
ANSWER KEY

Unit 14**A**

- 1 Problem: problem with printing a document
Solution: saving in another format
- 2 Problem: computer keeps crashing
Solution: run the antiviral software
- 3 Problem: can't log on to webmail / problem with network
Solution: try from home computer (or laptop)
- 4 Problem: computer not working
Solution: plug it in

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- 1 it comes out with
- 2 changing the ink
- 3 didn't do any good
- 4 Otherwise, I'll have to
- 5 off and on and everything
- 6 a drop down menu
- 7 Click on that
- 8 It might be
- 9 sort it out
- 10 there's nothing else we can do
- 11 I keep pressing

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, it comes out with strange symbols.
Emma Have you tried changing the ink?
Ed Yeah, but it made no difference.
Emma Did you reboot everything afterwards?
Ed Yeah, but it didn't do any good.
Emma Have you tried saving the document in another format?
Ed No.
Emma Well, try that. Otherwise, I'll have to 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 off and on and everything?
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 a drop down menu.
Emma Yep.
Ed And there's an option, 'Do VirusKill'! Click on that and follow the instructions. If that doesn't work, then call back.
Emma OK. How long will it take?
Ed It might be 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 sort it out.
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 there's nothing else we can do 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. I keep pressing 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!