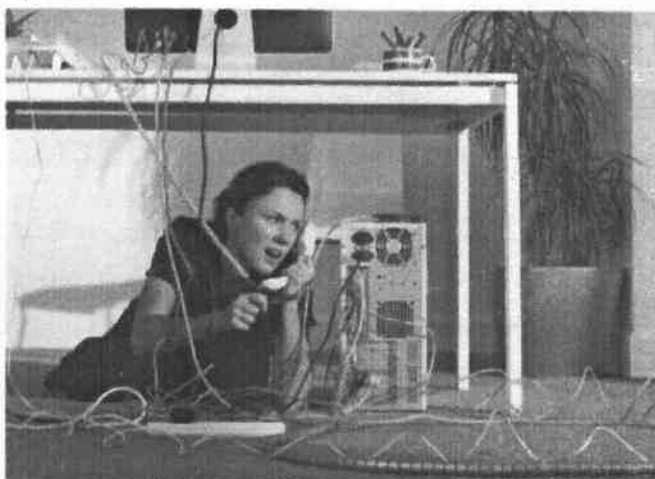


- talk about results of an action
- write service reports
- explain the use of things
- deal with problems

Fault diagnosis

- Speaking** 1 Work in pairs. Make a list of computer hardware problems. Compare your list with another pair.



- Reading** 2 Read this dialogue and complete it with the words in the box.

checked disconnected found go switched type tight
unplugged worked working

- Haider: Hello, IT Help Desk.
 Maryam: Hi, this is Maryam from Human Resources.
 Haider: Hi, this is Haider. How can I help you, Maryam?
 Maryam: I (1) _____ my computer off yesterday and today I can't turn it on.
 Haider: What (2) _____ of computer do you have?
 Maryam: I'm not sure. It's a desktop computer. It (3) _____ fine yesterday.
 Haider: Don't worry. Have you (4) _____ the cable connections?
 Maryam: No, I haven't. I can see some cables but I don't know which cable goes where.
 Haider: Make sure all cables are (5) _____ and fully plugged in.
 Maryam: Ok, give me a sec. Oh, I think I've (6) _____ the problem. I have one cable that is (7) _____. It's the power cable. Where does it go?
 Haider: The power cable should (8) _____ in the three-pronged port on the computer.
 Maryam: OK, done. Let me try now. It's (9) _____ fine. Sorry about that. Stupid of me.
 Haider: Maybe the cleaners (10) _____ your PC by mistake last night.
 Maryam: Maybe. Good, we've solved the problem. Thank you, Haider.
 Haider: You're welcome. Have a good day.
 Maryam: You too.

- Listening** 3  41 Listen and check your answers.