IT support

- **talk about results of an action**
- **write service reports**
- **explain the use of things**
- **deal with problems**

Fault diagnosis

Speaking **1** Work in pairs. Make a list of computer hardware problems. Compare your list with another pair.

Reading **2** 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 I've (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.

Listening **3** 🎧 **41** Listen and check your answers.

4 ⏵ **42** Listen and repeat these words.

1	checked	3	unplugged	5	disconnected
2	switched	4	worked		

Language

Present perfect

	I've **unplugged** the computer.
We use the **present perfect** tense to talk about recent actions (an action that has happened in the past and has a result in the present).	She **hasn't finished** the report.
	Has she **switched off** the computer? Yes, she **has**./No, she **hasn't**.
	Have you **checked** the cable connections? Yes, I **have**. /No, I **haven't**.

We use **have/has** + the past participle of the verb. (To form the past participle of **regular** verbs, we add -ed.)	clean	cleaned
	work	worked
	do	done
Irregular past participles	be	been
	run	run
	see	seen
	have	had
	make	made

5 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 _____ you _____ (install) or _____ (uninstall) software recently?
9 _____ Dillip _____ (update) the drivers recently?

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

Example: the screen/go/blank
The screen's gone blank.

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

Listening **7** ⏵ **43** Listen and repeat the questions in 5.

Speaking **8** Work in pairs. Practise a phone call to the company IT help desk.

Software repair

Listening **1** 🔊 **44** You work for SoftwareHelp.com as a helpdesk technician. Listen to three phone calls and complete the second and third tickets.

1

Help Desk ticket	
Date	5.05
Name	Bolek
Problem	Word file won't open in Office.
Contact	0504445553
Service Person	Alex

2

Help Desk ticket	
Date	
Name	
Problem	
Contact	
Service Person	

3

Help Desk ticket	
Date	
Name	
Problem	
Contact	
Service Person	

2 Work in pairs. Compare your notes in the three tickets. Is your information the same? Listen again and check.

Speaking **3** What other software problems do computer users often have? Discuss with the group.

Example: Computer users often … .

Reading **4** Complete the service reports for the IT support team. Use the information in the three tickets and the words in the box.

Check	file	install	move	resend	run
saved	version	version	viruses		

1

Service Report	
Date	6.05
Name	Bolek
Fault diagnosis questions	1 What (1) _____ of Office do you have?
	2 What is the version of the (2) _____ ?
Possible solutions	1 If you have newer version, (3) _____ an Office patch.
	2 Ask the sender to save the file in an older version and (4) _____ it.

2

Service Report	
Date	17.06
Name	Sara
Fault diagnosis questions	1 Have you (5) _____ the file?
	2 Are there any messages about (6) _____ in the attachment?
Possible solutions	1 (7) _____ the attachment changes.
	2 Look for the file in Internet Temporary Files.

3

Service Report	
Date	14.07
Name	Sylvia
Fault diagnosis questions	1 What (8) _____ of Office do you have?
	2 Have you checked the Recycle Bin?
	3 Have you (9) _____ disk defragmenter recently?
Possible solutions	1 If the file is in the Recycle Bin, (10) _____ it to a folder in My Documents.
	2 If the file isn't in the Recycle Bin, install undeleted software.

Speaking **5** Work in pairs. Practise three phone conversations between the IT support team and Bolek, Sara and Sylvia. Use the information in the three tickets in 1 and the service reports.

Example:
A: Good morning. How can I help you?
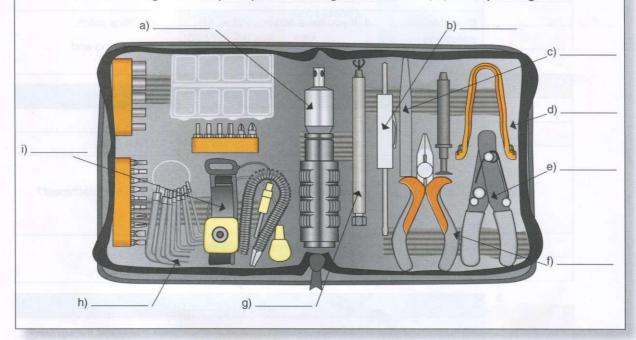*B: My name is Bolek and I have a problem with opening a file.*

Hardware repair

Label the diagram with these tools (in bold) from the advertisement.

This kit has all the tools you'll require to fix a computer.

- There is a **reversible ratchet driver** with 20 different sized bits, a 6-inch flathead **screwdriver**, a reversible 1/8-inch mini screwdriver, a **hex key set** and 5-inch, long nose **pliers**.

- This set also has a 5-inch **wire-cutter/stripper**, an I.C. **insertion/extraction clipper**, a **three prong holder**, **tweezers**, a spare parts box with parts, an **anti-static wrist strap**, and a black zipper case.

  The tools are demagnetized so your system and magnetic media is safe from any damage.

a) _____   b) _____

c) _____

d) _____

i) _____

e) _____

f) _____

h) _____   g) _____

Listening **2** ▶ 🎧 45 Listen and repeat the names of the tools in the kit.

Vocabulary **3** Match the tool 1–8 to its use a–h.

1 reversible ratchet driver
2 screwdriver
3 hex key
4 pliers
5 wire cutter/stripper
6 insertion/extraction clipper
7 tweezers
8 anti-static wrist strap

a) used for inserting and removing fibre connectors in tight spaces
b) used to prevent electrostatic discharge
c) used for tightening and removing screws
d) used for easy driving of screws and nuts
e) used to hold small objects
f) used to hold objects, cut or bend tough materials
g) used to drive bolts and screws into a hexagonal socket
h) used for cutting wire or removing the insulation

Explaining the use of something

used/use for + verb with -ing.	*This tool is **used for tightening** the screws.*
	*We **use** this tool **for tightening** the screws.*
used/use to + verb	*We **use** tweezers **to hold** small objects.*
	*Tweezers are **used to hold** small objects.*

Speaking **4** Work in pairs. Talk about the tools you use with computers. Say what you use them for.

Reading **5** Match the diagnostic tools 1-4 to the descriptions a-d.

a) It measures electrical properties such as AC or DC voltage, current and resistance. It troubleshoots electrical problems in batteries, power supplies, and wiring systems.

b) It is an electronic device that checks the electrical connections in wired devices.

c) It checks the system and identifies problems in different areas of the computer hardware. It usually checks the computer's memory, keyboard, monitor, system processor and hard disk speed.

d) It is a device which tests the operation of the system as it boots up. It identifies system errors when the system is dead or unable to start from the hard disk or CD.

6 Now answer these questions.

1 What is a multimeter used for?
2 What is the cable tester used for?
3 What is a system diagnostic card used for?
4 What is the diagnostic software used for?

Customer service

Speaking   **1**   Look at the cartoon. How do people react when there is a problem with their computer? Why?

Listening   **2**   🌀 46   Listen to a phone call to a company IT help desk. Choose the correct answers a, b or c, to the questions.

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 help desk technician's first suggestion?
   a) go to a folder on the server   b) go a folder on the desktop
   c) go to a folder on the C drive
5. What is the help desk 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.

3   Listen again and complete the technician's sentences.

1. How can I _____ you?
2. I _____ .
3. I'm _____ we can find your file.
4. _____ go to the search box … .
5. Good _____ .

4   🌀 47   Listen and repeat the technician's sentences.

Writing   **5**   Work in pairs. Write a short dialogue between an IT help desk technician and a colleague about a software or hardware problem. Use the phrases from 3.

Speaking   **6**   Work in pairs. Read your dialogues to the rest of the class.

Business matters

Reading **1** 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?

Help Desk ticket	
Date	10.11
Name	Ben
Problem	I can't print out.
Contact	0504446231
Service Person	You

Help Desk ticket	
Date	11.11
Name	Clare
Problem	I can't connect to the network.
Contact	0504445558
Service Person	You

Help Desk ticket	
Date	12.11
Name	Simone
Problem	My computer fan is very noisy.
Contact	0504446553
Service Person	You

Writing **2** Choose one of the Help Desk tickets from 1. Write questions for the fault diagnosis and possible solutions.

Example: Is there an error message on your screen? What does it say?
Have you tried restarting your computer?

Service Report	
Date	
Name	
Fault diagnosis questions	
Possible solutions	

Speaking **3** Work in pairs. Roleplay the conversations about the problems. Student A is the help desk technician and Student B is the colleague.