

Fault diagnosis

Complete the conversation with the words in the box.

checked disconnected found go switched type
tight unplugged worked working

Haider: Hello, IT Help Desk.

Maryam: Hi this 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.

Present perfect. Read the following sentences. Then select the appropriate past participle.

I've _____ the computer.	unplugged	unplugg
She hasn't _____ the report.	finish	finished
It has _____ a great month.	been	be
Has she _____ off the computer?	switched	switch
Has he _____ the IT help desk?	called	call
You have _____ a great job!	do	done
I haven't _____ . you since last year	see	seen