

TAPESCRIPT

Narrator: *Listening Test*

Connection Problem

Section 3

You will hear Steve calling Jenny to help her fix the Internet problem.

The recording will be played twice. Do as much as you can the first time and answer all the questions the second time.

*You have 30 seconds to look at your questions. [30 sec music]
Listen and answer the questions.*

- {Jenny: Hello, Jenny speaking.
- Steve: Oh hi, Jenny. It's Steve here. I got your message from Joe.
- Jenny: Hi Steve. *[relieved]* Thanks for calling. *[worried]* I'm anxious to get this fixed.
- Steve: What's the problem exactly?
- Jenny: I'm not sure but my Internet doesn't work despite everybody else's working.
- Steve: Let's get this sorted over the phone. Now let's see if your router is working properly. Could you tell me what lights there are on it?
- Jenny: There are four green lights.
- Steve: Great. Your router works fine. Now, let's see if the wire connection works. If you look in the box the router came in, you should find a yellow cable.
- Jenny: Oh yes.
- Steve: Would it be possible to move your computer nearer to your router?
- Jenny: No problem – it's a laptop.
- Steve: In that case plug one end of the yellow cable into where it says "port one" on your router, and the other end into your computer. Move the computer first, of course, otherwise it won't reach.

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Jenny: Okay... done that.

Steve: Now try to get a web page up.

Jenny: Just a moment... It's working! Well done. I could use it like this instead.

Steve: Yes you can, but you may need the wireless connection if you want to use the laptop in the meeting room. Let's fix it. Don't worry. It's easy. If you look at the bottom of your screen, can you see a little symbol that looks like a TV transmitter? It's so small that you have to look very carefully.

Jenny: Oh yes – it has a red cross through it.

Steve: *[patiently]* Double click that for me.

Jenny: Oh, now it says "Wireless Off".

Steve: Okay. On the front of your laptop, you will see a little button with the same image of the TV transmitter – Try pressing it.

Jenny: Oh there's a green light on it now!

Steve: Now fingers crossed. Unplug the yellow cable.

Jenny: Done.

Steve: And try to get up a web page.

Jenny: Yay! It's working! You're a star, Steve.}

Narrator: Now listen to the recording again.

[repeat recording {}]

You have 30 seconds to check your answers.

[30 sec music]

This is the end of Section 3.