I.   ▶ Listen to two dialogues. Answer the questions:

Dialogue 1	Dialogue 2
What is the relationship between people? a. A shop assistant and a customer b. A call-center technical assistant and a client c. A mother and a son d. A teacher and a student	**What is the relationship between people?** a. A shop assistant and a customer b. A call-center technical assistant and a client c. A mother and a son d. A teacher and a student

What is the problem? Dialogue 1	**What is the problem?** Dialogue 2
a. A man can't connect to internet b. A man can't switch off his router c. A woman can't connect to the printer d. A boy can't help his sister	a. A man can't connect to internet b. A man can't switch off his router c. A woman can't connect to the printer d. A boy can't help his sister

II.   ▶ Listen to the dialogues again and put the instructions in order

Dialogue 1	
1. 2. 3. 4.	A. Switch off your computer B. Click on Network C. Switch it on again D. Type the password and press Enter
Dialogue 2	
1. 2. 3. 4.	A. Click on Yes to install B. Drag it into the folder C. Open the files and choose Print D. Double click on the Download link