



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 :

Veuillez répondre que vous regrettez que son ordinateur soit infecté. Le virus peut être très difficile à éliminer, alors s'il n'est pas un utilisateur confirmé vous lui recommanderiez d'obtenir l'assistance technique. Vous proposez l'assistance payante et il peut vous contacter au 01865 334986. S'il veut résoudre le problème lui-même, il devrait installer un meilleur antivirus comme Sophos ou Norton. Puis, il faut passer un scan antivirus, supprimer les infections qui sont identifiées, redémarrer l'ordinateur et repasser un coup d'antivirus. Il est aussi très important d'avoir un pare-feu. Vous recommanderiez ZoneAlarm parce qu'il est gratuit et simple d'utilisation.

Reply Reply All Forward Delete Save Print

X

Subject: **Virus help!**

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

To: **Robert Mitchum [robby.accounts@kpmj.co.uk]**

Dear Mr Mitchum,

we are sorry that your computer has been infected, the virus may be very difficult to get rid of, so if you are not an advanced computer user, we suggest to you to get a technical assistance, we can offer you paid support and you can get in touch with us by calling **01865 334986**. If you try to solve the problem yourself, you should install better antivirus software and we suggest Sophos or Norton. Then, scan the computer, delete infections that identify, restart your computer and scan the computer once again. It is also very important to have firewall. We can suggest to you zoneAlarm because it is free and easy to use.



D.1 Before you listen, find the English words using the Wordsearch and match the translations. *Avant d'écouter, trouvez les mots cachés en anglais puis reliez les mots aux traductions*

W	P	Y	D	Z	S	C	A	N	Q
Z	G	M	H	B	E	V	O	Y	H
H	T	C	V	V	L	Q	J	O	G
J	G	P	E	R	S	I	S	T	S
R	E	S	T	A	R	T	E	A	D
A	P	G	E	T	R	I	D	O	F
Q	R	R	B	I	U	Z	G	O	G
F	E	E	B	A	S	E	D	M	E
S	J	V	S	U	P	P	O	R	T
B	X	U	F	D	E	L	E	T	E

English = **FRENCH**

- 1) = Delete= supprimer
- 2) = get rid= se débarrasser
- 3) = restart = redémarrer
- 4) = persist = persiste
- 5) = paid = payant
- 6) = scan = passer un scan
- 7) = assistance = l'assistance



Check the answer key.

Vérifiez vos réponses à l'aide du corrigé en fin de partie.



D.2 Before you listen, complete the English words using **a e i o u**, and then match the translations. *Avant d'écouter, complétez les mots en anglais avec les voyelles puis reliez les mots aux traductions*

8)	f	<u>a</u> d v <u>a</u> n c <u>e</u> d	a)	<i>simple d'utilisation</i>
9)	g	<u>a</u> n t i - v i r u s / s o f t w a r e	b)	<i>pare-feu</i>
10)	a	<u>e</u> a s y / t o / u s e	c)	<i>n'hésitez pas à</i>
11)	c	f e e l / f r e e / t o	d)	<i>l'élimination d'un virus</i>
12)	b	f i r e w a l l	e)	<i>contacter</i>
13)	e	g e t / i n / t o u c h	f)	avancé
14)	d	v i r u s / r e m o v a l	g)	<i>un antivirus</i>



Check the answer key.

Vérifiez vos réponses à l'aide du corrigé en fin de partie.



E. Use the words from exercise **D** to fill in the spaces in the reply below. *Utilisez les mots de l'exercice D pour remplir les espaces dans la réponse ci-dessous.*

Reply Reply All Forward Delete Save Print **X**

Subject: **Virus help!**

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

To: **Robert Mitchum** [robby.accounts@kpmj.co.uk]

Dear Mr Mitchum,

We are sorry to hear that your computer has been infected. However, please be aware that your virus may be very difficult to get rid of depending on the type of infection and how the virus was created. If you do not consider yourself an

advanced computer user, we would suggest that you seek professional help. We provide feedbase / support services for virus removal and you can get in touch with us with us by calling 01865 334986.

If you insist on trying to solve the problem yourself, you should install better antivirus software, such as Sophos or Norton and then scan the computer using this program. You must delete any other virus that is identified and restart your computer. Then scan the computer once again for any further infections. It is also very important that you have a firewall installed on your PC. We would recommend ZoneAlarm, as it is free and easy to use.

We hope this helps. Please feel free to contact us on the above number if the problem persits.

Yours sincerely,

Jennifer Beattie



Listen to Audio Clip 02 and check your answers.

En écoutant le fichier audio 02, vérifiez vos réponses.