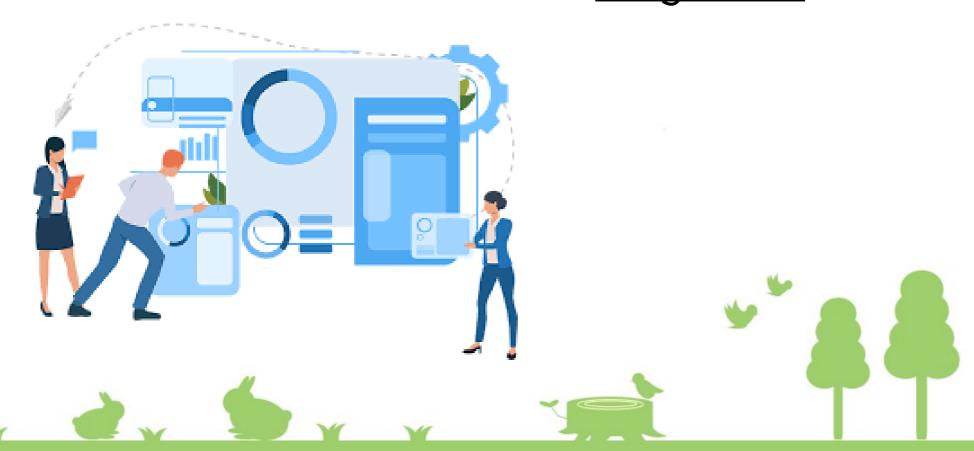
Ch 12: IT support

Section 1. <u>Fault</u> diagnosis



Learning objectives

- Explain various types of technical problems that might be encountered.
- Able to help non-IT experts colleagues with technical problems with their computers.
- Use present perfect tense correctly in a sentence.



Act. 1: Types of technical problems

- Work in pairs.
- Make a list of technical problems and explain it.





Act. 2: Reading & listening

• Complete the missing words. Then, listen to <u>Recording 7.41</u>

	d disconnected found go switched type tight ged worked working
Maryam: Haider: Maryam:	Hello, IT Help Desk. Hi, this is Maryam from Human Resources. Hi, this is Haider. How can I help you, Maryam? I (1) my computer off yesterday and today I can't turn it on. What (2) of computer do you have?
	I'm not sure. It's a desktop computer. It (3) fine yesterday.
	Don't worry. Have you (4) the cable connections? 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.

Act. 3.1: Tense

Present perfect		
	I've unplugged the computer.	
	She hasn't finished the report.	
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).	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	clean	cleaned
participle of regular verbs, we add -ed.)	work	worked
	do	done
	be	been
Invanced on a continuous continuous	run	run
rregular past participles	see	seen
	have	had
	make	made

Act. 3.2: Exercises (1)

• Complete the missing words with "have" or "has"

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_____ you _____ (run) the computer in the
 battery mode?
 How long _____ you ____ (have) the iPad?
 _____ you ____ (charge) the battery?
 _____ he ____ (open) the file?
_____ she ____ (enter) her username and password?
_____ they _____ (change) the Internet Service
 Provider?
 _____ you ____ (check) the remaining disk space?
 _____ you ____ (install) or ____ (uninstall)
 software recently?
 ____ Dillip ____ (update) the drivers recently?
```



Act. 3.3: Exercises (2)

- Use the present perfect to make a positive/negative sentence
 - 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

Example:

The screen/go/blank → The screen has gone blank



Act. 4: Speaking (1)

Student A

1 Call the IT help desk.

You cannot access mail server.

Ask for help.

You changed your password last week.

Student B

1 Help Student A with the problem. The mail server asks for a username and password.

Has Student A used the wrong password?



Act. 4: Speaking (2)

Student A

2 Help Student B with the problem. At the moment the Internet connection is down.

Try again later.

Student B

2 Call the IT help desk.
You cannot access the Internet at the moment.
Ask for help.



Act. 4: Speaking (3)

Student A

3 Call the IT help desk.
You can't print out on network.
Ask for help.

Student B

3 Help Student A with the problem. There is a new default printer.



Act. 4: Speaking (4)

Student A

4 Help Student B with the problem. Change screen resolution?

Student B

4 Call the IT help desk.

The opened page is too large for the screen.

