

**Daily Life - Calling Tech Support** (C0203)

Tech guy: Hello, thanks for calling 123TechHelp, I'm Todd. How can I help you?

Client: Hello? Can you help me? My computer! Oh man...

Todd: It's okay sir, calm down. What happened?

Client: I turned on my laptop and it broke! I mean, the monitor went black!

Todd: Ok, sir, it sounds like you might have a virus.

Client: I don't feel sick,...let me check... Nope! No fever, I'm fine.

Todd: No, your computer might have a virus, I mean, it has a bad program on it. Maybe that's why it crashed. I recommend that you run an antivirus program in order to safely remove any unwanted spyware or Trojans.

Client: Phew! .....Wait a minute, CRASH??!!  
Spyware? Trojans! What? where? when?!

## Key Vocabulary

oh man	<i>Interjection</i>	to express emotion or feeling, like God, Jesus
calm down	<i>phrase</i>	become quiet or calm, relax
laptop	<i>common noun, singular</i>	a small computer which is easily carried
I mean	<i>phrase</i>	to express ones own opinion, meaning
monitor	<i>common noun, singular</i>	an electronic display that shows images
virus	<i>common noun, plural</i>	a program designed to harm a computer
nope	<i>General Adverb</i>	no (informal)
program	<i>common noun, singular</i>	a set of instructions to perform
crash	<i>principle verb, past simple</i>	stop working or functioning properly
antivirus	<i>common noun, plural</i>	a program designed to identify and remove computer viruses

run	<i>principle imperative</i>	<i>verb,</i>	to work or be in operation
spyware	<i>common singular</i>	<i>noun,</i>	software that secretly gathers information

### Supplementary Vocabulary

Hotline	<i>common singular</i>	<i>noun,</i>	A telephone line that gives quick and direct access to a source of information or help
Phishing	<i>common singular</i>	<i>noun,</i>	To request confidential information over the Internet under false pretenses in order to fraudulently obtain credit card numbers, passwords, or other personal data
Crack	<i>verb</i>		To break open or into something such as a safe or a computer system
Format	<i>verb</i>		To divide (a disk) into marked sectors so that it may store data.

## Hardware

*common noun,  
singular*

A computer and the associated physical equipment directly involved in the performance of data-processing or communications functions.

