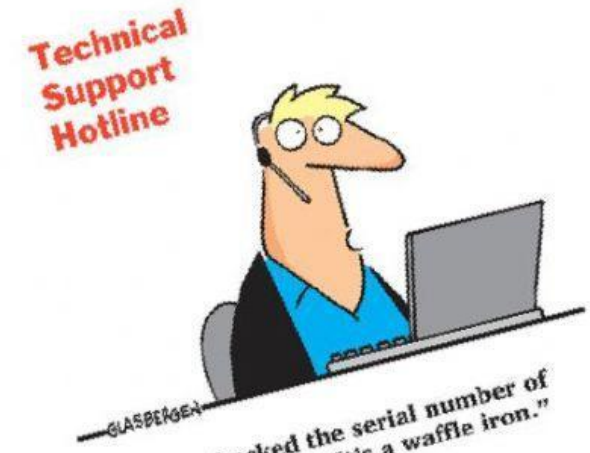
Dealing with IT support - 44 - English at Work deals with your computer crisis!

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

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.

LIVEWORKSHEETS

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





LIVEWORKSHEETS