

Lisa is an IT support technician in a large company. Her colleagues are trying to connect their home computers to the company network. They phone Lisa with their problems. Listen and complete Lisa's report.



Call	problem	diagnosis	Solution
1	Network rejects password		
2	Can't see full page on screen; icons too large		
3	Can't open email attachments		
4	click on link, but photo doesn't appear		
5	Can't connect computer wirelessly with router		
6	Can't access internet through wireless connection		

Diagnosis code	
D1	computer has different IP address from router
D2	electronic devices interfere with connection
D3	Network system remembers wrong password
D4	Wrong screen resolution settings
D5	Firewall blocks pop-ups
D6	Security level in email program is too high

solution code	
S1	Reboot the router and computer
S2	Uncheck the "remember password" box
S3	Increase the screen resolution to correct setting
S4	Switch off "block pop-up adverts" in firewall
S5	Move the router to a different location
S6	lower the security level for attachments

