

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  Listen and check your answers.

 **LIVEWORKSHEETS**