

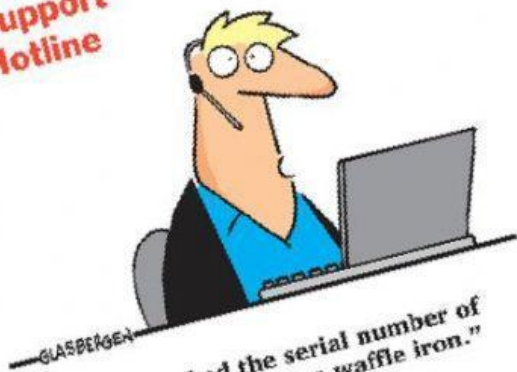
Dealing with IT support - 44 - English at Work deals with your computer crisis!

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

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|--------------------------------------|--|
| 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. |

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

**Technical
Support
Hotline**



"I checked the serial number of your laptop. It's a waffle iron."



"I think we're past the point where rebooting will help."