



C. Using the instructions below, write a reply to the email in exercise **B**. *En utilisant les instructions ci-dessous, rédigez une réponse à l'email de l'exercice B.*

Instructions :

Remerciez Mrs Lawton de vous avoir contacté et répondez que concernant le problème qu'il vous a signalé, il y a deux possibilités. Il se peut que le programme soit endommagé et il faut le désinstaller puis le réinstaller. Vous lui recommanderiez de faire cela parce que c'est la cause la plus probable du problème. Cependant, il se peut aussi qu'il faille mettre à jour le pilote de sa carte vidéo. S'il suit ces conseils et que le problème persiste, il pourra vous contacter au : 0800 122 881. Vous serez joignable entre 9h et 19h tous les jours sauf le dimanche. Souhaitez-lui bon courage et dites-lui de ne pas hésiter à vous contacter s'il a d'autres questions.

Reply Reply All Forward Delete Save Print

X



Subject: **Acrobat Reader problems**


From: **IT Support** [itsupport@afpa.com]

To: **Julie Lawton** [j.lawton@gmail.com]

Mrs Lawton,

thank you for contacting me in reference to the problem you describe in your e-mail. There are two possibilities : the first is that the program is damaged and you have to uninstall and reinstall. We recommend that you make this because that is the most likely cause of the problem. However, it could also updating your video card driver. Nevertheless, if the problem persists, do not hesitate to contact our technical support team on : 0800 122 881. I will be reachable between 9h and 19h every day excepted sunday. Good luck to you and do not hesitate to contact me for others questions

		D. Before you listen, match the two halves of these sentences from the audio clip. <i>Avant d'écouter, reliez les deux moitiés des phrases du fichier audio.</i>	
1)	h	damaged	a) <i>résolu</i>
2)	j	instructions	b) <i>probable</i>
3)	b	likely	c) <i>pilote d'une carte vidéo</i>
4)	e	linked to	d) <i>mise à jour</i>
5)	a	resolved	e) <i>lié à</i>
6)	f	team	f) <i>équipe</i>
7)	g	undertake	g) <i>entreprendre</i>
8)	i	uninstalled	h) <i>endommagé</i>
9)	d	updated	i) <i>désinstallé</i>
10)	c	video card driver	j) <i>consignes</i>
		Check the answer key. <i>Vérifiez vos réponses à l'aide du corrigé en fin de partie.</i>	

		E. Using the words from D, complete the email below. <i>En utilisant les mots de l'exercice D, complétez l'email ci-dessous.</i>
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Reply Reply All Forward Delete Save Print X

Subject: **Acrobat Reader problems**
 From: **IT Support [itsupport@afpa.com]**
 To: **Julie Lawton [j.lawton@gmail.com]**

Dear Mrs Lawton,

Thank you for contacting me. In reference to the problem you describe in your email, we are writing to help you solve your technical problems regarding Acrobat Reader.

There are two possibilities which might explain why it is not working. The first is that the program is damaged and therefore must be uninstall and reinstalled. We highly recommend that you undertake this procedure, as it is the most likely cause.

However, it could also be linked to a problem with your video card driver, which would need to be updating.

If you follow both of these instructions and the problem continues, do not hesitate to contact our technical support team on: 0800 122 881.

We sincerely hope that this problem is speedily resolved

Yours sincerely,
Simon Vine



Listen to Audio Clip 04 and check your answers.

En écoutant le fichier audio 04, vérifiez vos réponses.

