:
KINDS OF COMPUTER PROBLEMS AND THEIR SOLUTIONS.

LEARNING OBJECTIVES:

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.
- IDENTIFY AND USE APPROPRIATE MODALS IN ASKING AND GIVING SOLUTIONS.
- IDENTIFY AND USE APPROPRIATE EXPRESSIONS TO STATE REASONS AND PURPOSE.

Material: Module Unit 7, page 70-74

LOOK AT THE PICTURE

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?

DO EXERCISE 2 (PAGE 71)

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 _____.

DO EXERCISE 4 (PAGE 72)

Exercise 4: Put these following sentences in the correct order. Then listen and check your answer. Then, identify the problems and their solutions.

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'.

DO EXERCISE 5 (PAGE 73)

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.

DO EXERCISE 8 (PAGE 74)

Exercise 8: Listen to a phone call to a company IT help desk. Answer these following questions by choosing the best option. Then identify what Tuka's problem is and what solutions are offered by the IT help desk.

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.