UNIVERZITET METROPOLITAN BEOGRAD

NT213 - Engleski za informatičare

Computing Support

Lekcija 07

PRIRUČNIK ZA STUDENTE

NT213 - Engleski za informatičare

Lekcija 07

COMPUTING SUPPORT

OVERVIEW

This week in English NT213...

In this lesson you will

- learn and practice vocabulary related to computing support
- practice listening and completing forms related to computing support
- practice asking questions related to computing problems
- understand and be able to use language appropriate for diagnosing computer faults
- learn and practice using prefixes
- revise and practice if sentences (zero conditional)
- practice giving advice on computing problems
- learn and revise various prefixes to be able to understand and use more words

Poglavlje 1

Vocabulary: Computing Support

WARMER: THE IT CROWD

The IT Crowd is a British sitcom originally broadcast by Channel 4 (2016-2013).

Ova lekcija sadrži video materijal. Ukoliko želite da pogledate ovaj video morate da otvorite LAMS lekciju.

STARTER: COMPUTING SUPPORT

Computing support involves setting up and maintaining computing systems and solving hardware (the physical components of a computer system) and software (programs and data) problems.

Have you ever had a problem with a virus? Have you ever had a software problem? What kind of problem? What did you do about it? How did you get help?

Generally speaking, what do you do when something gets wrong with your computer? Who do you call for advice? Would you like a job in computer support? Why (not)? In simple words, explain what computing support is.
Computing support involves setting up and maintaining computing systems and solving hardware (the physical components of a computer system) and software (programs and data) problems. Common problems include: dealing with viruses (programs that can reproduce themselves and are written with the purpose of causing damage or causing a computer to behave in an unusual way); fixing faulty peripherals such as monitors, mice or printers; dealing with computers hanging (suddenly and unexpectedly stopping processing during the execution of a program); or computers crashing (failing suddenly and completely).
It is usually the failure of the hard disk inside a computer that is referred to as a crash.
New computers commonly have a one-year warranty agreement that allows the purchaser to obtain help with computing problems by telephoning computing support staff at a help centre. Each computer has its own unique serial number that identifies the equipment. It also usually has a service tag number that identifies its warranty agreement to the support staff. A job number is usually issued by the support staff to uniquely identify the particular fault report. Special fault report forms are often used by the support staff to record the details of the problem. To solve the problem the support staff usually need to know the type of computer, type of processor, amount of RAM (random access memory-the memory that stores the user's program and data while they are being used by the computer), the operating

system and what type of LAN (local area network - a network connected over a small area) it is connected to, if any.

Vocabulary related to computing support
call centre /'kɔl sentɔ(r)/, Am. spelling 'center'
help centre, helpdesk, helpline
warranty /'wɒrənti/ = gurarantee
cleared = solved
commence /kə'mens/ = start
diagnosis ˌdaɪəg'nəʊsɪs/ plural 'diagnoses' /ˌdaɪəg'noʊsiːz/
to diagnose /'daɪəgnəʊz/ - v-
RAID [reid] = redundant array of inexpensive disks: this is not related to the verb 'to raid' ! to raid = to attack a place without warning(remember 'Tomb raider'?)
array [ə'rai] = arrangement, order
to seek [si:k]= to search
fault tolerance- enables a system to continue operating properly in the event of the failure of some of its components
throughput = rate of processing

TROUBLESHOOTING AND HELPDESKS

Help desk, technician, debugging, troubleshooting, PEBCAK, error message, dialogue box

Sally Harrison is a help desk technician. She works at a help desk, a computer support centre where people phone for help with their computer problems. `In my job I have to talk to the computer user to find the source of a problem and try to fix it on the phone. We offer computer assistance for all types of problems. Some people prefer to use the word debugging when we solve programming errors and use troubleshooting when we solve problems encountered while using information technology tools. Sometimes there are no problems with either of them and it's a PEBCAK, the problem exists between the chair and keyboard, i.e. it's a user's problem. I generally start by asking the customer if there has been an error message, a warning of a problem displayed by the application inside a dialogue box, a small window that provides information about the problem and an interface of communication with the user. One of the most frightening messages is the one shown with a BSoD, or Blue Screen of Death, a blue screen that shows an unrecoverable system error.'

IT Support Technician - A day in the life

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VOCABULARY PRESENTATION: DESCRIBING THE PROBLEM

Instead of using the word "problem", you can use many other words.

There are many ways to say that there is something wrong with the computer. The most general word is ‘problem’, and probably the most frequent is ‘fault’, but note that there are many more nouns, which can be near synonyms. Also there are several verbs and adjectives and similar phrases which you can use.

- Nouns: problem, trouble, fault, failure, malfunction, crash, stoppage, breakdown, mistake, error
- Verbs: fail, crash, break, break down, stop, stop working go wrong,
- Adjectives (and adjective-like expressions): faulty, broken, defective, at fault, out of order, not working

People ask the help desk technician for help with problems like these.

1. ’My printer is producing fuzzy, not clear, printouts.’
2. ’I get a lot of error messages. Some of my files won’t open. They’re corrupted, damaged.’
3. ’The monitor flickers, the image is unsteady.’
4. ’My optical drive fails: it won’t read or write discs.’
5. ’My machine is running very slowly and it shows low memory error messages.’
6. ’My computer is behaving strangely. I think it’s got a virus.’
7. ’I get a 401 message: I’m unauthorized, not allowed to enter that website.’
8. ’I’ve tried to access a website but I get a 404 Not Found message, as if it didn’t exist.’
9. ’I try to connect but I get this message: ***Network connection refused by server***.’

Note the following two phrases from the list of problems. They both mean that the computer is not working, either as a temporary stop or for good. However, the words ‘hang’ and ‘crash’ have several meanings in general vocabulary and here are just a few. Computer hang is when computer stops processing while executing a program, while computer crash is when the computer stops working.

VOCABULARY PRACTICE: DESCRIBING THE PROBLEM

The aim of this section is to get the students practice vocabulary related to computing support - problems.

Match the pieces of advice (a-i) with the problems (1-9).

a Haven’t you got any antivirus software installed? If I were you, I’d try a free online scan.
b Why don’t you reset the refresh rate of your monitor?
c You may have made a mistake while typing your password. You can’t access a website if you aren’t recognized as a guest. Try typing it again.
d The computer may be overheating. Check there’s nothing blocking the flow of air. You should also use a recovery tool to retrieve your files.
e Your system must be running short of memory. You’d better add some more RAM.
f That message shows the web server is busy. Why don’t you wait and try again later?

g Your discs or perhaps your lens might be dirty. Use some special disc polish.
h It might mean that the page is no longer on the Internet. Check the URL again. If that doesn’t work, you could use a search engine to find similar pages.
i The print heads of your printer must be clogged, obstructed with ink. Run the clean cartridge routine or wipe them with a cloth and distilled water.

1. 'My printer is producing fuzzy, not clear, printouts.'
2. 'I get a lot of error messages. Some of my files won't open. They're corrupted, damaged.'
3. 'The monitor flickers*, the image is unsteady.'
4. 'My optical drive fails: it won't read or write discs.'
5. 'My machine is running very slowly and it shows low memory error messages.'
6. 'My computer is behaving strangely. I think it's got a virus.'
7. 'I get a 401 message: I'm unauthorized, not allowed to enter that website.'
8. 'I've tried to access a website but I get a 404 Not Found message, as if it didn't exist.'
9. 'I try to connect but I get this message: Network connection refused by server.'

Key

1 i 2d 3b 4g 5e 6a 7c 8h

Screen flickering = Screen tearing

LISTENING: COMPUTING SUPPORT

Practice listening skills and vocabulary related to computing support

You’re going to listen to the phone conversation between David, the computing support officer, and Jennifer, the computer user.

Listen carefully and complete the form. Write only the required piece of information. You will have to write down a lot of numbers and codes.

You can hear the recording more than once if necessary.

Ova lekcija sadrži audio materijal. Ukoliko želite da pogledate ovaj audio morate da otvorite LAMS lekciju.

Listen to the recording once again and note the questions asked by David.

Computing Support

Help Desk Technician's Name		Date of Call	Time commenced
Reported by		Address	
Under Warranty	Service Tag Number	Make	Model
Processor	RAM Size	Operating System	Network Type
Problem Description		Diagnosis	
Cleared by Phone	Time	Job Number	
Passed to Supplier	Time	Ref. No.	
Passed to Third Party	Time	Ref. No.	
Requires Visit		Visiting Technician	
Equipment required		Comments (Case History)	

Slika 1.1 Computing Support [Izvor: Autor prema Oxford English for Information Technology]

KEY TO LISTENING: COMPUTING SUPPORT

Answers to the previous exercise

Date of Call 22/06/01
Time Commenced 15:22
Help Desk Technician's Name David Lister
Reported By Jennifer
Address University of Edinburgh, 21 Hill Place
Under Warranty Yes
Make Apricot
Model LS550
Service Tag No. AM96470
Processor Pentium III
RAM Size 128MB
Operating System Windows 2000
Network Type Windows NT
Problem Description Not playing MIDI files
Diagnosis Faulty sound drivers
Cleared by Phone Yes
Job Number E83095
Requires Visit No
Comments Will send new sound drivers if reinstalling original sound drivers does not solve problem

LISTENING: DETERMINING THE SOURCE - HARDWARE OR SOFTWARE

The aim of this section is to practice listening skills and vocabulary related to trobleshooting.

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 We (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.

Key: Listen and check your answers.

Ova lekcija sadrži audio materijal. Ukoliko želite da pogledate ovaj audio morate da otvorite LAMS lekciju.

HELPDESK: RECAP

This section focuses on assisting non-IT colleagues with their computer difficulties and computer software faults, as well as on hardware problems and tools.

Fault diagnosis
Here the focus is on IT experts helping non-IT expert colleagues with technical problems with their computers. You get a blank screen when there is nothing visible on the screen. You can have installation problems when putting new software onto a computer (for example, when there is not enough space for the program on the computer or when a computer upgrade is required first). Drive fragmentation is when the computer performs less efficiently because data is stored on the hard disk in different places. When this happens, you need to defragment the hard disk. Computers can be unplugged or disconnected from the power

source. The power source is often connected to the computer via a three-pronged port. Computers in battery mode often do not work because the battery has run down and needs charging or indeed needs replacing.

Reference is also made to Internet Service Providers (ISPs), which are the companies – often phone or TV companies – that provide internet connectivity to subscribers. Drivers, which are programs that allow other programs to communicate with a hardware device, are also mentioned. The problems are noted on tickets (short reports generated when a problem is reported). Recovering deleted files means getting back files that have been deleted, perhaps accidentally. Attachments are files added to emails. Some programs are updated regularly and problems can arise when people use different versions of the same application. Patches or upgrades can be downloaded to solve minor software problems. The Recycle Bin (or Trash, as on Apple Macs) is where you put files you want to remove from your computer.

Customer service

This section focuses on communication skills in the workplace: how to deal with people who are having difficulties with a particular problem by asking them questions in a calm and professional manner to get to the bottom of a problem.

Reference is made to a computer's C drive, which is the hard disk that usually holds the Windows operating system files. A computer's desktop is the area you usually see on your screen when you start the system; there are icons for software and files.

Poglavlje 2

Grammar: Zero Conditional

DETERMINING THE SOURCE: HARDWARE OR SOFTWARE

The aim of this section is to develop reading skills and present if-clauses in a context.

A good first step toward resolving a computer issue is to determine whether the source is hardware or software. This determination isn't easy to make. Malfunctioning hardware can make software, particularly Windows, behave erratically. Likewise, bad software can make it appear as though hardware is to blame. The good news is that hardware issues are often detected when the computer starts, or not. When hardware fails, it doesn't work, and the device simply isn't available. In this essay, I cover various ways to determine whether an issue is hardware or software related.

The tools I mention are covered in more detail in later lessons. For example, when the PC starts up, it performs a power-on self test or POST. If any hardware fails to operate, a message appears on the screen, and if the monitor isn't working, you hear a series of beeps from the console's speakers. The POST doesn't catch all hardware failures, but it's the first step in checkingwhether a hardware issue exists. After the PC is started, the next step is to check for hardware issues using the Device Manager.

Tap the Windows key, type Device Manager, press the enter key to choose the top item on the list, and open the Device Manager window. You see a list of all your PC's hardware. If any devices are malfunctioning, their section is open, and they're flagged with a yellow triangle, such as those items shown here. The solution could involve reinstalling a device driver, but two tricks you can perform before then are to disable and re-enable the device, or swap out the hardware.

To disable a device, right click on it, choose disable, confirm that you want to disable it, and it's disabled. Now you re-enable it and hopefully that solves the problem. Right click, choose enable. And, in this case it didn't. The other way to resolve some hardware issues, specifically with peripherals, is to swap out the hardware. For example, you swap out a mouse, keyboard, or monitor with one that works.

If the swapped-out hardware doesn't malfunction, then you know it's the original peripheralthat's at fault, and not something else in the system. To solve the problem, replace the defective hardware. Internal components are more difficult to swap out, but failure of these items is a wee bit more obvious. A fried power supply just doesn't work. The fan doesn't whir, and the PC doesn't turn on. The solution is to replace the power supply, and I recommend that the replacement be rated at a higher wattage than the original.

For example, a 500-watt power supply to replace a 350-watt power supply. Other internal components can be swapped out or replaced as well, but you'll probably opt for replacement, and not swapping, which is time-consuming. For example, you can replace a video adapter, memory, and the mass storage device. These operations require some technical skill, plus they involve software issues such as reinstalling new drivers, or even restoring the entire system from a backup. Troubleshooting software involves discovering which problem is causing the issue.

Generally speaking, software issues are consistent, but which program is causing the trouble?You start with the operating system, Windows, then hardware drivers, and finally, the programs that you run. You can tell whether or not Windows to blame when you start the PC in Safe Mode. If the problem persists in Safe Mode, then it's an operating system issue. You take steps in Safe Mode to address the problem. Drivers are software programs that control your PC's hardware, such as the network driver, printer driver, and so on.

When a driver malfunctions, the hardware doesn't work properly. The solution is to update, or reinstall the driver, and if that doesn't work, then the hardware could be to blame. Software problems beyond Windows and drivers are specific to one program only, and usually they're consistent. You perform the same action and get the same buggy results, a crash, or some other malfunction. These problems could be due to bugs, or the sign of an improper software installation. If the problem is a bug, then it must be addressed by the program's developer.

The best you can do is to check the developer's website, and ensure that the bug exists. This topic is covered in another movie. If the software issue isn't a bug, then it's probably hardware, in which case you perform diagnostic tests on the PC to confirm that the hardware is functioning properly. PC dealers and repair places I've spoken with have three general rules when it comes to determining whether a problem is hardware or software. If the problems is inconsistent, it's hardware. If the problem is consistent, it's software.

And if the problem is with the PC's firmware, which is the motherboard circuitry, then it will just drive you nuts. Above all, keep in mind that the root of all PC trouble is change. Whether you've changed hardware or software recently is your biggest clue to finding a hardware or software solution.

IF-CLAUSES (EXAMPLES FROM THE TEXT)

Examples of if-clauses from the text

There are many examples of if-clauses in the text you have just read. Can you find them?

Here they are:

- If any hardware fails to operate, a message appears on the screen, and if the monitor isn't working, you hear a series of beeps from the console's speakers.
- If any devices are malfunctioning, their section is open, and they're flagged with a yellow triangle, such as those items shown here.
- If the swapped-out hardware doesn't malfunction, then you know it's the original peripheral that's at fault, and not something else in the system.
- If the problem persists in Safe Mode, then it's an operating system issue.

- If the software issue isn't a bug, then it's probably hardware.
- If the problems is inconsistent, it's hardware. If the problem is consistent, it's software.
- And if the problem is with the PC's firmware, which is the motherboard circuitry, then it will just drive you nuts.

TIME CLAUSES (EXAMPLES FROM THE TEXT)

Examples of time clauses from the text

There are also examples of time clauses in the text you have just read. Can you find them?

Here they are:

- When hardware fails, it doesn't work, and the device simply isn't available.
- When the PC starts up, it performs a power-on self test or POST.
- After the PC is started, the next step is to check for hardware issues using the Device Manager.
- When a driver malfunctions, the hardware doesn't work properly.

ZERO CONDITIONAL

The zero conditional is used to make statements about the real world, and often refers to general truths, such as scientific facts. In both parts of the sentence the simple present is used.

FORM
In zero conditional sentences, the tense in both parts of the sentence is **the simple present**.
If clause (condition) Main clause (result)
If + simple present simple present
If this thing happens that thing happens.

If you work on the computer too long, your eyes start hurting.

As in all conditional sentences, the order of the clauses is not fixed. You may have to rearrange the pronouns and adjust punctuation when you change the order of the clauses, but the meaning is identical. In zero conditional sentences, you can replace "if" with "when", because both express general truths. The meaning will be unchanged.

FUNCTION

The zero conditional is used to make statements about the real world, and often refers to general truths, such as scientific facts. In these sentences, the time is now or always and the situation is real and possible.

EXAMPLES
If you freeze water, it becomes a solid.
Plants die if they don't get enough water.

The zero conditional is also often used to give instructions, using the imperative in the main clause.

EXAMPLES
If Bill phones, tell him to meet me at the cinema.
Ask Pete if you're not sure what to do.
If you want to come, call me before 5:00.
Meet me here if we get separated.

LISTENING: ZERO CONDITIONAL

The aim of this section is to practice listening skills and consolidate knowledge on zero conditional..

Listen to Jelena practicing zero conditional.

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ZERO CONDITONAL (PRACTICE)

The aim of this section is to practice zero conditional.

Complete the zero conditional sentences with the verb in brackets. Use contractions where possible.

1. If you press that button, the light ..... (come) on.
2. It's easier to sleep if ..... (you / not / be) stressed.
3. The teacher gets angry if ..... (we / not / work) hard.
4. If ..... (I / go) on a boat, I always feel sick.
5. His mother gets annoyed if ..... (he / be) late.
6. If ..... (I / not / know) a word, I look in my dictionary.
7. They play football if ..... (they / not / have) any homework.
8. If you freeze water, ... (it / turn) to ice.

Match the beginnings of the sentences to the correct endings.
1. If you mix black and white, a. it floats.
2. If you don't water flowers, b. it turns to ice.
3. When you heat ice, c. you get dough.
4. If you freeze water, d. it melts.
5. When you tickle her, e. they die.
6. If you mix flour and water, f. she laughs.
7. When the teacher gives us homework, g. you get grey.
8. If you pour oil on water, h. everyone hates it.

Key

Task 1

1. comes
2. you aren't
3. we don't work
4. I go
5. he's
6. I don't know
7. they don't have
8. it turns

Task 2

1. g
2. e
3. d
4. b
5. f
6. c
7. h
8. a

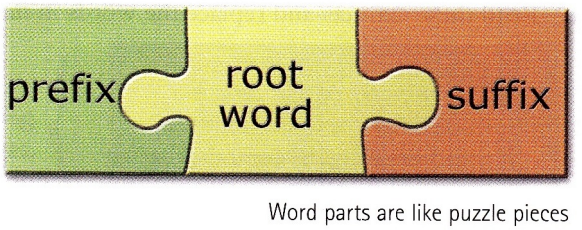
Poglavlje 3

Word formation – using prefixes

PREFIXES

A prefix is placed at the beginning of a word to modify or change its meaning.

A prefix is placed at the beginning of a word to modify or change its meaning. A prefix goes at the beginning of a word. A suffix goes at the end of a word. Prefixes can be added before various words to make new words, related in meaning.



Word parts are like puzzle pieces

Slika 3.1 Prefix, root, suffix [Izvor: Professional English in Use – ICT For Computers and the Internet, p. 56]

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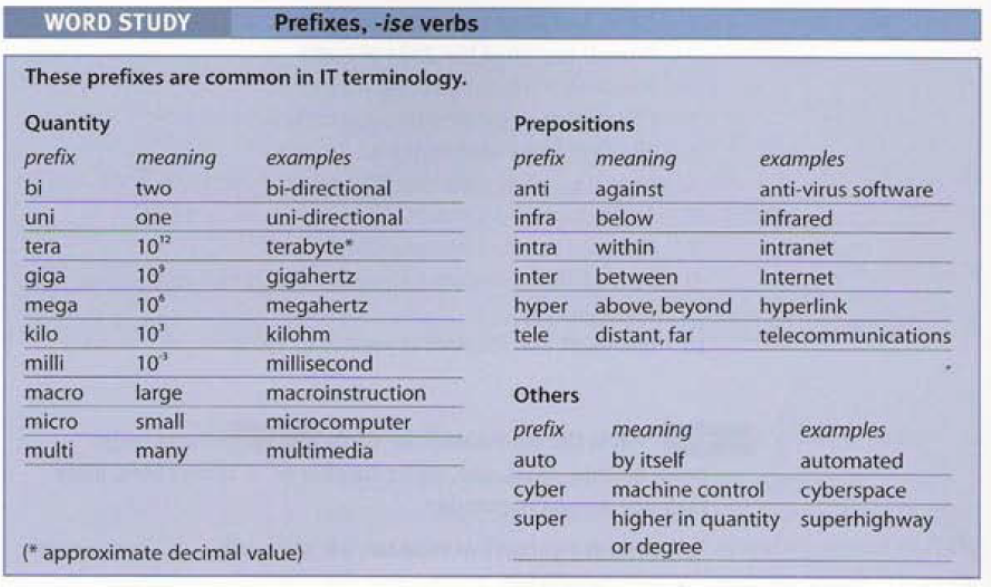
Here is the list of the most common prefixes that basically change the word into the word with negative or opposite meaning. Apart from the words given as illustrations, you can surely remember a few more.



WORD STUDY **Prefixes, *-ise* verbs**

These prefixes are common in IT terminology.

Quantity

prefix	*meaning*	*examples*
bi	two	bi-directional
uni	one	uni-directional
tera	10^{12}	terabyte*
giga	10^{9}	gigahertz
mega	10^{6}	megahertz
kilo	10^{3}	kilohm
milli	10^{-3}	millisecond
macro	large	macroinstruction
micro	small	microcomputer
multi	many	multimedia

(* approximate decimal value)

Prepositions

prefix	*meaning*	*examples*
anti	against	anti-virus software
infra	below	infrared
intra	within	intranet
inter	between	Internet
hyper	above, beyond	hyperlink
tele	distant, far	telecommunications

Others

prefix	*meaning*	*examples*
auto	by itself	automated
cyber	machine control	cyberspace
super	higher in quantity or degree	superhighway

Slika 3.2 Prefixes [Izvor: Oxfor English for Information Technology, p. 182]

COMMON PREFIXES OF GREEK AND LATIN ORIGIN IN ENGLISH

Prefixes are mostly of Greek and Latin origin.

Here is the list of more prefixes, mostly of foreign origin that are frequently used in computing:

Anti[enti]: anti-static

Auto[oto] : automatic

Bi[bai] : binary [bainəri]

Bio : [baiou]: biotechnology

Cyber [‘saibə(r)]: cybernetics

De[di] : decode [dikoud]

Hyper [haipə] : hyperlink

Giga[gigə] : gigabyte

Video [vidiou] videoconferencing

Macro [maekrou] : macroinstruction

Micro[maikrou] : microchip

Multi [mʌlti] : multimedia

Pseudo[sju:dou] : pseudocode

Sub [sʌb] : subfolder

Techno [teknou] : technology

Tera [terə] : terabyte

Ultra[ʌltrə] : ultra-violet

Uni[juni] : universal, unidiractional

NEGATIVE PREFIXES

Negative prefixes mean "not".

Negative prefixes meaning ‘not’:
non- Non-volatile memory retains its content when the power is turned off.
un- An unformatted disk has not been ‘initialized’; it doesn’t allow data to be stored.
UN- [ʌn]: uninteresting, unpredicted, unimportant, uninterrupted, unnecessary…
IN- : inexpensive, inefficient, incompetent, insignificant
IR- : irrelevant, irresponsible, irrational
IL- : illogical, illegal
DIS- : dishonest, discourage, disparity
NON- : non-profit, non-smoker
A- [ei] : amoral, asynchronous
Note:
Prefixes IR- and IL- are actually exactly the same as IN-, only they are used in front of the word starting with ‘r’ and ‘l’, respectively.
Prefix A- is slightly different, because it does not mean ‘opposite’, but ‘the lack of” the quality expressed by the main part of the word.

Uncompressing (or **decompressing**) is the act of expanding a compression file back into its original form. Software that you download from the Internet often comes in a compressed package that can uncompress itself when you click on it.

Uncompressed is usually used as an adjective.

Think of 5 words (which have not been mentioned in this lecture) with the following prefixes: ANTI-, AUTO-, BI-, BIO-, CYBER-, DE-, HYPER-, MICRO-, MULTI-, PSEUDO-, SUB-, TECHNO-, ULTRA-, UNI-, VIDEO-.

Make 5 sentences using these words.

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PREFIXES OF LOCATION AND PREFIXES OF SIZE

There are some prefixes that indicate location and size.

Prefixes of location

trans- (= across) Data transmission can be wired or wireless.
inter- (= between) The Internet consists of millions of computers interconnected in a global network.
intra- (= within) An intranet is a private network, restricted to a company's internal use.
extra- (= outside, in addition to) An extranet links a company with its customers and supplier.
tele- (= over a distance) Teleconferencing enables users in different places to talk to and see each other.

Prefixes of size

super- (= large, better) A supersite offers links to other websites on a certain topic.
semi- (= half, partly) A semiconductor is neither a good conductor nor a good insulator (e.g. silicon, used to make computer chips).
micro - (= small) A microbrowser is designed to display web pages on PDAs and mobiles.

Prefixes of size are also used in units of memory like megabyte and gigabyte.

re-

Another common prefix is re- in words like reprint, re-install, rewritable, reboot (to start the computer again), recur [ri'kə:] = occur again.

PRACTICE: PREFIXES

The aim of this section is to practice using prefixes.

I Use words from the lesson to complete these sentences.

1. Medical researchers in many countries exchange information through email and ..... .
2. ..... memory (e.g. ROM or flash memory) is able to hold data when switched off.
3. Blogs and web portals are examples of ..... ; they offer news, opinions and web links.
4. ..... are used for making integrated circuits and computers.
5. I'll post the agenda for next week's meeting on the company's ..... .
6. A home network is two or more computers ..... to form a local area network.

II Complete these definitions with words from the lesson.

1 a disk that is completely blank, so information can't be recorded onto it
2 a network that allows communication between a company and the people it deals with
3 the process of sending data over a communication channel
4 to restart the computer, without switching it off completely
5 a web browser designed for small screens on hand-held devices

Key I

1. teleconferencing
2. Non-volatile

3. supersites
4. Semiconductors
5. intranet
6. interconnected

Key II

1. unformatted
2. extranet
3. transmission
4. reboot
5. microbrowser

VERB PREFIXES

Verb prefixes are prefixes used to form verbs which mean 'to cause to be something':

en-

encrypt: to change data into a secret code so that only someone with a key can read it

up-
update: to modify data in a file and thus ensure the file reflects the latest situation
upgrade: to add or replace hardware or software in order to expand the computer's power
upload: to send files to a central, often remote computer; compare with 'download'

Prefixes that mean '**the opposite of an action'** or '**to reverse an action'**:

de-
decrypt: to convert secretly coded (encrypted) data back into its original form
decompress: to restore compressed data back to its original size
debug: to correct errors in a program or system
defragment: to reorganize data stored on disk by putting files into contiguous order

un-

uninstall: to remove hardware or software from a computer system

PRACTICE: VERB PREFIXES

The aim of this section is to practice verb prefixes.

Complete these sentences with words from B opposite and make any necessary changes.
1 The program ran so slowly, I had to un..... it.
2 Your financial information is fully en..... and cannot be accessed.
3 Messages encrypted using a public key can only be de..... by someone with the

corresponding private key.
4 The computer compresses and de..... a colour image in less than a second.
5 Once you've written a program, you have to test it and de..... it to remove all the errors.
6 In cyberspace, 'up..... ' means to send a file.
7 You can easily up..... your files by adding or deleting information.
8 To de..... your hard disk you need a disk optimizer, a program that will reorder your files.
9 There are minimum system requirements for your PC to be suitable for ..... to Windows.

Key

1. uninstall
2. encrypted
3. decrypted
4. decompresses
5. debug
6. upload
7. update
8. defragment
9. upgrade

THE PREFIXES E- AND CYBER-

The e- prefix means 'electronic'; cyber- describes things relating to computer networks.

e-
The term e-learning refers to the use of ICT to provide education and training.
An e-zine is a magazine or newsletter published online.
E-commerce is the buying and selling of products or services over the Internet.

cyber-

The electronic space in which online communication takes place is called cyberspace.

Cyberslacking *means using a company's Internet access for activities which are not work-related, e.g. emailing friends, playing games, etc.; it is also called 'cyberloafing' or* 'goldbricking'.

Cyberpunk is a subgenre of science fiction in a dystopian futuristic setting that tends to focus on a "combination of low-life and high tech" featuring advanced technological and scientific achievements, such as artificial intelligence and cybernetics, juxtaposed with a degree of breakdown or radical change in the social order.

PRACTICE: THE PREFIXES E- AND CYBER-

The aim of this section is to practice prefixes e- and cyber-.

Complete this text with words from this lesson.

The term 'cyber' first appeared in the word 'cybernetics', coined by Norbert Wiener in 1948 as the science of communication and control. In the 1960s new cyber' words emerged, such as cybermen and cyborg, referring to a being that is part robot, part human. In 1984 William Gibson popularized the term (1) ..... in his novel Neuromancer. He used it to describe a futuristic, virtual world of computers, but now it refers to the Internet. Other common words are cyberworld, cybercafe, and cyberphobia (a fear of computers). Companies are now worried about (2) ..... - employees using the Net to do things that have nothing to do with their jobs, e.g. chat with friends. The e- prefix is often added to activities that have moved from the physical world alternative, e.g. email and e-shopping. Other well-known examples are: (3) ..... magazines that are available on the Internet; (4) ..... , doing business electronically on the Net; and (5) ..... , providing instruction via optical discs, the Web or satellite TV.

Key

1. cyberspace
2. cyberslacking (also US goldbricking)
3. e-zines
4. e-commerce
5. e-learning

Cyberloafing is a term used to describe the actions of employees who use their Internet access at work for personal use while pretending to do legitimate work. Cyberloafing is derived from the term goldbricking, which originally referred to applying gold coating to a brick of worthless metal. Today, both goldbricking and cyberloafing (along with cyberslacking and cyberbludging) are used to refer to this phenomenon.

Poglavlje 4

Examination Practice

HOME PHONES STILL GOING STRONG

At this level you will probably be asked to make more than one change to the word. e.g. desire – desirable – undesirability

Fill in the gaps with the words from the ones in capitals.

0 CLEAR 1 FORM 2 THREAT 3 ACCORD 4 DOMESTIC 5 PERSON 6 ABLE 7 RELATE 8 DRAMA 9 RELY

Both scientific and sociological research 0) clearly indicate that, although the Internet has 1) ..... the way people work, at a more personal level the more old-fashioned ways of communication are not being 2) ..... by the new technologies. 3) ..... to statistics, a person who uses the Net at home to send and receive e-mails talks on the phone for 19 minutes on a Sunday – a mere one and a half minutes less than someone who does not use the Internet 4) ..... . Keele University's Psychology Professor Tim Baxter says it's all to do with how 5) ..... the Internet is, as opposed to the much greater 6) ..... of the human voice to convey a person's emotions. "Only the greatest writers can actually put their feelings on paper," he says, "and when people talk to friends or 7) ..... they want them to know how they feel." Things are very different at the workplace. It is estimated that corporate telephone usage in the UK has fallen 8) ..... (by more than 40%) since 1995, indicating that the Internet is seen as a more 9) ..... way to communicate with colleagues.

Answer Key

0 clearly
1 transformed
2 threatened
3 According
4 domestically
5 impersonal
6 ability
7 relatives/relations
8 dramatically
9 reliable

Poglavlje 5

Diagnosing a fault and giving advice

EXPRESSING CERTAINTY

There are some forms to express certainty: It sounds/looks as if + sentence (with or without may), must + infinitive, must + have + past participle.

Note this form that we haven't studied in previous lecture. It is a very polite, tentative form used to express the least degree of certainty.
***It sounds/looks as if*+ sentence (with or without may)**
It sounds as if you may have a driver fault.
In the recording the computer support officer says this sentence to the client. What is he trying to do when he says this? Is he very certain of what the fault is? It seems that he is not very sure. Which other forms can he use?

- It sounds as if your have a driver fault. (more certain)
- Maybe/perhaps you have a driver fault.
- You probably have a driver fault. (greater probability)
- You must have a driver fault. (quite certain)

The modal 'must' in the last example is used to express not obligation but a very great degree of certainty.

Use must + infinitive if you are sure about something in the present.

- I checked all the hardware, so it must be some software problem.

Use must + have + past participle if you are sure about something in the past.

- I think I know what destroyed your files. It must have been a virus.

Make sure you are familiar with all these various forms and shades of meaning, because in English it is very important.

GIVING ADVICE

Here are some frequent forms to give advice on computing problems.

1. Modal *should* or *shouldn't,* or *could*

2. Imperative (positive, negative),

3. Phrase *had better ('d better*) + verb

You'd better check the hard disk. (= you should check it)

4. Various introductory phrases:

It's a good idea to + verb

The best thing to do is to + verb

5. Verbs *recommend, suggest, advise*

Pronunciation Note

advice /əd'vaɪs/ - uncountable noun
We say a piece of advice (not 'an advice') and some advice (not 'some advices').

advise /əd'vaɪz/ - verb

Pay attention to how these verbs are used. Verbs recommend and suggest can be followed either by a noun or –ing form, or a full sentence starting with 'that'.

The verb 'advise' is followed by the addressee (i.e. the person to whom you give the advice) and to + infinitive verb

I recommend + noun */ -ing* form OR *I recommend that* + sentence

a/ I ***recommend/suggest updating*** *your anti-virus program.*

b/ I ***recommend /suggest that you update*** *your anti-virus program.*

I advise you to + verb

I ***advise you to update*** *your antivirus program*

MAKING GUESSES AND GIVING ADVICE

Useful phrases for helpdesk technicians.

Help desk technicians have to sort out the different reasons for the problem and suggest ways to fix it. Look at some of the expressions that can be used.
a. Turn the computer off and on again. It often works.
b. You should check that dust is not affecting the computer cooling fan, the device that prevents the parts inside the computer from overheating.
c. Why don't you reboot, restart, the system again?
d. If this doesn't work, use a recovery tool, a software application to restore your deleted data.

e. You should back up your files in the future, make copies.
f. If I were you, I'd get a UPS, an uninterruptible power supply, a device to maintain the continuous supply of electric power.

Here are some preventative tips to stop disasters before they start.

Complete the text with words from the opposite.

Your PC has a mortal enemy: heat. Since the most common cause of overheating is dirt, you should ensure that your CPU (1) _____doesn't become clogged by cleaning it with compressed air.

Check your power protection: if there are frequent voltage spikes or power outages in your area, get a (2) _____ to power your PC.

Remember your (3) _____ software is essential so you won't lose important information. lt's always essential to (4) _____ all the files you'll need in the future.

Evaluate your hard disks health with its error-checking utility.

Finally, if disasters do happen, remember that it's always useful to (5) _____ off and on the computer or (6) _____ the OS.

Key

a turn (5) b cooling fan (1) c reboot/restart (6) d recovery tool (3) e back up (4) f UPS (2)

DIAGNOSING A FAULT AND GIVING ADVICE: PRACTICE

The aim of this section is to practice diagnosing a fault and giving advice.

I Study these steps to take before you phone for technical support. Rewrite each one using the clue given.
1 Reboot your PC to see if the problem recurs. (should)
2 Use your PC's on-board diagnostic and repair tools. (recommend)
3 Record the details of the problem so you can describe it accurately. (good idea)
4 Note your system's model name and serial number. (advise)
5 Keep a record of hardware and software you've installed along with any changes you've made to settings. (strongly recommend)
6 If you think hardware may be at fault. figure out how to open the case. (should)
7 Visit the vendor's website and check the FAQs. (best thing)
8 Avoid phoning in peak times. (never)
9 Have your system up and running and be near it when you call. (good idea)
10 When you reach a technician, tell him or her if you may have caused the problem. (advise)

II Study the computer problems given in 1-12. Think of the diagnosis and express it in a sentence using some of the certainty expressions. Think of the solution to the problem and express it in form of advice. Rely on your specialist knowledge.

1 My laser printer produces very faint copies.
2 When I print. three or four sheets come through the printer at the same time.
3 My spreadsheet does not seem to add up correctly.
4 Everything I type appears in capitals.
5 My PC is switched on but the monitor screen is blank.
6 I tried to print a document but nothing came out of the printer.
7 My monitor picture is too narrow.
8 My monitor screen flickers.
9 My mouse responds erratically.
10 The time display on my computer is one hour slow.
11 When I print out a page. the first two lines are missing.
12 My computer sometimes stops and reboots itself. The lights dim at the same time.

ANSWER KEY: DIAGNOSING A FAULT AND GIVING ADVICE

The aim of this section is to provide key for the previous exercises.

Key I

1 You should reboot your PC to see if the problem recurs.
2 I recommend you use your PC's on-board diagnostic and repair tools.
3 It's a good idea to record the details of the problem so you can describe it accurately.
4 I advise you to note your system's model name and serial number.
5 I strongly recommend that you/you to keep a record of hardware and software you've installed along with any changes you've made to settings.
6 You should figure out how to open the case if you think hardware may be at fault.
7 The best thing to do is to visit the vendor's Web site and check the FAQs.
8 Never phone in peak times.
9 It's a good idea to have your system up and running and be near it when you call.
10 When you reach a technician, I advise you to tell him or her if you may have caused the problem.

Key II

1 It sounds as if your toner cartridge has run out. You should replace it.
2 You probably have a paper feed problem. I advise you to take the paper out and put new paper in.
3 It sounds as if there is a mistake in one of your formulae. I recommend that you check each formula carefully.
4 You must have pressed Caps Lock. Press it again to unlock it.
5 You might have a loose connection. The best thing to do is to tighten the cables and check everything is switched on.
6 It sounds as if you're out of paper or you have a paper jam. You should check there's no paper jammed in the printer.
7 The image size is not set properly. Try to adjust it with the width control on the monitor.
8 The frequency setting is too low. Try adjusting the setting in Control Panel.
9 The ball may be sticking. I recommend cleaning it.
10 It's possibly because the clocks have changed for summer or winter time. You should go

into Date/Time in the control panel and advance the clock.
11 It sounds as if the margins are set wrongly. You should reset them using the Page Setup settings.
12 It may be a low voltage problem. You could get a voltage regulator but they're expensive.

Poglavlje 6

Legal English: Computer Consultancy Service

VOCABULARY BUILDING

Sometimes it is diffucult to understand the language of law, especially in contracts. Here is a clause from a contract on consultancy services. Let's analyze it!

Look at this clause from a contract. It is from a contract between a business that offers a computer consultancy service and its customers. Read the clause and find the words that have the same meaning as the words listed below.

SERVICES PROVIDED BY TECH1 CONSULTING

During the Term of this Agreement TECH1 Consulting shall at the request of the Customer provide the following services for the aggregate number of hours specified in Schedule A:

1 provide a remote diagnosis service during Office Hours

2 visit the Customer's Premises to diagnose the exact nature and cause of malfunctions and advise as to the repair or replacement of defective equipment

3 advise as to the choice and procurement of new equipment inclusive of software

4 provide additional services at the extra charges set out in Schedule B

5 be available 350 days per annum and to notify the Customer in writing of any period of unavailability greater than 3 days.

a duration
b total
c faulty
d obtaining or purchase
e year

Find the words in the text with the following meaning:

1. A document attached to a contract. It forms part of the contract and contains specific information about what parties are agreeing to do.
2. Written or stated.
3. A building or a part of a building that is used for something in particular.

Key

Part I
a duration = Term
b total = aggregate
c faulty = defective
d obtaining or purchase = procurement
e year = annum

Part II
1 Schedule
2 set out
c premises

PREPOSITIONS

It is very important to memorize the right prepositions!

Here is another clause from the same contract. There are some prepositions missing. Read the clause carefully and fill each gap with the correct preposition.
CUSTOMER'S OBLIGATIONS
During the Term (a) _____ this Agreement the Customer shall:
1 make available to TECH1 Consulting free of any charge whatsoever any operating manuals, program information or any other technical information required (b) _____ TECH1 Consulting to perform its duties under this Agreement
2 provide TECH1 Consulting with adequate working space and facilities to enable it to carry out its duties under this Agreement without charge to TECH1 Consulting
3 where possible to provide TECH1 Consulting with staff familiar (c) _____ the Customer's programs databases and computer records in order to co-operate in the diagnosis of any malfunction or fault in the system.

Key

1. of
2. by
3. with

SCHEDULES

A schedule is a document attached to a contract. Here is some vocabulary from Schedules.

Here are the two schedules mentioned in the contract. Some of the words are missing. Fill each gap in the schedules with the correct word:
payable
Overnight
reviewed
increase
Included
Additional

Key
a payable
b reviewed
c increase
d Included

e Additional
f Overnight

SCHEDULE A – MONTHLY CHARGES

The initial monthly charge for this contract is £450 (**a**) _____ monthly in advance. The charge table below will be (**b**) _____ annually. 30 days' notice of any (**c**) _____ in charges will be given.

Monthly Charge	£450	£500	£550	£600	£650	£700	£750	£800	£850
(**d**) ____ Hours	8	9	10	11	12	13	14	15	16

SCHEDULE B – (**e**) _____ CHARGES

On-Site	1st Hour	Office Hours	08:00 to 18:00	£120
On-Site	Additional Hours	Office Hours	08:00 to 18:00	£80
On-Site	1st Hour	Out of Office Hours	Week days	£150
On-Site	Additional Hours	Out of Office Hours	Week days	£75
On-Site	1st Hour	Weekend	Friday 18:01 Monday 07:59	£150
On-Site	Additional Hours	Weekend	Friday 18:01 Monday 07:59	£120
Early Morning	Telephone Support	per 30 minutes	06:00 to 0:800	£40
Office Hours	Telephone Support	1st 30 minutes	08:01 to 18:00	£25
Office Hours	Telephone Support	per additional 30 minutes	08:00 to 18:00	£20
Evening	Telephone Support	per 30 minutes	18:01 to 21:00	£40
(**f**) ____	Telephone Support	per 30 minutes	21:00 to 05:59	£80
Weekend	Telephone Support	per 30 minutes	18:00 to 20:59	£40

Slika 6.1 Schedules [Izvor: The Lawyer's English Language Coursebook, p. 228]

Conclusion

CONCLUSION: COMPUTING SUPPORT

The aim of this section is to revise what we talked about in this lesson.

In this lesson we talked about

- computing support
- troubleshooting and help desks
- detecting the problem
- zero conditional
- making guesses and giving advice
- using prefixes to form new words.

Most businesses nowadays store their information on computers, and it is essential to ensure that the data is kept secure. As a technical support team member, it is crucial for you to be available to meet any needs of the staff may have on any given day. Take the test below and see how much you know about the computer help desk and technical support.

http://www.proprofs.com/quiz-school/story.php?title=computer-help-desk-technical-support-test

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