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Absen : 06

UNIT 7

IT Support Staff

Picture 7.1

Learning Outcomes:

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.

✦ make a phone call about asking and giving solutions using appropriate modals and expressions.

✦ write an email about asking and giving solutions using appropriate modals and expressions.

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Exercise 1 Look at the photos. Then answer the following questions.

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?

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 Hanging

2. The computer Crashes

3. There is a Connection Error

4. The computer is Running Slowly

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5. The speaker had a disk <mark>Failure</mark>

6. The speaker's mobile phone has a <mark>Fault</mark>

Exercise 3 Refer to exercise 2, which of the six problems above has the meaning that the computer or program is still running but nothing can be typed into it?

Describe the rest of the problems as the example. How will you solve them?

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? <mark>(7)</mark>

2. Could you do that? And if you still have a problem, just call me again. <mark>(9)</mark>

3. Does it say anything else? <mark>(5)</mark>

4. Hi, help desk here. My name is Suki. How can I help you? <mark>(1)</mark>

5. Er, … no I haven't. <mark>(8)</mark>

6. OK. Can you tell me exactly what happens? <mark>(3)</mark>

7. OK. Thanks very much. I'll do that. <mark>(10)</mark>

8. Sure. When I press 'Send', I get an error message saying 'This program has found a problem and needs to close'. <mark>(4)</mark>

9. Yes, hi. I've got a problem with my email. Whenever I try to send a message, the program crashes. <mark>(2)</mark>

10. Well, something about sending an error report to the software company. Oh, an error code: It says 'Error 35A4'. <mark>(6)</mark>

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) **Swiched** my computer off yesterday and today I can't turn it on.

Haider : What (2) **Type** of computer do you have?

Maryam : I'm not sure. It's a desktop computer. It (3) **Worked** fine yesterday.

Haider : Don't worry. Have you (4) **Checked** 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) **Light** and fully plugged in.

Maryam : OK. Give me a sec. Oh, I think I've (6) **Found** the problem. I have one cable that is (7) **Unplugged**. It's the power cable. Where does it go?

Haider : The power cable should (8) **Go** in the three-pronged port on the computer.

Maryam : OK, done. Let me try now. It's (9) **Working** fine. Sorry about that. Stupid of me.

Haider : Maybe the cleaners (10) **Disconnected** 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.

Exercise 6: Now listen and check your answer.

Exercise 7: Look at the dialog again. What is the problem? What is the solution?

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.

_____**9:** Say what you think the problem is in these situations. Use the language from the table below. Look at the example:

Exercise

I cannot connect to the network. I wonder why.

❼ *The server might not be working*.

Modal of speculation and deduction	
We use the modal verbs *may, might*, and *could* to speculate about possible reasons and causes.	Example: I'm not sure what the problem is. It *might* be a software problem. *Could* it be a hardware issue?
We use *must* when we are sure that something is true and *can't* if we are sure that something is not true.	Example: It shouldn't do that: it *must* be a fault. The server can't be busy! No one's using the website.

1. My computer won't switch on. There have been many reports in the newspaper about viruses recently.= **It might be a virus in my computer. It must be repair.**

2. I can't find the file I need. I'm sure it's not on the server. I've looked everywhere.= **It might be accidentally deleted. It must be a file recovery tools that miht help retrieve it, depending on your system.**

3. Mehmet, the support technician, isn't at his desk. He often has to help people at their desks.= **It might be take some time for him to return, so feel free to leave a message or check back later.**

4. 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.= **I must be recharge it as soon as possible. It might be completety drained by now.**

Exercise

5.   I'm not sure what the problem is. I've checked the cables and they're fine. = **It might be a software issue or a malfunctioning component. So I must be run some diagnostics to pinpoint the exact cause.**

6.   I can't connect to the internet. I should check whether the network cables are plugged in = **It must be a good idea to also restart the router to ensure a proper connectio**

Exercise 10: Put these steps in solving an IT problem in the correct order.

☐ Decide which of the possible solutions is the most likely. (4)

☐ If that doesn't work, try another solution. (5)

☐ Check what the symptoms of the problems are. (1)

☐ Continue the process until something works. (6)

☐ Think of some possible solutions. (2)

☐ Try the most likely solution. (3)

Exercise 11: Complete the service reports for the IT Support team. The words may be used more than once.

check	file	saved	version	install	resend	run	move

1. Service Report #1

Service Report	
Date	6. 05
Name	Bolek
Fault Diagnosis Questions	1. What **Version** of Office do you have? 2. What is the version of the File?
Possible Solutions	1. If you have newer version, Install an Office patch. 2. Ask the sender to save the file in an older version and Run it.

2. Service Report #2

Service Report	
Date	
Name	
Fault Diagnosis Questions	1. Have you Saved the file? 2. Are there any messages about Install in the attachment?
Possible Solutions	1. Resend the attachment changes. 2. Look for the file in Internet Temporary Files.

3. Service Report #3

Service Report	
Date	
Name	
Fault Diagnosis Questions	1. What Version of Office do you have? 2. Have you checked the Recycle Bin? 3. Have you Run disk fragmented recently?
Possible Solutions	1. If the file is in the Recycle Bin, Restore it to a folder in My Document. 2. If the file isn't in the Recycle Bin, install undeleted software.

Expressing reasons and purpose

We can use the following forms to express reason and purpose

For + noun phrase	I should update my OS **for** its new features.

So that + clause	I should update my OS **so that** I can use its new features.
To + infinitive (verb 1)	I should update my OS **to** use its new features.
Because + clause	I should update my OS **because** it has new features.

Exercise 12: Work in pairs or small groups. Match 1-6 with a-f then complete the gaps with *for, so that, to,* or *because.*

1. Back up everything (D)

2. Put the DVD in the drive (B)

3. Press "F2" while rebooting the computer (A)

4. During the installation process, the computer will ask you some questions (F)

5. You might want to partition the hard drive (C)

6. Change the boot drive to the optical drive (E)

a. to enter the BIOS.

b. so that the computer restarts from the operating system DVD.

c. to use the different partitions for different purpose.

d. for safety.

e. so that the process can start.

f. because it needs to know some.

Exercise 13: Work in pairs. Practice a phone call to the company IT help desk. Pay attention to the telephone manners (greeting, introducing yourself, stating your purposes, and so forth). Use modals and expressions that you have learned previously.

Me & Nindya

(Me = Student A & Nindya = IT Help Desk)

Student A: Hello, IT Help Desk?
IT Help Desk: Yes, this is the IT Help Desk. How can I help you today?

Student A: Hello, my name is Deanissa, I am currently having internet connection problems.

IT Help Desk: I understand. Are you able to access the website online?

Student A: No, I can't connect to the internet at all. I have tried restarting the computer and checking the cables, but they don't seem to be working.

IT Help Desk: OK, I understand. I need to gather more information to solve this problem. Can you tell me what type of internet connection you are using and what operating system your computer is running?

Student A: I am using a wired Ethernet connection, and my computer is running Windows 10.

IT Help Desk: Thank you. I will contact you immediately to investigate the matter further. Meanwhile, please try restarting your modem and router. Sometimes it can solve common connection problems.

Student A: OK, I'll try it. Thank you for your help.

Exercise 14: Work in pairs. You are technicians in an advertising company. You look after operating system and software. Look at this email from your manager and decide whether to use an open source OS, a proprietary OS or some of each. Then explain your decision to the class. Pay attention to emailing manners (netiquette) and use modals and expressions that you have learned previously.

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Hi Jonathan,

We need to replace the computers in our administration office and our design office. The administration staffs are using old computer that need updating. The design staffs need to keep the software they are currently using (e.g. Photoshop, CorelDRAW, etc.).

What are your recommendations from operating systems? Please let me know.

Many thanks.

Tom Hiddleston

Exercise 15: Write an email to your manager giving your recommendation.

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Dear Tom Hiddleston,

After evaluating the computer replacement needs for our administration and design offices, I suggest

Replace outdated computers with open-source operating systems (e.g., Linux).

Cost-effective solution with enhanced performance for older hardware.

Retain proprietary operating systems (e.g., Windows or macOS) to ensure compatibility with specialized software like Photoshop and Corel Draw.

This approach balances cost efficiency and performance optimization, meeting the unique requirements of each department.

Feel free to reach out for further clarification.

Jonathan