NATIONAL
GEOGRAPHIC
LEARNING

Listening PRO

1

2nd *Edition*

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2

Unit Goals

You will listen to people discussing:

- technical support
- asking for help
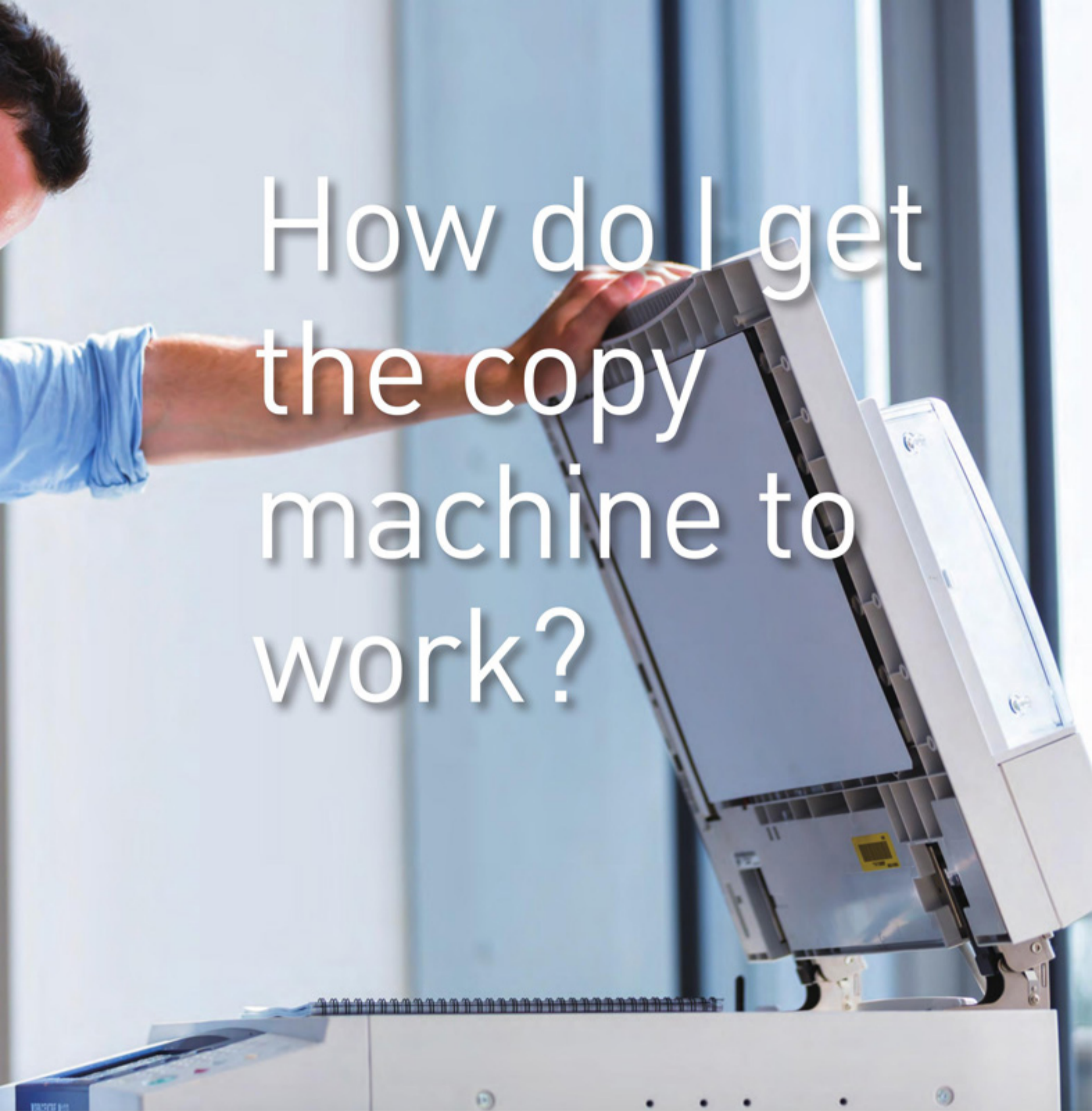- computer repairs
- dealing with technology problems

Warm-Up

How do you think these words relate to the unit? Match the words with the correct pictures.

scratched   connect   ink cartridges   cracked   tap / touch   memory stick

How do I get the copy machine to work?

1. _____

2. _____

3. _____

4. _____

2A

Technical Support

🎧 **A. Listen to the following conversation. Decide if each statement is true (*T*) or false (*F*).**
2-1 **For question 5, select the best answer.**

1. _____ Silvia says she is very busy right now.
2. _____ Steve works in technical support.
3. _____ Silvia says she needs access to the department's copy machine.
4. _____ The sales records database will be installed on Silvia's computer.
5. _____ Look at the graphic. Where will Sylvia go in the next few minutes?

a. Conference Room	**b.** Copy Center
c. Break Room	**d.** Receptionist's Desk
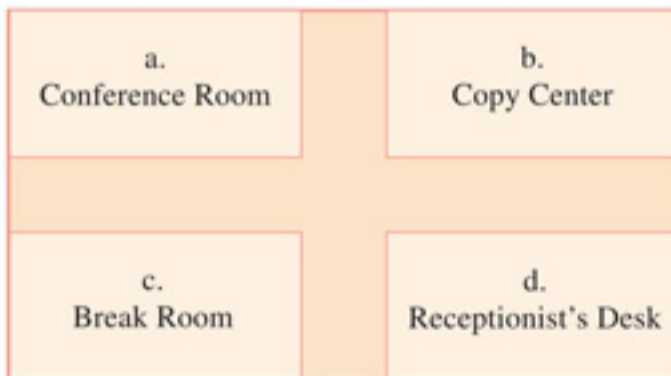
🎧 **B. Listen to some of the sentences from the conversation in A. Then choose the best responses.**
2-2

1. a. A little more expensive, I think.
   b. I am. I'm in the middle of something.
   c. Yes. I am in the business.

2. a. Someone from technical support is here.
   b. On top of the computer, please.
   c. To fix the memory stick.

3. a. The company's purchase order database.
   b. Here is your new mouse and keyboard.
   c. It's on the internal network.

4. a. Yes. My new printer is much faster than I expected.
   b. It's ten o'clock in the afternoon.
   c. I do. I need a link to the sales records database put on my desktop.

Useful Expressions 🎧
2-3

When you are asked to do something and are very busy, you can refuse by saying:

Now is not a good time.

I'm terribly busy at the moment.

Sometime later would be better.

Can it wait until later?

Asking for help

C. Read the following statements. Decide whether they are asking for help or making a complaint. Write the numbers under the correct picture.

Asking for help: _____   Making a complaint: _____

1. Please give me a hand.
2. I need your help for a few minutes.
3. My phone is out of order.
4. Can you give me a hand?
5. The photocopier doesn't work.
6. Our Internet speed is way too slow.
7. You have to help me fix this.

D. Listen to the following conversation. What is wrong with the copy machine?

2-4

_____

E. Short Dialogue

2-5

Listen to what happens next. Then practice repeating what the speakers say.

A: It's fixed! Come and see.

B: What did you do to make it start working again?

A: All I had to do was open the main paper compartment. Inside, I noticed that the top piece of paper was stuck. I gently pulled it out and then hit the "restart" button.

B: Great! Now I can finish printing my document. You're a lifesaver!

2B

Vocabulary

**A. Match the words with the correct definitions.**

<div>

a. virus   b. technician

c. install   d. software

e. database   f. photocopier

g. restart   h. flip off / on

</div>

1. _____ a bad program on a computer that can ruin files
2. _____ computer programs
3. _____ a person who knows a lot about technology
4. _____ a kind of document that keeps, organizes and analyzes information
5. _____ to turn a machine off and then immediately turn it on again
6. _____ to start or stop quickly
7. _____ a machine that makes copies of images on paper
8. _____ to put new programs onto a computer

B. Review the vocabulary by completing the following sentences with the correct form of the words from A.

1. Please make three copies of the report with the _____.

2. Lucy clicked on a website link and accidentally downloaded a(n) _____.

3. The book comes with some _____ that I think will be useful.

4. The computer is a little slow, so I'm going to _____ it.

5. Let's hire a computer _____ to help us set up the wireless router. I don't know how to do it.
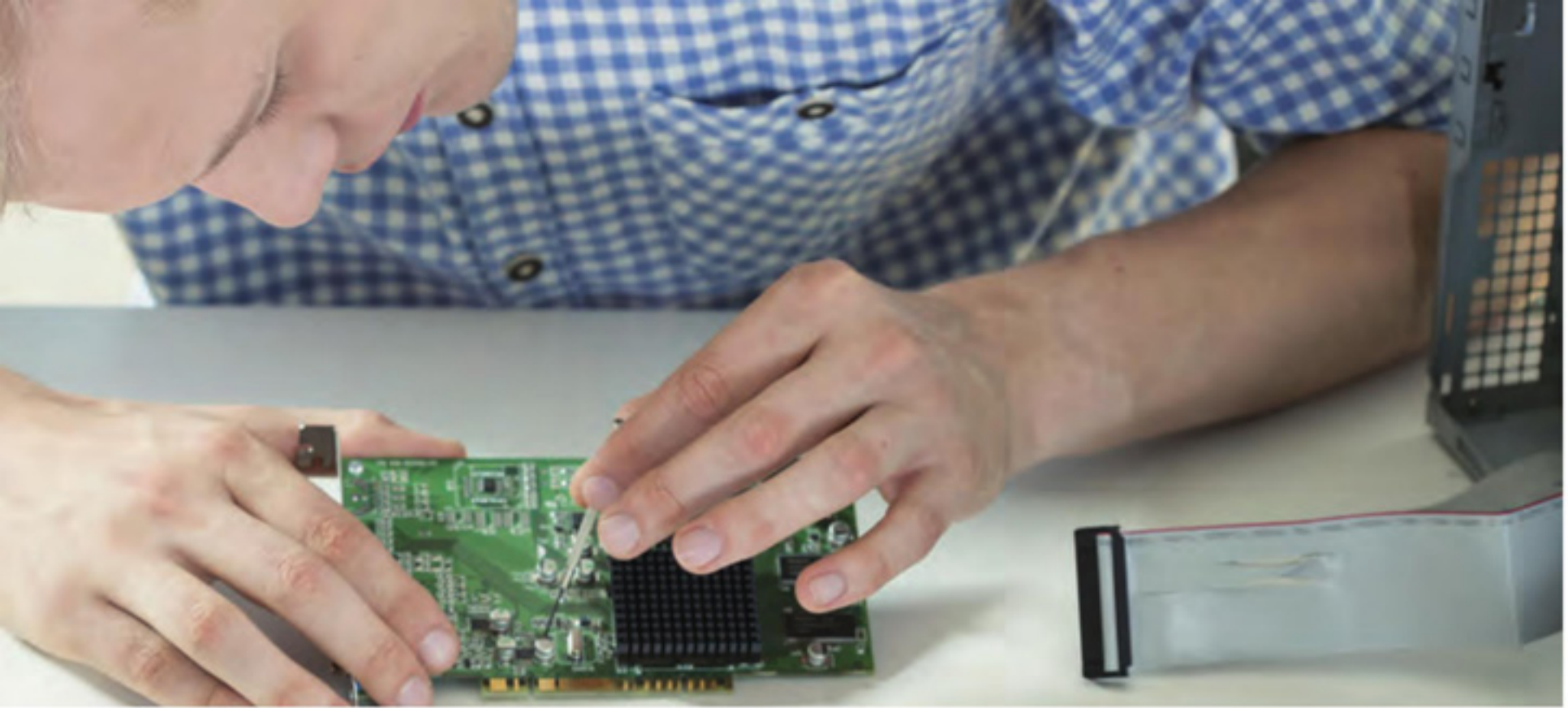
Computer Repairs

🎧 **C. Listen to the following conversation. Then answer the questions below.**

1. What is wrong with the computer? _____

2. Who is David? _____

3. What does the woman say the man needs to be careful about? _____

4. What does David think the problem is? _____

5. What will the man use for the day while his computer is being repaired? _____

D. Find out what happened when David from technical support returned the computer. Complete the text with the words from the box.

infected	deleted	fix	loads	software	drive	technician

I have good news and bad news for you. The good news is that we were able to
(1)_____ your computer. It now turns on, and the operating system
(2)_____ completely. You can open programs and files on your
computer. Now, here is the bad news. Some of the files on your hard drive were
(3)_____ with a virus. In order to remove the virus, some of the files had to
be (4) _____. The problem files were located on the D
(5) _____ of your computer, in a file called "Shared with Coworkers."
I strongly suggest installing anti-virus (6) _____ and keeping it pdated. If you
have any other problems, just call technical support, and I or another
(7) _____ will help you solve it.

🎧 **E. Listen to the speaker from D and make sure your answers are correct. Practice saying what the speaker said.**

2C

Dealing with Technology Problems

🎧 **A. Listen to the following talk. Then answer the questions below.**

2-8

1. When did the computer stop working?

    a. Before the speaker started work

    b. While the speaker was designing the charts

    c. After the speaker designed the charts

    d. After the speaker finished writing the report

2. What did the speaker forget to do?

    a. Bring her memory stick

    b. Unplug her computer

    c. Put a password on her file

    d. Save her work

3. How much time did the speaker spend working on the report?

    a. A few minutes   b. A few hours   c. Many hours   d. Many days

B. Read the following advertisement. Then answer the questions on page 23.

Did you lose your data?!

Oh, no! You worked for hours, days or even weeks on a project only to have your hard drive "die." But there's good news! Hard drives aren't like people—they don't "die," they just stop spinning. It's possible your files are still safe and sound.

Bring your hard drive to Caldwell Computer Fix-It. Our experienced technicians will work to bring "life" back to your memory stick, external hard drive, internal hard drive or mobile device.

Didn't save your file? Accidentally deleted your file? We can look through temporary folders and hidden recycling bin folders and see if your file was saved automatically by your computer program. Your work might still be able to be recovered! No project is too small or too large.

1. Who is this advertisement for?

    a. People looking to purchase computers

    b. Computer users who have lost data

    c. Technicians in an IT department

    d. People who need new hard drives

2. What might a computer user have done accidentally?

    a. Deleted a file

    b. Downloaded a virus

    c. Turned off a computer

    d. Forgot to update some software

3. Which piece of hardware is NOT mentioned in the advertisement?

    a. A hard drive

    b. A memory stick

    c. A mobile device

    d. A printer

4. Look at the following picture. What is the problem with the man's computer?

    a. It has crashed.

    b. The hard drive is broken.

    c. The computer is unplugged.

    d. The Internet is down.

C. What do you think the speaker from A would say if she called Caldwell Computer Fix-It? Discuss with a partner.

D. Think about the conversation that would take place after the technician inspects the speaker's computer. With your partner, create the dialogue and practice using words that you learned in this unit.