

Ch 12: IT support

Section 1. Fault 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 Recording 7.41

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.



Act. 3.1: Tense

Present perfect

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).

I've unplugged the computer.

*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**.)

<i>clean</i>	<i>cleaned</i>
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<i>work</i>	<i>worked</i>
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<i>do</i>	<i>done</i>
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<i>be</i>	<i>been</i>
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<i>run</i>	<i>run</i>
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<i>see</i>	<i>seen</i>
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<i>have</i>	<i>had</i>
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<i>make</i>	<i>made</i>
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Irregular past participles

Act. 3.2: Exercises (1)

- Complete the missing words with “have” or “has”

- 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?



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.

