UNIT 7

EXERCISE 1

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?

A call center help the customers or client with their inquiries, concern or problem. They resolve the customer’s problems or provide the information they need. No I don’t have any.

1. 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?

When I have problems with my computer hardware, I’ll try to solve it by myself. I will open Youtube or google. When I can solve it by myself, I’ll ask help to someone who understand about computer hardware.

1. Make a list of computer hardware problems. What may cause the problems and what are their solutions?
2. Blue Screen of Death (BSOD):

Causes: Hardware or driver issues, memory problems, overheating.

Solutions: Update drivers, check for overheating and clean cooling components, run memory diagnostics.

1. Slow Performance:

Causes: Insufficient RAM, too many background processes, outdated hardware.

Solutions: Upgrade RAM, close unnecessary programs, consider upgrading hardware components

1. Data Corruption:

Causes: Failing storage devices, power surges, malware.

Solutions: Backup important data regularly, use surge protectors, run antivirus scans.

EXERCISE 2

1. The application is hanging.
2. The computer crashes.
3. There is a connection error.
4. The computer is running slowly.
5. The speaker had a disk failure.
6. The speaker's mobile phone has a fault.

EXERCISE 3

1. The application is hanging:
   1. Description: The program works, but it's really slow.
   2. Solution: Close extra programs, check if the computer has enough memory, and maybe upgrade the computer.
2. The computer crashes:
   1. Description: The computer suddenly stops working.
   2. Solution: Restart the computer, update programs, and check for viruses.
3. There is a connection error:
   1. Description: The computer can't connect to the internet or other devices.
   2. Solution: Check Wi-Fi or cable connections, restart the router, and make sure the network settings are correct.
4. The computer is running slowly.
   1. Description: The computer is running, but you can't type or do anything.
   2. Solution: Restart the computer, close unnecessary programs, and check for possible software issues.
5. The speaker had a disk failure:
   1. Description: The speaker's storage is broken.
   2. Solution: Try to get back important files, replace the broken part, and regularly save copies of important stuff.
6. The speaker's mobile phone has a fault:
   1. Description: The speaker's phone is not working right.
   2. Solution: Restart the phone, update the software, or reset it to the factory settings. If problems continue, ask for help from the phone company or tech support.

EXERCISE 4 (LISTENING)

1. Hi, help desk here. My name is Suki. How can I help you?

2. Yes, hi. I’ve got a problem with my email. Whenever I try to send a message, the program crashes.

3. OK. Can you tell me exactly what happens?

4. Sure. When I press ‘Send’, I get an error message saying ‘This program has found a problem and needs to close’.

5. Does it say anything else?

6. Well, something about sending an error report to the software company. Oh, an error code: It says ‘Error 35A4’.

7. Ah. Have you tried restarting your computer

8. Er, … no I haven’t.

9. Could you do that? And if you still have a problem, just call me again.

10. .OK. Thanks very much. I’ll do that.

Problem: The email program crashes when trying to send a message.

Solution: The help desk could guide the user through troubleshooting steps, such as restarting the computer and checking for any error messages. If the issue persists, additional assistance may be required.

EXERCISE 5

* Switched
* Type
* Worked
* Checked
* Tight
* Found
* Unplugged
* Go
* Working
* Disconnected

EXERCISE 6 (LISTENING)

EXERCISE 7

Problem:

The problem is that Maryam switched off her computer the previous day, and when she tried to turn it on the next day, it wouldn't start.

Solution:

The solution to the problem was found during the conversation between Haider and Maryam. Haider guided Maryam to check the cable connections. Maryam discovered that a power cable was unplugged. Haider instructed her to plug it into the three-pronged port on the computer. After Maryam followed these steps, her computer started working fine again. The potential cause for the unplugged cable was suggested to be the cleaners who might have accidentally disconnected the PC the night before.

EXERCISE 8 (LISTENING)

1. B) has lost files

2. A) worried

3. A) hardware upgrade

4. C) go to s folder on C drive

5. B.) He will come down to Tuka’s office.

EXERCISE 9

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

* Modal of speculation and deduction: It could be a virus that caused the computer to not switch on.

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

* Modal of speculation and deduction: The file might have been deleted or moved to a different location.

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

* Modal of speculation and deduction: Mehmet might be helping someone at their desk.

1. 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.

* Modal of speculation and deduction: The battery must be flat by now due to the extended period of use without recharging.

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

* Modal of speculation and deduction: The problem could be caused by something other than the cables.

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

* Modal of speculation and deduction: The network cables might not be plugged in properly or could be damaged.

EXERCISE 10

1. Check what the symptoms of the problems are.

2. Think of some possible solutions.

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

4. Try the most likely solution.

5. If that doesn’t work, try another solution.

6. Continue the process until something works.

EXERCISE 11

1. Service report #1

What version of Office do you have?

What is the version of the file?

Possible Solutions:

If you have a newer version, install an Office patch.

Ask the sender to save the file in an older version and resend it.

1. Service report #2

Have you check the file?

Are there any messages about file in the attachment?

Possible Solutions:

Check the attachment changes.

Look for the file in Internet Temporary Files.

1. Service report #3

What version of Office do you have?

Have you check the Recycle Bin?

Have you run disk defragmentation recently?

Possible Solutions:

If the file is in the Recycle Bin, move it to a folder in My Documents.

If the file isn’t in the Recycle Bin, install undelete software.

EXERCISE 12

1. Back up everything for safety (d).

2. Put the DVD in the drive so that the computer restarts from the operating system DVD (b).

3. Press “F2” while rebooting the computer to enter the BIOS (a).

4. During the installation process, the computer will ask you some questions because it needs to know some (f).

5. You might want to partition the hard drive to use the different partitions for a different purpose (c).

6. Change the boot drive to the optical drive so that the process can start (e).

EXERCISE 14

* For the administration, you should upgrade to the latest version of windows 10. This OS provides a user-friendly interface, enhanced security features, and regular updates to ensure optimal performance. It sould be compatible with most administrative software used in our office environment.
* As for the design office, you may stick with Windows 10 for its compatibility with a wide range of design software. Additionally, Windows 10 has robust support for hardware drivers and is well-suited for creative tasks.

EXERCISE 15

Subject: Recommendation for Computer Replacement and Operating Systems

Hi Tom,

I hope this message finds you well. I appreciate your email regarding the need to replace the computers in our administration and design offices. I've carefully considered the requirements of both teams and have recommendations for the operating systems.

For the administration office, given the need for an update from older systems, I propose upgrading to the latest version of Windows 10. This operating system provides a user-friendly interface, enhanced security features, and regular updates to ensure optimal performance. It should be compatible with most administrative software used in our office environment.

As for the design office, where staff members use resource-intensive applications like Photoshop and CorelDRAW, I recommend sticking with Windows 10 for its compatibility with a wide range of design software. Additionally, Windows 10 has robust support for hardware drivers and is well-suited for creative tasks.

Before finalizing the decision, I suggest confirming the system requirements of the specific design software versions used by our design team to ensure seamless compatibility with the chosen operating system.

Please let me know if you have any further questions or if there are additional considerations for me to take into account. I'm here to assist with any further planning or implementation steps.

Many thanks,

Jonathan