

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.



(L = Lisa; C1 = Caller 1)

L: Technical support; Lisa here. What's up?

C1: Hi Lisa. I can't log into the network. It says "wrong password";

L: Right. Are you sure that you're typing the correct password.

C1: The password appears automatically.

L: Oh right. You must have checked the "Remember password" box.

C1: Ah, yes, I have; So what do I do?

L: Uncheck the box, OK?

C1: Yes.

L: Now try typing in the correct password.

C1: Right. Yes, I've done it. I've logged in. Thanks, Lisa;

L: Technical support. Lisa here.

C2: Oh hi, Lisa. It's Rod.

L: You again! So what's wrong now?

C2: Hi, Lisa. Yeah, sorry, it's me. Well, this time my monitor isn't working. I can't see the whole page. I can only see part of the page.

L: Aha. And are the icons and words too big?

C2: Yep. That's right;

L: OK. Well, your computer must be using the wrong screen resolution settings.

C2: Oh, right. So what should I do?

L: You should go to "Control panel". Click on "Display", then "Setting".

C2: Right, I've done that ...

L: Then you should move the slider up. Increase the screen resolution.

C2: OK, done, it.

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L: Technical support; Lisa here. What's the problem?

C3: Hi, Lisa. Well, I can't open ant email attachments.

L: OK. How about the emails themselves? Can you open them all right?

C3: Yes, the emails are fine. But when I double-click on the attachments, nothing happens.

L: Well, your email program may be blocking the attachments.

C3: Oh, right. So, what can I do?

L: Open "Tools", "Options", "Security". Try lowering your security level.

C3: OK. I'll try that. Thanks.

L: Technical support. Lisa here. How can I help?

C4: Hi, lisa. I'm using the Internet. When I click on a link, nothing happens.

L: OK. Is it a pup-up?

C4: I don't know. It says "Click here to see photo". But when I click I don't see the photo.

L: It may be a pop-up. Do you have a firewall?

C4: Yes.

L: OK, your firewall might be blocking the pop-ups.

C4: Right. So, what should I do now?

L: I suggest you try unblocking the pop-ups. Open your firewall program.

C4: OK, I've done that.

L: Does it say "block pop-up adverts"?

C4: Yes.

L: Try unchecking the box. Then clear your cache, refresh your web page and try again.

C4: OK, I'll try that. Thanks Lisa.

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L: Technical support. Lisa here. What's the problem?

C5: Hi, Lisa. Yeah. Bill here. I've set up a wireless router in the next room to my computer. But I can't get a connection between the router and my computer.

L: Aha. How far is the router from the computer?

C5: It's only about eight metres away;

L: Well, another electronic device could be interfering with the connection.

C5: Oh, right. What kind of device?

L: It could be a cordless phone, a microwave oven, anything really. Do you have a cordless phone?

C5: Yes, I do.

L: It must be that.

C5: So, what should I do?

L: Well, you could move the phone away. Or why don't you move the router around? I suggest you try moving the router to a different location. Then try the connection again.

C5: OK, I'll try moving the router. Thanks, Lisa.

L: Technical support. Lisa here. What's up?

C6: Hi, Lisa. It's Bill again.

L: Aha, hello Bill; Is it your wireless connection?

C6: Yes. I've connected my computer to the router. Thanks.

L: Good.

C6: But I can't access the Internet.

L: Is there a message on the screen?

C6: Yes. It says "Little or no connectivity";

L: Aha; Well, it must be an IP problem. You must have given the computer a different IP address from the router.

C6: Right. So, how can I fix that?

L: Why don't you try rebooting the router first. If that doesn't work, try rebooting the computer and then the router again.

C6: OK, I'll do that. Thanks.