



Listening: Tech Support Call **Answers**

Listen to the conversation and choose the correct answer for each question.

1. What problem is the user experiencing with their laptop?
 - A. The laptop freezes and the microphone stops working
 - B. The program locks up and the Wi-Fi sometimes drops out**
 - C. The laptop won't start and the screen is black
 - D. The program crashes and the keyboard doesn't respond

2. What operating system does the user have?
 - A. Windows 10
 - B. macOS Ventura
 - C. Windows 11**
 - D. Linux Ubuntu

3. What does the support agent suggest doing first?
 - A. Restart the laptop immediately
 - B. Check the router and internet connection
 - C. Update the program through the menu**
 - D. Uninstall and reinstall the software

4. Why might the user's cloud files not open properly?
 - A. The files are too large for their laptop
 - B. The cloud server may be temporarily down**
 - C. The files are saved on an old version of Windows
 - D. The laptop's Wi-Fi adapter is broken

5. What general advice does the support agent give to improve performance?

A. Close unnecessary tabs and applications and check memory and storage

B. Install a new operating system and delete old documents

C. Use incognito mode and disable the antivirus temporarily

D. Only use cloud storage and avoid installing new programs