

[Dealing with IT support - 44 - English at Work deals with your computer crisis!](#)

Watch the video above, and match the definitions according to the conversation in the video.

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|--------------------------------------|--|
| 1. Sort it out- Get things sorted    | A. To plug out   |
| 2. IT Support                        | B. Questions that can have many different answers and meaning depending on the person answering. |
| 3. Tricky questions                  | C. To install the new versions of software   |
| 4. Computer system                   | D. To try to fix a problem   |
| 5. Apps that crash                   | E. Information Technology technicians.   |
| 6. Computer window                   | F. A rectangular section in the computer that displays the program used at the moment.           |
| 7. To Reboot                         | G. An example of this is Windows 10, MacOS, Linux, etc.  |
| 8. Memory stick                      | H. To turn off and turn on your computer   |
| 9. The screen is freezing            | I. Another synonym is USB Drive  |
| 10. To Unplug                        | J. When applications stop working  |
| 11. To Upgrade the computer software | K. The computer monitor stops, it is not showing any movement.                                   |

2. What kind of expressions can be used to avoid many questions from the IT support agent?

**Technical  
Support  
Hotline**

