Ch 12. IT support

Section 2. <u>Software & hardware repair</u>

Learning objectives

- Record, understand, and deal with software problems.

- Understand software problems and discuss to suggest possible solutions.

- Perform step-by-step procedure done by help desk technician to handle client's software problems.

- Explain some tools used in solving hardware problems.

- Use suitable vocabulary when explaining the use of something.

Act. 1: Listening & speaking

Scenario: You work for SoftwareHelp.com as a **helpdesk technician.** Listen to Recoring 7.44 to complete the 2nd & 3rd 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	

Act. 2: Speak about software problems

- Make a list of other software problems that computer users often have

Computer users often . . .

1.

2.

3.

Act. 3.1: Filling the service report form

Complete the service reports for the IT support team using the words below.

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

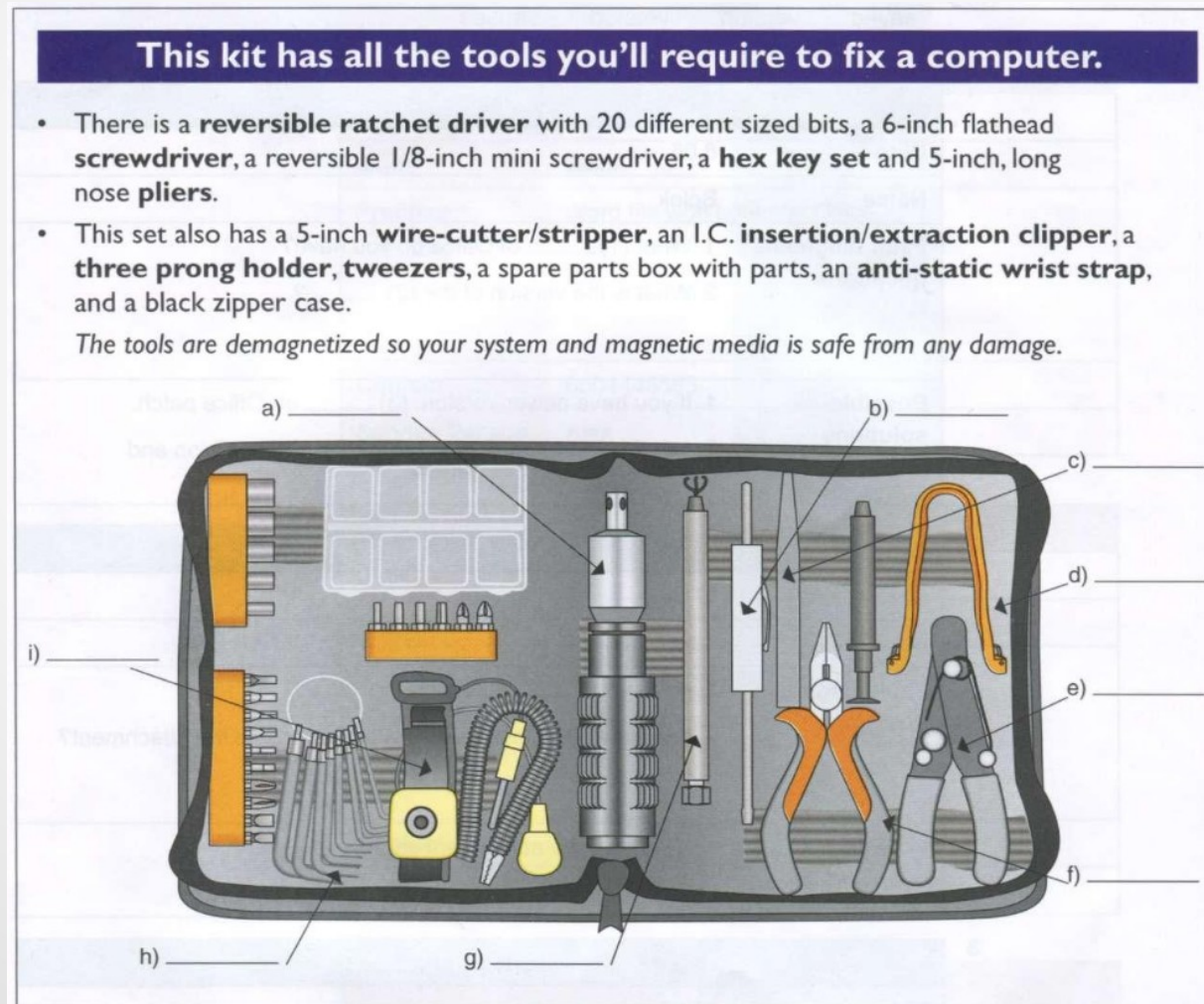| Service Report	
Date	17.06
Name	Sara
Fault diagnosis questions	1 Have you (5) _____ the file? 2 Are there any messages about (6) _____ in the attachment?
Possible solutions	1 (7) _____ the attachment changes. 2 Look for the file in Internet Temporary Files.

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.

Act. 3.2: Speaking

- Work in pairs.

- Practice one of the phone conversation between the IT support and Bolek, Sara, or Sylvia.

- Use the information written in the help desk tickets and the report forms.

Act. 4.1: Toolkit for hardware problem

- Label the diagram with the tools that are typed in **bold.**

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) _____   e) _____   f) _____   i) _____   h) _____   g) _____

Act. 4.2: Toolkit for hardware problem

- Listen to <u>Recording 7.45</u>, and repeat.
- Match the tool with its use.

1	reversible ratchet driver	a)	used for inserting and removing fibre connectors in tight spaces
2	screwdriver		
3	hex key	b)	used to prevent electrostatic discharge
4	pliers	c)	used for tightening and removing screws
5	wire cutter/stripper	d)	used for easy driving of screws and nuts
6	insertion/extraction clipper	e)	used to hold small objects
		f)	used to hold objects, cut or bend tough materials
7	tweezers		
8	anti-static wrist strap	g)	used to drive bolts and screws into a hexagonal socket
		h)	used for cutting wire or removing the insulation

Act. 5: Vocabulary

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.*

Act. 6.1: Exercise (1)

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.

Act. 6.1: Exercise (2)

- 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?