

Service Message



Listen to the Message

Listen to the Message to practise and Improve your Listening Skills. Complete the Lesson Activity to test your level.



LISTEN TO THE AUDIO

Hello, this is an automatic message from the technical service of your laptop. We will help you with your problem... (Play audio file).

Audio Transcript + Correct Answers on bottom page.

ACTIVITIES

Choose True or False

1. The automatic message is from the technical service.

- ☐ True
☐ False

2. The message is to fix a problem with the screen.

- ☐ True
☐ False

3. The message indicates the day of the visit.

- ☐ True
☐ False

4. The message is about the laptop battery.

- ☐ True
☐ False

5. The technical service advises to check the voltage.

- ☐ True
☐ False

6. They will send a technician tomorrow.

- ☐ True
☐ False

Complete the Sentences

7. Laptop _____ lithium.

- ☐ batteries contains
☐ batteries it contain
☐ batteries contain

8. Laptops _____ powerful as any desktop PC.

- ☐ can as
☐ can been as
☐ can be as

9. Automatic messages _____ repair process.

- ☐ speed the
☐ speed up the
☐ speeds up the

10. Voltage is _____ countries.

- ☐ different in many
☐ different many
☐ different in to

11. In general, the solutions provided _____ issues.

- ☐ solve the user
☐ solves the user
☐ solve it user

12. Current batteries _____ five hours of autonomy.

- ☐ has more than
☐ have more than
☐ have many than

AUDIO TRANSCRIPT

This is an automatic message from the technical service of your Laptop. According to the information you gave us, we will detail a list of solutions to solve it.

- Check if your battery is inserted correctly.
- Check if your battery has at least 10% charge.
- Try charging from another socket.
- Check if the charger light turns on properly.
- Check if there is any error message on the screen.
- Remove the battery and insert it again.
- Observe the condition of the charger cable.
- Verify that your battery model matches that of your computer.
- Try to turn on the equipment without the battery.
- Check the status light on your Computer.
- Check that the voltage of your equipment matches that of your country.
- Check that there is no electrical instability in your house.

If you have tried the solutions provided above and they did not work, a technician will contact you as quickly as possible.

CORRECT ANSWERS

1. True
2. False
3. False
4. True
5. True
6. False
7. batteries contain
8. can be as
9. speed up the
10. different in many
11. solve the user
12. have more than