REVISION 2

PART 1: LISTENING

Exercise 1: Listen to the conversation and answer each question with NO MORE THAN TWO WORDS and/or A NUMBER

1. What does the customer think happen to the headphones?
2. What is the model number of the headphones?
3. What does the customer need to do with the phone before pairing? (one-word answer is required)
4. How long should the customer press the button? (write a number and a word for this question)
5. Which application does the customer have to launch? (one-word answer is required)

Exercise 2: Listen to a man talking about how to install Windows 8 from Windows 7 and complete the table with NO MORE THAN THREE WORDS and/or A NUMBER

How to install Window 8 from Window 7	
Step 1- Starting Set-up	First, insert (1)_____ into your computer => go to "computer" => double click on DVD drive => click "install now" and wait for setup to start.
Step 2- Starting the Installation	Click on (2) _____ when asked whether you want to go online or get updates => select the (3) _____ => accept the license terms => click "upgrade" to Window 8 => wait for some time for the computer to upgrade.
Step 3- Waiting for the install	After the computer (4) _____, select "Window 8" operating system => wait for the install.
Step 4- Personalizing Window 8	Personalize Window 8 by choosing the (5) _____ for the operating system => click "next" => select "Use express setting" => wait for the installation to continue => finish the installation.

PART 2: READING

Exercise 3: Read the passage and answer each question with NO MORE THAN THREE WORDS and/ or A NUMBER

What does Technical Support (Tech Support) mean?

Technical support (tech support) refers to a range services companies provide to their customers for products such as software, mobile phones, printers, and other electronic, mechanical or electromechanical products. Technical support services usually focus on solving common problems rather than providing training on how to use the product.

Technical support is usually delivered over telephone, via email, over chat (IM) or using special software or software extensions that the user can employ to directly contact tech support. Technical support representatives are very familiar with the ins and outs of the products for which they provide support. If there is a problem that cannot be solved by the tech support, it is escalated to the development team and logged as a bug that should be fixed by a future product update or the next product iteration.

There are a few key types of technical support:

Time and Material: This type of support is common in the tech industry. Also known as "break-fix" IT support, the payment of the materials and technician service charge falls upon the customer for a pre-negotiated rate.

Managed Services: This is usually given to large-scale customers rather than individual consumers. A list of well-defined services and performance indicators are provided to the customer on an ongoing basis for a fixed rate, which is agreed upon on contract. Services provided could be 24/7 monitoring of servers, 24/7 help desk and the like. This may include on-site visits when problems cannot be solved remotely.

LIVEWORKSHEETS

Block Hours: This is a prepaid support system where the customer pays for a certain amount of time, which can be used per month or per year. This allows customers to use the hours flexibly without the hassle of paper work or multiple bills.

1. What is the main purpose of the support provided by service providers?
2. Who will be informed of unresolvable errors to address them in the next version of a product?
3. How many types of technical support are mentioned in the passage?
4. What is another name for Time and Material support?
5. Which type of support is intended for businesses rather than personal customers?

Exercise 4: Read the text about computer maintenance and complete the summary with NO MORE THAN THREE WORDS and/or A NUMBER

COMPUTER MAINTENANCE

Computer maintenance keeps your computer working in good shape and contributes to keeping computer troubles at bay. Typical computer maintenance tasks include:

Back Up Your Files

One of the most stressful experiences for a computer user is data loss, which means that parts of a database can no longer be retrieved. Your best insurance policy is to create a backup of your files. You can burn a CD or DVD with your most critical files, copy your files to an external hard disk drive or use an online backup service. Whatever strategy you use, just make sure to create a backup copy of your files on a regular basis.

Use Antivirus Software

Antivirus software helps to protect a computer system from viruses and other harmful programs. As the first line of defense, antivirus software prevents viruses from getting into your computer system. Antivirus software scans your online activity to make sure you are not downloading infected files. Antivirus software also helps to detect and remove viruses from your computer system if you get infected. Running antivirus software and keeping it up to date is one of the most important things you can do as part of computer maintenance.

Install Software Updates

A software update provides minor software enhancements. This typically means that you have to download a file that installs these updates. Most updates are related to security issues and bug fixes. The effects of an update may not be immediately visible to you, but behind the scenes, the updates make your software run smoother. A software update is also called a patch because it's 'patching' the software. Updates apply to both operating systems and application software. Most software applications have built-in settings that check for the availability of updates. This is why you may get regular notices on your computer asking if you want to install updates.

Use Disk Tools

Disk tools include a range of different tools to manage hard disk drives and other storage devices. These are important because a hard disk drive failure can have disastrous consequences, including losing all your data. In addition, the speed at which data is transferred to and from a hard disk drive is often a limiting factor in the overall speed of a computer system. Keeping disks running securely and efficiently is an important part of overall computer maintenance. Some of the recommended disk tools you should use on a regular basis are disk cleaning and disk defragmentation. A disk cleaner removes any unnecessary files from your hard disk drive. Running a disk cleanup utility identifies the files you may no longer need and allows you to select the types of files you no longer want to keep. This will free up hard disk space. A disk defragmenter re-organizes file fragments on a hard disk drive to increase performance. Defragmentation should be done regularly as part of regular computer maintenance.

Physical Cleaning

LIVEWORKSHEETS

After a certain amount of use, computers will need some cleaning, like any other piece of equipment. The keyboard, in particular, can collect dust, liquid, food and other particles. This may cause the keyboard to not work properly. Other elements of your computer system may also need cleaning once in a while, such as the mouse and the monitor.

Summary:

A computer needs to be maintained in order to keep working properly. (1) _____ maintenance tasks are mentioned in the text as typical tips to keep your computer work in good shape. To prevent (2) _____, you should regularly back up your files by burning a CD or DVD, copying files to an external hard disk drive or using an online backup service. Antivirus software is a computer program used to stop viruses and (3) _____ from damaging your computer system. Running antivirus software and keeping it up to date are two of the most important things you can do to maintain your computer. Software updates provide minor software enhancements, typically in the form of addressing security problems and (4) _____. Disk tools include different tools to manage hard disk drives and other storage devices. A disk cleaner frees up disk space by deleting any (5) _____ from your hard disk drive while a disk defragmenter reorganizes file fragments on a hard disk drive to increase performance. Computer equipment also needs (6) _____, in particular the keyboard.

PART 3: WRITING

Choose the best answer

1. Computer ethics/ be/ increasingly/ become/ important/ because of/ the rising/ number/ of/ cyber-crime issues./

A. Computer ethics are increasingly become important because of the rising number of cybercrime issues.

B. Computer ethics are increasingly becoming important because of the rising number of cybercrime issues.

C. Computer ethics is increasingly becoming important because of the rising number of cybercrime issues.

D. Computer ethics has been increasingly becoming important because of the rising number of cybercrime issues.

2. Firstly/ we/ carry out/ meeting/ manager/ stake holders/ users/ determine/ requirements

A. Firstly, we carry out the meetings with managers, stakeholders and users determine the requirements.

B. Firstly, we carry out the meetings with managers, stakeholders and users to determine requirements.

C. Firstly, we carry out the meeting with manager, stakeholders and users to determine the requirements.

D. Firstly, we carry out the meetings with managers, stakeholders and users to determine the requirements.

3. product/ should/ proofread/ the printed draft/ detect/ typographical errors/ placement of elements

A. The product should be proofread in the printed draft to detect typographical errors, and the placement of elements.

B. The product should proofread in the printed draft to detect typographical errors, and the placement of elements.

C. The product should be proofread in the printed draft and detect typographical errors, and the placement of elements.

D. The product should be proofread in the printed draft to detect the typographical errors, and placement of elements.

4. If/ you/ are/ owner/ website,/ make sure/ you/ consult/ IT expert/ keep/ website/ safe/ secure.

A. If you are an owner of the website, make sure you consult the IT expert keeping your website safe and secure.

B. If you are the owner of a website, make sure you consult an IT expert to keep your website safe, secure.

C. If you are an owner of a website, make sure you consult an IT expert to keep your website safe and secure.

D. If you are owner of a website, make sure you consult an IT expert to keep your website safe and secure.

LIVEWORKSHEETS