

**ENGLISH FOR INFORMATION TECHNOLOGY**  
**COMPUTER ENGINEERING – FACULTY OF INFORMATION TECHNOLOGY**  
**ANDALAS UNIVERSITY**

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1. Make and record a conversation between IT Help Desk and Customer talking about the problems given below:

- 1) Word file won't open in office
- 2) The attachment cannot be opened

2. Complete the sentences with the vocabularies in the box.

Online Internet World Wide Web MP3 Music satellite computer network radio copper  
 Fiber-optic cables Internet telephone file-sharing computers internet

**What is the Internet?**

Global communication is easy now thanks to an intricately linked worldwide \_\_\_\_\_ that we call the \_\_\_\_\_. In less than 20 years, the \_\_\_\_\_ has expanded to link up around 210 different nations. Even some of the world's poorest developing nations are now connected.

Lots of people use the word \_\_\_\_\_ to mean \_\_\_\_\_. Actually, the "Internet" is nothing more than the basic computer network. Think of it like the \_\_\_\_\_ network or the network of highways that criss-cross the world. Telephones and highways are networks, just like the internet. The things you say on the telephone and the traffic that travels down roads run on "top" of the basic network. In much same way, things like the \_\_\_\_\_ (the information pages we can browse online), instant messaging chat programs, \_\_\_\_\_ downloading, and \_\_\_\_\_ are all things that run on top of the basic computer network that we call the internet.

The internet is a collection of standalone computers (and computer networks in companies, schools, and colleges) all loosely linked together, mostly using the telephone network. The connections between the computers are a mixture of old-fashioned \_\_\_\_\_ cables, \_\_\_\_\_ (which send messages in pulses of light). \_\_\_\_\_ radio connections (which transmit information by \_\_\_\_\_ waves), and \_\_\_\_\_ link.

3. You work as an IT help desk technician. You are responsible for these tickets from colleagues in your company. Read the tickets. What are the problems? Write a conversation between IT Help Desk and Customers by showing the details in the pictures below in the conversations you write.

Help Desk ticket		Help Desk ticket		Help Desk ticket	
Date	10.11	Date	11.11	Date	12.11
Name	Ben	Name	Clare	Name	Simone
Problem	I can't print out.	Problem	I can't connect to the network.	Problem	My computer fan is very noisy.
Contact	0504446231	Contact	0504445558	Contact	0504446553
Service Person	You	Service Person	You	Service Person	You

4. Diagnose these faults and provide advice on each problem.

- 1) My laser printer produces very faint copies.
- 2) My monitor picture is too narrow.
- 3) Everything I type appears in capital.
- 4) My PC is switched on but the monitor screen is blank.
- 5) My mouse responds erratically.

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**5. Complete these sentences with the words in the box.**

between      on      over      to      with

- 1) Is this software compatible \_\_\_\_\_ this computer?
- 2) A LAN connects devices \_\_\_\_\_ a small area.
- 3) Is the computer connected \_\_\_\_\_ the modem?
- 4) The LAN allows you to share information \_\_\_\_\_ users.
- 5) Why don't you look \_\_\_\_\_ the internet?

**6. Use the present perfect to make positive or negative sentences.**

- 1) The charger/stop/working
- 2) I/not/upgrade/the operating system
- 3) She/not/install/the updates
- 4) They/reinstall/the application
- 5) She/not/be able to fix the problem
- 6) I/defragment/your drive

**7. Match the words 1-8 to the descriptions a-g.**

1	A modem	a) is an entrance to another network
2	A repeater	b) channels incoming data but maintaining the bandwidth speed
3	A bridge	c) allows wireless devices to connect to the network
4	A router	d) modulates and demodulates the data into a digital or an analog signal
5	A gateway	e) channels incoming data but shares the bandwidth among the devices present on a network
6	A switch	f) sends the digital signal further on in a network
7	A hub	g) connects networks and sends packages of data between them
8	A wireless access point	h) connects networks that use the same protocol

**8. Complete these questions with “have or has” and the correct form of the verb in brackets.**

- 1) \_\_\_\_\_ you \_\_\_\_\_ (run) the computer in the battery mode?
- 2) How long \_\_\_\_\_ you \_\_\_\_\_ (have) the iPad?
- 3) \_\_\_\_\_ you \_\_\_\_\_ (charge) the battery?
- 4) \_\_\_\_\_ he \_\_\_\_\_ (open) the file?
- 5) \_\_\_\_\_ she \_\_\_\_\_ (enter) her username and password?
- 6) \_\_\_\_\_ they \_\_\_\_\_ (change) the Internet Service Provider?
- 7) \_\_\_\_\_ you \_\_\_\_\_ (check) the remaining disk space?
- 8) \_\_\_\_\_ he \_\_\_\_\_ (install) or \_\_\_\_\_ (uninstall) software recently?
- 9) \_\_\_\_\_ Dillip \_\_\_\_\_ (update ) the drivers recently?