

Troubleshooting & Doing repairs on-site

VOCABULARY

TROUBLESHOOTING

control panel

loose connection

mute box

no signal message

power button

volume control

VERBS

freeze

log off

make sure

press and hold

reconnect

reinstall

reopen

replace

restart

shut down

DOING REPAIRS ON-SITE

anti-virus software

back up

follow instructions

lose

password

recover

PLACES AROUND TOWN

airport

department store

entrance

exit

factory

ground floor

library

lift

off-site

on-site

post office

reception

shopping centre

stairs

train station

DIRECTIONS

at the end of the corridor

go straight

on your left / right

opposite

turn left / right

EXTRA!

assist

at the traffic lights

breakdown
corrupt files
cross the road
debugging
diagnose
maintenance

manual
performance
problem solving
recovery
reset
take the first left / right

PRACTISE!

1 Read the webpage. Then copy and correct the mistakes in the sentences below by changing the words in bold.

1 What can I do if the power button doesn't start the computer?

Check the power cord is connected to the computer correctly. Make sure the power supply is working by plugging in another electrical appliance to test it.

2 What can I do if a program won't run or runs slowly?

First, make sure you save everything. Close the program and then reopen it. If that doesn't work, shut down the computer and restart it. If that doesn't work, reinstall the program.

3 What can I do if my computer freezes?

Press and hold the Control, Alt and Delete keys at the same time. Choose "Log off" from the menu on the screen, then restart the computer.

4 What can I do if I get a No Signal message on my monitor?

Make sure you haven't got a loose connection. Disconnect and reconnect the monitor cable. Check the screws are tight. You may need to replace your monitor cable.

5 What can I do if there is no sound on my computer?

Check the volume control in the control panel and the software you are using. Check that the mute box is not selected. If you are using external speakers, make sure they are turned on and connected to the correct audio or USB port.

1. Check the **hardware** supply is working by trying it out with another device that works with electricity.
Check the **power** supply is working by trying it out with another device that works with electricity.
2. If a **virus** isn't running fast enough, you might have to install it again.
If a **program** isn't running fast enough, you might have to install it again.
3. If your computer doesn't react at all, you can solve the problem using three **messages**.
If your computer doesn't react at all, you can solve the problem using three **keys**.
4. Try adjusting the **fan** if the monitor cable isn't connected properly.
Try adjusting the **screws** if the monitor cable isn't connected properly.

5. A problem with **images** can sometimes be related to the speakers' connection.

A problem with **the sound** can sometimes be related to the speakers' connection.

2 Complete the sentences.

no signal message • volume control • control panel • mute box • loose connection • power button

1. You use the **power button** to switch the computer on.
2. You use the **volume control** to turn the sound up or down.
3. I think there's a **loose connection** in the switch. Sometimes it works and sometimes it doesn't.
4. Go to the **control panel** and click on the sound icon, then click on *internal speaker*.
5. If you select the **mute box**, you won't be able to hear anything.
6. A **no signal message** means the computer is not connected to the monitor.

3 Choose the correct words.

1. You have to **log off** / **press and hold** the *Control key* and *P* to print.
2. To **reinstall** / **restart** the computer, try pressing the power button again.
3. Before you open the computer case, **make sure** / **reconnect** to switch off the power supply.
4. Every so often, the computer **freezes** / **reopens**. It just stops in the middle of what you're doing.
5. The graphics card is broken. You'll have to **replace** / **shut down** it.

TIP!

The prefix re- before a verb often means again.

reconnect the cable = connect the cable again

reinstall, replace, reopen

4 The words and phrases in bold are in the wrong sentences. Write the sentences correctly in your notebooks.

1. You should **reinstall** your e-mail account when you're finished.
→ You should **log off** your e-mail account when you're finished
2. My computer went for repair and now I must **reconnect** some programs.
→ My computer went for repair and now I must **reinstall** some programs
3. Now, the fan isn't working. I have to **shut down** the case.
→ Now, the fan isn't working. I have to **reopen** the case.
4. Check the cable and then **log off** the mouse to the keyboard.
→ Check the cable and then **reconnect** the mouse to the keyboard.
5. At the end of the week, please **reopen** all the computers in the office.
→ At the end of the week, please **shut down** all the computers in the office.

5 Choose the correct answer.

1. The reason you can't hear anything is because you have selected the ...
 - a. control panel
 - b. power button
 - c. **mute box**
2. If you want the music louder, turn it up using the
 - a. loose connection
 - b. **volume control**
 - c. no signal message
3. Before you close the file, ... you save all the changes you have made.
 - a. **make sure**
 - b. shut down
 - c. reconnect
4. The monitor wasn't working, so we ... it with a new one.
 - a. reinstalled
 - b. **replaced**
 - c. reopened
5. If you... these three keys, you will be able to shut down the computer.
 - a. **press and hold**
 - b. log off
 - c. restart

6 Read the work plan. Are the sentences true or false?.

<u>Work plan Mon 14th – Fri 18th</u>	
Client:	Central Library
Contact:	Jill, in reception
Location:	27 King Street (opposite the post office)
Time:	Monday morning from 9 am to 11.30 am
Job:	* Install new printer and scanner. * Show Jill how to activate printer from different computers.
Client:	Fairport Sports Centre
Contact:	Harry Smith, Admin department
Location:	4 Main Street (next to the train station)
Time:	Monday afternoon 12 to 3 pm; Tuesday 1 to 5 pm
Job:	* Show Harry how to move documents from the backup system to the main system. * Run an anti-virus scan on all computers in the centre.
Client:	Bradpool Manufacturers
Contact:	Mr Norris
Location:	17 Industrial Park (Look for F Block. At the main entrance go straight on. You'll find Mr Norris' office at the end of the corridor, on the left.)
Time:	Wednesday, 8.30 am
Job:	* Install the new client data software. * Show Mr Norris and his team how to input data correctly.

- F 1. The Central Library is next to the post office.
- F 2. The job at the library is scheduled for Monday afternoon.
- F 3. The technician will be working at the sports centre for three days.
- F 4. Mr Norris' office is on the right, at the end of the corridor.
- F 5. On Wednesday, the job is to install new hardware.

7 Complete the sentences.

anti-virus software • back up • lose • follow instructions • password • recover

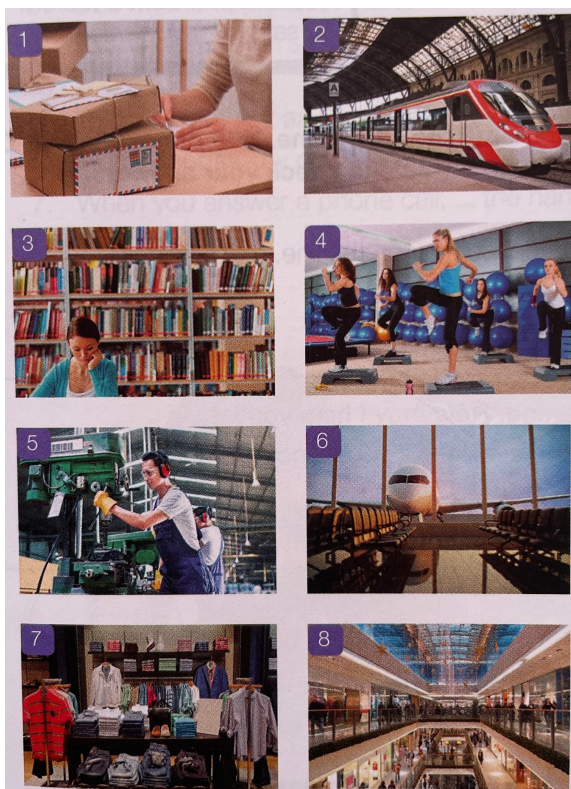
1. It's important to **follow instructions** when you assemble a computer. That way, you won't make any mistakes.
2. Make sure you **back up** your data every day, in case you get a virus.
3. You need to install **anti-virus software** to protect the system.
4. Invent a new **password** with 10 letters and numbers.
5. If the computer crashes when you're working on something, you may **lose** all your information.
6. The file has probably been deleted, but let me see if I can **recover** it.

8 Choose the correct answer.

1. When I work **off-site** / **on-site**, I have to drive to different places.
2. Let's use the **stairs** / **lift**. The meeting is on the 30th floor.
3. The keys are ready for you to collect from the hotel **reception** / **ground floor**.
4. Pay for your car parking at the **entrance** / **exit** when you leave.

9 Match the words to the pictures.

sports centre • shopping centre • airport • factory • train station • library • post office • department store

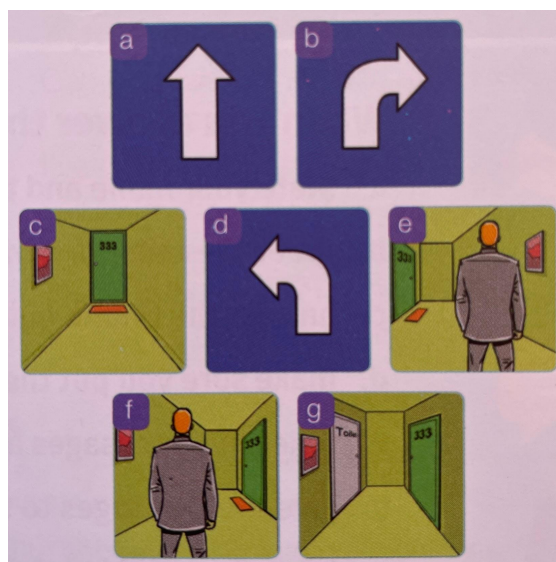


1. Post office
2. Train station
3. Library
4. Sports centre
5. Factory
6. Airport
7. Shopping centre
8. Department store

10 Match each sentence to the correct picture.

1. Room 333 is opposite the toilet.
2. Go straight.
3. Turn left.
4. Turn right.
5. Room 333 is on your left.
6. Room 333 is on your right.
7. Room 333 is at the end of the corridor.

___ f ___
___ a ___
___ d ___
___ b ___
___ e ___
___ f ___
___ c ___



9 Match A to B to form sentences.

A

1. You need to run a virus **h.** scan.
2. My office is at the end of the **d.** corridor.
3. The office building is on your **a.** left.
4. I'll meet you outside the sports **g.** centre.
5. My sister works at the post **b.** office.
6. The library is next to the train **f.** station.
7. Just insert the disc and follow the **c.** instructions.
8. At the end of the day, make sure you do a **e.** backup.

B

- a. left
b. office
c. instructions
d. corridor

- e. backup
f. station
g. centre
h. scan

