

TROUBLESHOOTING

- **Speaking: Discuss these questions.** (English for IT 2 Track 42)
 - 1- What was the las problem you had with an electronic device? What other problems could happen?
 - 2- When you have problems with a device, what do you do? How can you find help?
- Listen to 6 people describing problems. Complete the sentences about each speaker's problem with a word from the box.

	with a word from the box.
	connection error crashes failure fault hanging running slowly
	1 The application is 2 The computer 3 There is a 4 The computer is 5 The speaker had a disk 6 The speaker's mobile phone has a
-	Which problem in the previous exercise means that the computer or program is still running but nothing can be typed into it?
-	Put these sentences into the correct order. Then listen and check. (English for IT 2 Track 43)
	 Ah. Have you tried restarting your computer? Could you do that? And if you still have a problem, just call me again. Does it say anything else? Hi, help desk here. My name is Suki. How can I help you? Er no, I haven't. OK. Can you tell me exactly what happens? OK. Thanks very much. I'll do that. Sure. When I press 'Send', I get an error message saying 'This program has found a problem and needs to close'. Yes, hi. I've got a problem with my email. Whenever I try to send a message, the program crashes. Well, something about sending an error report to the software company. Oh,
	and an error code: it says 'Error 35A4'.





🖶 Language

We use the present perfect when the time period we're thinking about is not finished. We can use <i>yet</i> if we expected or wanted the action to happen before speaking but it didn't. We can use <i>already</i> if we expected the action later but it happened early.	Have you restarted the computer? No, I haven't. I haven't finished the programming yet. I've already replaced the hard drive.
We use the past simple for completed actions in a finished time in the past.	I emailed the manager last week.

• Complete these conversations with the correct forms of the verbs in brackets.

1		ur new mobile phone isn't workingd) the battery?
	B: Yes, I	(charge) it this morning.
2	A:	(you/repair) the computers yesterday?
	B: No,	
3		'll get your computer working again. First, though, some what (you/try) so far?
	B: Well, I	(restart) it five minutes ago.
4	A:	(you/receive) my email yet?
	B: No, I	(not receive) anything from you today.
	A: Oh	(you/check) your junk mail folder?