

English at Work
Episode 44: Computer crisis
第44集：电脑危机
需要电脑维修时能用到的语言



- Anna:** It's frozen. Nothing will work...
- Tom:** Yeah and all my football scores – I mean company accounts have disappeared.
- Paul:** Can anyone get their computers to work? Or is just me?
- Narrator:** 欢迎回到 Tip Top 贸易公司，你听，好像电脑出问题了。大家的资料怎么都没有了？这可是个大问题，谁能帮忙解决呢？
- Denise:** Leave it to me I'll sort it out. (*Pressing computer keys*) You just need to switch it off... and on again... like that.
- Anna:** Hold on, let's check... Denise! All my documents have gone now!
- Denise:** Oh, sorry, I was just trying to help. You'll have to call I.T. Support, look, here's their number.
- Anna:** 'It' Support?
- Narrator:** No Anna, 不是 'IT', 是 I.T. Support – information technology 信息技术，有时也叫电脑支持 computer support. 大多数公司都有这个部门。他们能帮忙解决电脑问题，让大家的工作恢复正常。不过他们问的问题不一定都容易理解。
- Anna:** OK, thanks. But what should I say to them?
- Narrator:** 告诉他们: "I am having problems with my computer" 我的电脑出问题了。再说 "the screen keeps freezing" 屏幕经常不动了。而且 "I seem to have lost some documents" 我好像丢了一些文档。告诉他们, "I have turned the computer on and off but that hasn't fixed it" 我已经开机关机好几次了，但没用。最后看看他们能不能帮忙 "can you help me, please?"
- Anna:** Well, I'll give it a try. Here goes. (*Dials number and it rings*)
- IT Man:** I.T., Dave speaking, how can I help?
- Anna:** Oh hello Dave – I'm having some computer problems – in fact everyone is here.
- IT Man:** Right. What system are you using?
- Anna:** What system?
- IT Man:** Yeah, what are you using? PC, laptop, Windows XP?

Denise: Tell him it's Windows 7.

Anna: Erm... it's Windows 7 on a PC.

IT Man: Good, good, this should be easy. Were you using many applications when it crashed?

Anna: Applications?

IT Man: Did you have lots of things open – documents, spreadsheets, videos, other software?

Anna: Well, I suppose I did.

IT Man: Right, well... Anna isn't it?

Anna: Yes.

IT Man: Right well Anna, try pressing control, alt, delete, at the same time – after that try opening Windows.

Anna: OK. Tom, could you open the windows please.

Tom: What eh? The windows?!

Anna: Yes. Dave says so.

IT Man: No, no, no. Open Windows 7 on your computer.

Anna: Oh, silly me! (*Taps on keyboard*) no, the screen just freezes. I'm a bit worried because I think I've lost some documents.

IT Man: Hmmm. In that case the only thing to do is reboot it.

Anna: You mean kick it?!

Denise: No. Reboot means turn it on and off again.

Anna: Oh I see. No Dave, I have already tried turning it off and on again but that hasn't fixed it. What am I going to do?

IT Man: Don't panic! I'll come and have a look. You're on the 2nd floor right?

Narrator: Oh dear 这有点令人担心, 希望电脑维修专家 Dave 能解决问题。不过以后你可得记住备份一下你的档案, 备份到到记忆棒, 以防类似的情况发生。好了, 让我们复习一下和电脑部有关的词汇和表达。

*I am having problems with my computer
The screen keeps freezing
I seem to have lost some documents
I have turned the computer off and on but that hasn't fixed it
Can you help, please?*

(Lift doors open)

IT Man: Oh hi. Is Anna here?

Denise: She's over there.

Tom: *(Under the table)*... so Anna, I'm just going to unplug the screen and put the wire back in...

Anna: OK Tom. Are you OK down there? Mind your head.

IT Man: Excuse me, are you Anna? I've come to fix your... computer.

Anna: Oh, hello... you must be... Dave. I really like your hair.

Tom: *(Hits head on table)* Ow!

IT Man: Thanks. You look rather lovely... I'd better take a look at your computer.

Tom: It's OK, I think I've fixed it.

Narrator: 听起来, Tom 有竞争对手了。Anna 对电脑专家 Dave 会有兴趣吗? 还是Dave 仅仅是来帮她升级电脑软件的? 这倒有意思了! 好, 那么我们下期节目再看事情是怎么发展的? 再见。

Listening Challenge 听力挑战:

让电脑重新启动的英语表达是什么?

答案: *to reboot* 电脑。