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?

What’s happening is a man call IT help desk call center for our problem.

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?

**EXERCISE 2**

**EXERCISE 3**

**EXERCISE 4 (LISTENING)**

**EXERCISE 5**

**EXERCISE 6 (LISTENING)**

**EXERCISE 7**

**EXERCISE 8 (LISTENING)**

**EXERCISE 9**

**EXERCISE 10**

**EXERCISE 11**

**EXERCISE 12**

**EXERCISE 15**