

## 14 TECHNOLOGY

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### WATCH

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

Conversation 1

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Conversation 2

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Conversation 3

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Conversation 4

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- 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.**

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### PRACTISE PRONUNCIATION

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- 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.**

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### KARAOKE

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**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 <sup>10</sup> \_\_\_\_\_  
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. <sup>11</sup> \_\_\_\_\_  
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!