



UNIT 7 IT1 IT Support

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2nd Class



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Talk about results of an
action

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Write service reports

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Explain the use things

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Deal with problems



Fault diagnosis

CD 41 IT1

Reading:



H.W.

Listen 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:

CD 42 IT1



H.W.

Listen and repeat these words.

1. Checked
2. Switch
3. Unplugged
4. Worked
5. disconnected

Present perfect

Present perfect

We use the **present perfect** tense to talk about recent actions (an action that has happened in the past and has a result in the present).

We use **have/has** + the past participle of the verb. (To form the past participle of **regular** verbs, we add **-ed**.)

Irregular past participles

I've unplugged the computer.

She hasn't finished the report.

Has she switched off the computer?

Yes, she has. / No, she hasn't.

Have you checked the cable connections?

Yes, I have. / No, I haven't.

clean

cleaned

work

worked

do

done

be

been

run

run

see

seen

have

had

make

made

Reading:

Complete these questions with *have* or *has* and the correct form of the verb in brackets.

H.W.



- 1 _____ you _____ (run) the computer in the battery mode?
- 2 How long _____ you _____ (have) the iPad?
- 3 _____ you _____ (charge) the battery?
- 4 _____ he _____ (open) the file?
- 5 _____ she _____ (enter) her username and password?
- 6 _____ they _____ (change) the Internet Service Provider?
- 7 _____ you _____ (check) the remaining disk space?
- 8 _____ you _____ (install) or _____ (uninstall) software recently?
- 9 _____ Dillip _____ (update) the drivers recently?

H.W.

Reading:

Use the present perfect to make positive or negative sentences.

Example: the screen/go/blank
The screen's gone blank.

- 1 The charger / stop / working
- 2 I / not / upgrade / the operating system
- 3 She / not / install/the updates
- 4 They / reinstall / the application
- 5 She / not / be able to fix the problem
- 6 I / defragment / your drive

Listening:

CD 43 IT1



H.W.

Listen and repeat the questions.

- 1 _____ you _____ (run) the computer in the battery mode?
- 2 How long _____ you _____ (have) the iPad?
- 3 _____ you _____ (charge) the battery?
- 4 _____ he _____ (open) the file?
- 5 _____ she _____ (enter) her username and password?
- 6 _____ they _____ (change) the Internet Service Provider?
- 7 _____ you _____ (check) the remaining disk space?
- 8 _____ you _____ (install) or _____ (uninstall) software recently?
- 9 _____ Dillip _____ (update) the drivers recently?



Software repair

Listening:

CD 44 IT1



H.W.

Listen to three phone calls
and complete the second
and third tickets.

1

Help Desk ticket

Date	5.05
Name	Bolek
Problem	Word file won't open in Office.
Contact	0504445553
Service Person	Alex

Listening:

CD 44 IT1



H.W.

Listen to three phone calls
and complete the second
and third tickets.

2

Help Desk ticket	
Date	
Name	
Problem	
Contact	
Service Person	

Listening:

CD 44 IT1



H.W.

Listen to three phone calls
and complete the second
and third tickets.

3

Help Desk ticket	
Date	
Name	
Problem	
Contact	
Service Person	

Reading

H.W.

Reading

3

Read Katharina's email to Agatha. Complete this email with the words in the box.

equipment Internet LAN recommend 5
remote should VPN WAN



Dear Agatha

Following our meeting last week, please find my recommendations for your business. I think you (1) _____ set up a LAN, or Local Area Network, and a WAN, or Wide Area Network, for your needs. A (2) _____ connects devices over a small area, for example your apartment and the shop. In addition, you should connect office (3) _____, such as the printer, scanner and fax machine, to your LAN because you can then share these devices between users.

I'd recommend that we connect the LAN to a (4) _____ so you can link to the Internet and sell your products. In addition, I'd (5) _____ we set up a Virtual Private Network so that you have a (6) _____ access to your company's LAN, when you travel.

(7) _____ is a private network that uses a public network, usually the (8) _____, to connect remote sites or users together.

Let's meet on Friday to discuss these recommendations.

Best regards

Katharina

Giving reasons

Language

Language

Giving reasons

We use **because** to say something was the reason for an action or situation. (We can start a sentence with **because**.)

*You should connect office equipment to the LAN **because** you can then share devices between users.*

*I'd recommend a Dell computer **because** it is cheaper.*

Why do you use encryption?

***Because** it's safer.*



Networking hardware

Speaking

-Which of the items below do you know? What are they? What do they do?



-Match the words 1-8
to the descriptions a-g.

Vocabulary

3

Match the words 1-8 to the descriptions a-g.

- | | |
|---------------------------|---|
| 1 a modem | a) is an entrance to another network |
| 2 a repeater | b) channels incoming data but maintains the bandwidth speed |
| 3 a bridge | c) allows wireless devices to connect to the network |
| 4 a router | d) modulates and demodulates the data into a digital or an analog signal |
| 5 a gateway | e) channels incoming data but shares the bandwidth among the devices present on a network |
| 6 a switch | f) sends the digital signal further on in the network |
| 7 a hub | g) connects networks and sends packages of data between them |
| 8 a wireless access point | h) connects networks that use the same protocol |

Listening:

CD 35 IT1



Listen and repeat these words

- 1 modem
- 2 repeater
- 3 bridge
- 4 router
- 5 gateway
- 6 switch
- 7 hub
- 8 wireless
- 9 access point
- 10 network connectors
- 11 network interface card

Listening:

CD 36 IT1



H.W.

about change devices necessary problem
speed should user What

- Boris: I have a problem with the network download (1) _____. What can you suggest?
- Ahsan: Why don't you (2) _____ the hub?
- Boris: I don't think that will work. The hub is fine.
- Ahsan: OK. How (3) _____ adding a repeater then?
- Boris: Hmm, I'm not sure it will help. It's not a (4) _____ with the signal strength.
- Ahsan: OK, then you should check the cables and network (5) _____ to make sure that they are compatible with your network.
- Boris: (6) _____ about changing the modem?
- Ahsan: I don't think it's (7) _____. I think it's a problem with the bridge, switch or the router. You (8) _____ look at the specifications.
- Boris: OK, I will. Thanks for your help.
- Ahsan: Why don't you check (9) _____ recommendations on the Internet as well?
- Boris: Good idea. I'll do that.

Listen and complete this dialogue with the words in the box.

Language

Making suggestions

Language

Making suggestions

We can make suggestions with:

Why don't we/you + infinitive without to.	Why don't you call the IT help desk? <i>That's a good idea.</i>
What about + -ing	What about buying a new router? <i>I don't think that will work.</i>
How about + -ing	How about reading the instructions first? <i>I'll do that.</i>

Listening:

CD 37 IT1



Listen and repeat
these suggestions

H.W.

1. Why don't you change the modem?
2. How about connecting a repeater?
3. What about looking on the website?

vocabulary

H.W.

Complete these sentences with the words in the box.

between on over to with

- 1 Is this software compatible _____ this computer?
- 2 A LAN connects devices _____ a small area.
- 3 Is the computer connected _____ the modem?
- 4 The LAN allows you to share information _____ users.
- 5 Why don't you look _____ the Internet?

words and phrases to learn

Maybe I didn't make my
meaning clear. (You don't
understand أنت لاتفهم)

Cut it out

Hold your nerve

Don't distract me

I'm speechless

ربما لم أجعل المعنى واضحًا

كف عن ذلك

تمالك اعصابك

لاتشتت انتباهي (لاتلهيني)

انا عاجز عن الكلام



Talking about the past

Reading

H.W.

How much do you know about the history of networking? Can you match these events 1-4 to the dates a-d?

1. The creation of the World Wide Web
 2. The start of Facebook
 3. The launch of Twitter
 4. The beginning of Myspace
-
- a) 2006,
 - b) 1990
 - c) 2003
 - d) 2004

Speaking

H.W.

What social networks
do you use? How
much time do you
spend on them?

Example: I use..... I spend about.....

Speaking

H.W.

1. When did Karl go to university?
2. When did he leave university?
3. What did he do after university?
4. Where did Karl go in 2006?
5. When did he go to Seattle?

Read this text about Karl's IT career up until now and answer these questions.

'I left school in Cambridge in the UK at the age of 18 and went straight to the University of Bristol to study computing in 2000. I graduated in 2004 and decided to travel around the world for a year.

In 2006 I got a job back in Cambridge with the software company Arm. I stayed with Arm for two years and then went to work for Microsoft in Seattle in the USA. This is where I am now and I love it!'



Writing

H.W.

1. Write three or four sentences about your own computing education and/or work up until now. Use the text to help you.
2. Ask and answer questions about your education and/or work.

Read this text about Karl's IT career up until now and answer these questions.

'I left school in Cambridge in the UK at the age of 18 and went straight to the University of Bristol to study computing in 2000. I graduated in 2004 and decided to travel around the world for a year.

In 2006 I got a job back in Cambridge with the software company Arm. I stayed with Arm for two years and then went to work for Microsoft in Seattle in the USA. This is where I am now and I love it!'



We use the **past simple** tense to talk about finished actions in the past.

When did I/she/he/we/they create the network?

*She **created** the network in December 2008.*

*I **started** the network last year.*

Time expressions

*I looked at that **yesterday**.*

*I had broadband connected **three days/a month/two years ago**.*

*I used that system **last week/year/month**.*

*I started that user group **on Monday/in June/in 2001**.*

Listening:

CD 38 IT1



Listen and repeat
these sentences

H.W.

1. When did they start work?
2. They installed the computers yesterday.
3. We didn't work last week.
4. She went to the office on Sunday.
5. Did you finish the report?

Speaking

H.W.

1. Practise asking and answering questions about what you did yesterday or last week in your work or studies.
2. Talk about what you do on your day off?

Example:

A: what did you do last week?

B: I worked on the new network.

Example:

A) What did you do on your day off?

B) I went to the gym.

Past simple (2)

Language

Regular past tense endings

look

looked

use

used

install

installed

connect

connected

work

worked

Irregular past tense endings

set up

set up

go

went

see

saw

do

did

buy

bought

be

was



Network range and
speed

CD 39 IT1

Listening:



H.W.

Listen and complete
this dialogue between
Karoline and Sam.

Karoline: How do you describe network speed?

Sam: In bits, kilobits, megabits and gigabits. They describe network speed. For example, dial-up connections allow (1) _____ kilobits per second and DSL from (2) _____ kilobits per second to (3) _____ megabits per second.

Karoline: OK. I've got that. What about the range?

Sam: Range is the distance of network coverage, so distance units represent network range. Most countries use metric but some use feet as units of measurement. Metres or feet usually describe the range of a network. Home networking routers support a range up to (4) _____ feet or (5) _____ metres indoors and (6) _____ feet or (7) _____ metres outdoors.

Karoline: Thanks.

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Listening:



H.W.

Listen and repeat
these speeds and
ranges.

1. 77 Kilobits per second
2. 5 megabits a second
3. 2 gigabits per minute
4. 250 meters
5. 40 feet



Speaking:

Say these speeds and ranges.

1. 156 feet
2. 12 Kbit/s
3. 4 Gbit/m
4. 7,000 meters
5. 95 Mbit/s
6. 65 Mbit/s

Reading:

H.W.

Read these texts and
answer these
questions.

Range

Wireless networks have limited range. Network range depends on the type of 802.11 protocol, strength of the device transmitter and the architecture of the surrounding area. Some structures, such as walls and metal frames, reduce the range of a WLAN by 25%. However, users can extend the range of a WLAN. Repeaters forward the wireless signal to access points or routers and increase the range of a network.

Speed

Bandwidth and latency are the measures of computer network speed, or data transfer rate. Bandwidth is the maximum throughput of data in bits per second. Some modems support 100 Gbit/s but speed depends on the hardware and software used. Latency is the delay that network creates during the transfer data. Users have no, or very little, control over bandwidth and latency.

- 1 How many things does network range depend on?
- 2 What can reduce network range?
- 3 What can improve network range?
- 4 What two things affect speed?

Alternatives to very

Very noisy

Deafening

Very often

Frequently

Very old

Ancient

Very quiet

Hushed

Very scared

petrified

Very lazy

indolent

Very shy

Timid

Very happy

Ecstatic

Very poor

Destitute

Very warm

?

words and phrases to learn

You are my rock	انت سندي
Don't make me lose my temper	لا تجعلني افقد اعصابي
I have no clue	ليس لدي أي فكرة
My heart shattered	قلبي تحطم
Go easy on him	لا تقس عليه



Thank you!

Do you have any
questions?