OFFICE DEVICES

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Expemo code:
152A-I26B-LD8X

1 Devices and appliances in the office

Match the words with the pictures below.

a dehumidifier
a router

a desk lamp
a shredder

an extension cord
a vending machine

a printer
a VoIP phone

1. _____

2. _____

3. _____

4. _____

5. _____

6. _____

7. _____

8. _____

Which of the devices above is used to ...

a.   destroy sensitive documents?

b.   clean the air?

c.   make it easier to see what you're writing?

d.   make calls over the internet?

e.   connect many devices to an electric socket?

f.   print documents and files?

g.   connect to the internet wirelessly?

h.   provide snacks and drinks?

2 Instructions

Complete the instructions below with the correct verbs and choose the correct device or appliance from Ex1.

connect	empty	insert	press	remove	slide

1. _____ this button to change the ink cartridge.

2. Take a piece of paper and _____ it into the slot.

3. _____ the correct amount of money and press the button for the product you want.

4. _____ the water tray frequently.

5. _____ the device to your router using an Ethernet cable.

6. Turn the bulb counterclockwise to _____ it.

3 Problems and solutions

Listen to the dialogue and answer the questions.

Audio

1. What is Marianne's problem?

   ....

2. What does Steven suggest?

   ....

3. How long does she wait between switching the printer off and on?

   ....

4. What does Steven tell her to do after that?

   ....

5. What problem does she have with the printed document?

   ....

6. How does she solve this problem?

   ....

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4 Useful expressions

Listen again and complete the dialogue.

can you   done

hang on

it worked   just a second

let me try

still nothing   the printer's not working

Try to

you need to

Marianne: Steven, I think _____[1].

Steven: What exactly is the problem?

Marianne: Well, I'm trying to print a document. But nothing's happening.

Steven: _____[2] restart the printer.

Marianne: How do I do that?

Steven: Just switch it off, wait five seconds, and switch it on again.

Marianne: OK, _____[3] .... _____[4].

Steven: OK, _____[5] cancel the print task on your computer?

Marianne: Sure, let me try that ... OK, what now?

Steven: Try to print the document again.

Marianne: OK .... great, _____[6]! ... oh, _____ ... it's very hard to read.

Steven: So, _____[8] change the ink cartridge. I think there's an extra cartridge under the printer.

Marianne: Yes, it's here.

Steven: OK. Open the printer and press the red button to release the old cartridge.

Marianne: OK, _____[9].

Steven: Now put in the new cartridge and try to print the document again.

Marianne: OK, _____[10] ... Great. It looks fine now.

Steven: Good.

Marianne: Thanks, bye.

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Put the missing expressions from the dialogue into the correct categories below.

Stating a problem: _the printer's working_

Suggesting a solution: _____

_____

_____

Agreeing to solution: _____

Asking somebody to wait: _____

_____

Saying the solution was successful: _____

Saying a solution wasn't successful: _____

5   Role play

Choose a different device on page 1 and practice a similar conversation with your partner.

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Transcripts

3.	**Problems and solutions**

Marianne: Steven, I think the printer's not working.

Steven: What exactly is the problem?

Marianne: Well, I'm trying to print a document. But nothing's happening.

Steven: Try to restart the printer.

Marianne: How do I do that?

Steven: Just switch it off, wait five seconds, and switch it on again.

Marianne: OK, let me try …. still nothing.

Steven: OK, can you cancel the print task on your computer?

Marianne: Sure, let me try that … OK, what now?

Steven: Try to print the document again.

Marianne: OK …. great, it worked! … oh, hang on … it's very hard to read.

Steven: So, you need to change the ink cartridge. I think there's an extra cartridge under the printer.

Marianne: Yes, it's here.

Steven: OK. Open the printer and press the red button to release the old cartridge.

Marianne: OK, done.

Steven: Now put in the new cartridge and try to print the document again.

Marianne: OK, just a second … Great. It looks fine now.

Steven: Good.

Marianne: Thanks, bye.

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Key

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1.   Devices and appliances in the office

Students can work alone and check in pairs.

1. a printer
2. a router
3. a dehumidifier
4. an extension cord
5. a shredder
6. a vending machine
7. a VoIP phone
8. a desk lamp

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2.   Instructions

1. press   2. slide   3. insert   4. empty   5. connect   6. remove

1. a printer
2. a shredder
3. a vending machine
4. a dehumidifier
5. a VoIP phone
6. a desk lamp

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3.   Problems and solutions

1. She can't print a document.
2. restarting the printer
3. 5 seconds
4. He tells her to cancel the print task on her computer.
5. the document is hard to read
6. She changes the ink cartridge.

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4.   Useful expressions

1. the printer's not working
2. Try to
3. let me try
4. still nothing
5. can you
6. it worked
7. hang on
8. you need to
9. done
10. just a second

Suggesting a solution: Try to ...; You need to ...; Can you ...?

Agreeing to solution: let me try; done

Asking somebody to wait: just a second

Saying the solution was successful: It worked

Saying the solution wasn't successful: Still nothing

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