Present Perfect & Problemas Técnicos

## Complete com have/has + past participle:

1. My computer \_\_\_has frozen\_\_\_\_\_\_\_ (freeze) twice this morning.

2. I \_\_\_haven’t installed\_\_\_\_\_\_\_ (not install) the update yet.

3. She \_\_have lost\_\_\_\_\_\_\_\_ (lose) her documents.

4. We \_\_\_already? have restarted\_\_\_\_\_\_\_ (restart) the system.

## Corrija os erros:

1. I have saw the error message.

Answer: I have seen the error message

2. He has delete the file accidentally.

Answer: He has deleted the file accidentally.

3. They has updated the antivirus.

Answer: They updated the antivirus.

Answer: They have updated the antivirus.

4. Have you restarteded the modem?

Answer: Have you restarted the modem?

5. The screen has freeze for an hour.

Answer: The screen has frozen for an hour

6. The system have be slow all day.

Answer: The system has been slow all day

7. There’s went a virus alert on the system.

8. The printer have work well.

Answer: The printer has worked well

9. The user have already restarted the computer.

10. The technician hasn’t find the problem yet.

Answer: The technician hasn’t found the problem yet.

11. The file was recovered.

## Complete a conversa usando vocabulário estudado:

A: My computer is acting weird. It has \_\_\_\_\_\_\_\_.

B: Have you \_\_\_\_\_\_\_ the antivirus?

A: Yes, I have, but nothing has \_\_worked\_\_\_\_\_\_.

## O que é, para que serve?

1. Multimeter: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

2. Diagnostic card: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

3. Screwdriver: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

## Complete com o nome de uma das ferramenta acima:

1. We have tested the cables using a \_\_\_\_diagnostic card\_\_\_\_\_\_\_\_.

2. The technician has used a \_\_\_ multimeter \_\_\_\_\_\_\_\_\_ to measure voltage.

3. I have opened the case with a \_\_screwdriver\_\_\_\_\_\_\_\_\_\_.

## Ajude a resolver

1. Maria has accidentally deleted a file. → Has she checked the \_\_\_\_\_bin (trash)\_\_\_\_\_\_\_?

2. João can’t open a file from his email. → Has the file been \_\_\_\_deleted\_\_\_\_\_\_\_\_?

## Preencha o ticket:

IT SUPPORT TICKET (ticket = formal request for support)  
Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Problem: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Actions taken: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_  
Has it been solved? (yes/no): \_\_\_\_\_

## Projeto Final – Escrever um parágrafo de caso técnico – usar present perfect também

PROBLEM

ACTIONS TAKEN

TOOLS USED

CURRENT STATUS