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Deal with problems

Fault diagnosis



Listen and complete it with the words in the box.

checked	d disconnected found go switched type tight led 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.

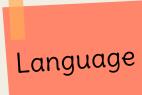
Listening:



H.W.

Listen and repeat these words.

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



Present perfect

Present perfect

	I've unplugge	d the computer.	
	She hasn't finished the report.		
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).		hed off the computer? No, she hasn't.	
	Have you chee Yes, I have. /No	cked the cable connections? o, I haven't.	
We use <i>have/has</i> + the past participle of the verb. (To form the past	clean	cleaned	
participle of regular verbs, we add -ed.)	work	worked	
	do	done	
	be	been	
	run	run	
rregular past participles	see	seen	
	have	had	
	make	made	

Reading:

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



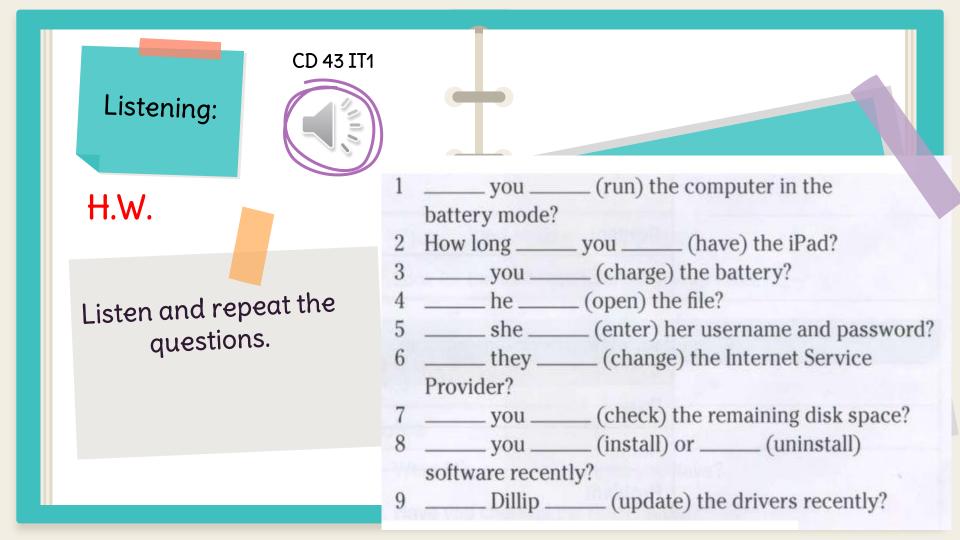
1	you	(run) the computer in the
	battery mode?	
2	How long	you (have) the iPad?
3	you	(charge) the battery?
4	he	(open) the file?
5	she	(enter) her username and password?
6	they	(change) the Internet Service
	Provider?	
7	you	(check) the remaining disk space?
8		(install) or (uninstall)
	software recent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

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



Software repair

Listening:

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H.W.

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

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

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Listening:



H.W.

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

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.

Help Desk ticket Date Name Problem Contact

Service Person

equipment Internet LAN recommend 5 remote should VPN WAN

Reading

Dear Agatha		Mary Mary		
Following our	neeting last week, please fir	nd my recomm	nendations for your b	usiness.
think you (1)	set up a LAN, or	Local Area N	etwork, and a WAN,	or Wide
	for your needs. A (2)			STATE OF THE PARTY
	ur apartment and the shop.		And the second s	
	, such as the printer, scann hare these devices between		chine, to your LAN b	ecause
d recommend	that we connect the LAN to	a (4)	so you can link t	o the
nternet and se	ell your products. In addition,	l'd (5)	we set up a Vir	tual
Private Netwo	k so that you have a (6)	acces	ss to your company's	LAN,
7)	is a private network that us	es a public ne	twork, usually the	3,000
8)	, to connect remote sites or	users togethe	er.	
et's meet on	Friday to discuss these recor	mmendations.		
Best regards				Spe
Katharina				7

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.

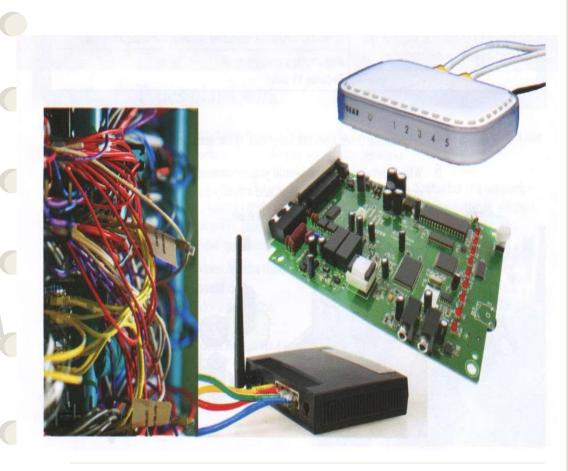
I'd recommend a Dell computer because it is cheaper.

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?



Vocabulary

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

Vocabulary	3	Match the words 1-8 to the	e 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 netwo
		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 bandwid among the devices present on a network
		6 a switch	f) sends the digital signal further on in the networ
		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

CD 35 IT1 Listening: 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

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

Listening:

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.

Making suggestions

Language

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? That's a good idea.
What about + -ing	What about buying a new router? I don't think that will work.
How about + -ing	How about reading the instructions first? I'll do that.

Listening:



Listen and repeat these suggestions

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





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	ربما لم أجعل المعنى واضحًا
meaning clear. (You don't	
understand انت لاتفهم)	
Cut it out	كف عن ذلك
Hold your nerve	تمالك اعصابك
Don't distract me	لاتشتت انتباهي (لاتلهيني)
I'm speechless	انا عاجز عن الكلام

Talking about the past

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

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

H.W. Speaking 1.50end doux... What social networks do you use? How much time do you spend on them? ctample. I use...

Speaking

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

- 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?

'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!'



Past simple

Language

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:



Listen and repeat these sentences

- 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.

Example:

A: what did you do last week?

B: I worked on the new network.

 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 on your day off?

B) I went to the gym.

Past simple (2)

Language

	look	looked
	use	used
Regular past tense endings	install	installed
	connect	connected
	work	worked
	set up	set up
	go	went
	see	saw
Irregular past tense endings	do	did
	buy	bought
	be	was

Network range and speed



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	
Vavalina	(3) megabits per second.	
Narollile:	ne: 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.	

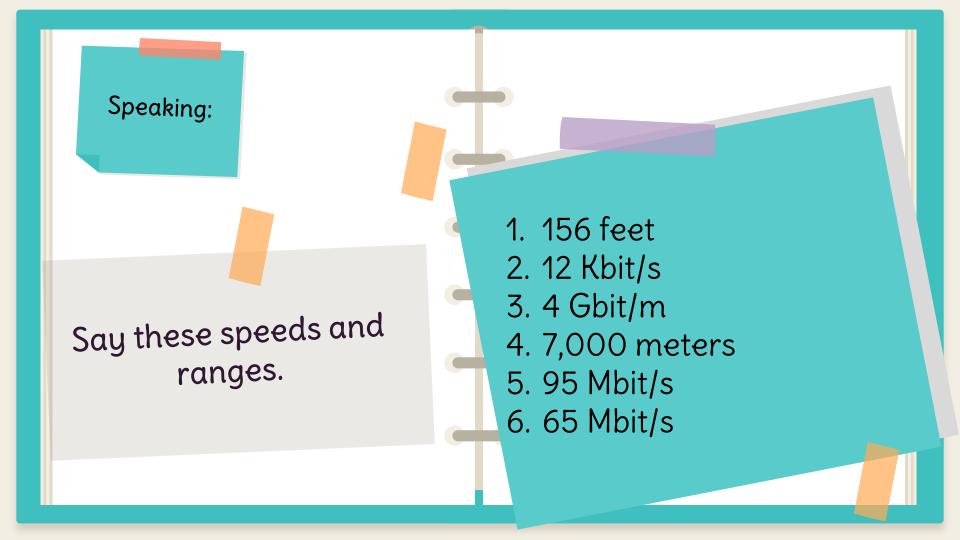






Listen and repeat these speeds and ranges.

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





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	?		

