

14 TECHNOLOGY

WATCH

- A Watch the video. Write what you hear about the problem and the solution in each conversation.**

Conversation 1

Conversation 2

Conversation 3

Conversation 4

- B Compare your ideas with a partner.**
- C Look at the video script. What are the missing words?**
- D Watch again and check your answers.**

PRACTISE PRONUNCIATION

- A Practise the conversations in pairs.**
- B Which words or phrases are difficult for you? Tell a partner.**
- C Watch again and listen to the words / phrases that are difficult to say.
Ask your teacher to stop the video.
Repeat the word(s) / phrases.**
- D In pairs, practise reading the dialogue again.**

KARAOKE

Watch the karaoke version and look at the video script. Act out the karaoke lines in *italics*.

VIDEO SCRIPT

Conversation 1

Ed Ring, ring.
 Emma Hello?
 Ed *Hello, is that IT?*
 Emma Yeah, how can I help you?
 Ed *I'm having a problem with printing a document.* Every time I try to print it,
 1 _____ strange symbols.
 Emma *Have you tried* 2 _____ ?
 Ed Yeah, but it made no difference.
 Emma Did you reboot everything afterwards?
 Ed Yeah, but it 3 _____ .
 Emma *Have you tried saving the document in another format?*
 Ed No.
 Emma *Well, try that.* 4 _____ *come*
over and have a look.
 Ed OK. Thanks.

Conversation 2

Emma Ring, ring.
 Ed Hello. IT.
 Emma Hi. *I have a problem with my computer. It keeps crashing.*
 Ed Really? What programme are you using?
 Emma Word most of the time, but it's also happened with PowerPoint and when I've been on the Internet.
 Ed *And have you switched the computer*
 5 _____ ?
 Emma Yeah, but the same thing happens every time.
 Ed You've probably got a virus. *Have you run the antiviral software?*
 Emma How do I do that?
 Ed There should be an icon on your desktop. It says 'VirusKill'.
 Emma OK.
 Ed *Well, click on the icon and it should open*
 6 _____ .
 Emma Yep.
 Ed *And there's an option, 'Do VirusKill'!*
 7 _____ *and follow the*
instructions. If that doesn't work, then call back.
 Emma OK. *How long will it take?*
 Ed 8 _____ *half an hour.*
 Emma OK, thanks for your help.

Conversation 3

Ed Ring, ring.
 Emma Hello. IT help.
 Ed Hello, I have a problem. I can't log on to my webmail.
 Emma Sorry, there's a problem with the network at the moment. We're trying to
 9 _____ .
 Ed So I can't access my email?
 Emma Probably not. Have you tried from your home computer or your laptop?

Ed No, not yet.
Emma Well, try that. Otherwise ¹⁰ _____
at the moment. You'll have to wait.

Conversation 4

Emma Ring, ring.
Ed Hello. IT help.
Emma Yeah, my computer's not working.
Ed What do you mean? What happened?
Emma Well, I don't know. ¹¹ _____
the 'on' button, but nothing happens.
Ed Have you plugged it in?
Emma Er ... no, not yet.
Ed Well, try that and stop wasting my time!
Emma Sorry!