

LANGUAGE WORK

Diagnosing a fault and giving advice

Study this extract from the recording:

It sounds as if you may have a driver fault.

David is trying to identify the cause of the problem. He's not completely certain.

Compare these versions:

- 1 It sounds as if you may have a driver fault.
- 2 It sounds as if you have a driver fault.
- 3 You probably have a driver fault.
- 4 You must have a driver fault.

Each statement is more certain than the one before. You can use the expressions studied in Unit 16 to show how certain you are. When you are sure you know the cause of the problem, you can use *must* as in example 4.

Study this further extract:

You could try to reinstall the sound drivers.

Here David is giving advice. Advice usually follows diagnosis.

In Unit 14, you studied these ways to advise someone to do something.

Using an imperative:

- 1 *Try* to reinstall the sound drivers.

Using the modal verb *should*:

- 2 You *should* reinstall the sound drivers.

Using *recommend*:

- 3 *I recommend* reinstalling the sound drivers.

You can also use:

- 4 *I recommend that* you reinstall the sound drivers.
- 5 *I advise you to* reinstall the sound drivers.

Or phrases such as:

- 6 *The best thing to do is to* reinstall the sound drivers.

5 Study these steps to take before you phone for technical support. Rewrite each one using the clue given.

- 1 Reboot your PC to see if the problem recurs. (should)
- 2 Use your PC's on-board diagnostic and repair tools. (recommend)
- 3 Record the details of the problem so you can describe it accurately. (good idea)
- 4 Note your system's model name and serial number. (advise)
- 5 Keep a record of hardware and software you've installed along with any changes you've made to settings. (strongly recommend)
- 6 If you think hardware may be at fault, figure out how to open the case. (should)
- 7 Visit the vendor's website and check the FAQs. (best thing)
- 8 Avoid phoning in peak times. (never)
- 9 Have your system up and running and be near it when you call. (good idea)
- 10 When you reach a technician, tell him or her if you may have caused the problem. (advise)