

Office devices

Lesson code: VHD2-C1C9-PZUV

PRE-INTERMEDIATE

 British English

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 ...

- destroy sensitive documents? _____
- clean the air? _____
- make it easier to see what you are writing? _____
- make calls over the internet? _____
- connect many devices to the mains? _____
- print documents and files? _____
- connect to the internet wirelessly? _____
- 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

- _____ this button to change the ink cartridge.
- Take a piece of paper and _____ it into the slot.
- _____ the correct amount of money and press the button for the product you want.
- _____ the water tray frequently.
- _____ the device to your router using an Ethernet cable.
- Turn the bulb anticlockwise to _____ it.

3 Problems and solutions



Listen to the dialogue and answer the questions.

- What is Marianne's problem?
.....
- What does Steven suggest?
.....
- How long does she wait between switching the printer off and on?
.....
- What does Steven tell her to do after that?
.....
- What problem does she have with the printed document?
.....
- How does she solve this problem?
.....



4 Useful expressions

Listen again and complete the dialogue.

can you

it worked

still nothing

you need to

hang on

let me try

Try to

done that

just a second

the printer isn't working

Marianne: Steven, I think _____ 1 .

Steven: What exactly is the problem?

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

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, I see it.

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.



Put the missing expressions into the correct categories below.

Stating a problem: the printer isn't 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 practise a similar conversation with your partner.



3 Problems and solutions

Marianne: Steven, I think the printer isn't working.

Steven: What exactly is the problem?

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

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, I see it.

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

Marianne: OK, done that.

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.



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

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 | | | |

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.

4 Useful expressions

- | | | |
|------------------------------|----------------|---------------|
| 1. the printer isn't 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 that |
| 10. just a second | | |

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

Agreeing to solution: let me try; done that

Asking somebody to wait: just a second

Saying the solution was successful: It worked

Saying the solution wasn't successful: Still nothing

