

# How to check instructions

In this lesson you will learn useful phrases for checking information that people give you.

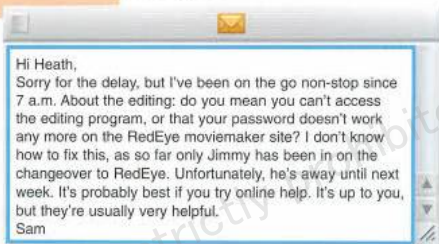
## Starter

- 1 If you have a problem using new computer software, do you:
  - keep trying until you succeed?
  - look it up in a manual or online?
  - contact a friend or professional for help?



## Expressions

- 1 Heath works for an American firm of architects. He often has to send images and short video clips to clients. Read the email below. What is the problem? What does Sam suggest?



- 2 Heath contacts RedEye's online help. Read their online chat and complete it with the expressions below.

a Can I just check	g What exactly do
b don't see how	you mean
c Have you got that	h You mean
d How do I go about	i You're doing it
e I can't see how to	wrong.
f that's the one	

## Speaking

- 1 What gadgets and equipment have you got around you (e.g. a wireless network device, a laptop, a webcam, a satnav, a DVD player)? With your teacher, each choose a different gadget and a specific function on it. Explain the function so the other person can try to do it. Try to use language from Expressions to check your understanding.

## Writing

- 1 Rewrite these sentences using the phrases in **bold**, keeping the same meaning.
  - 1 You don't have to do the training. It's your decision but it'll really help you understand the process.  
**be up to**
  - 2 We're not sure how the breakdown happened, but we think it's because of a fault with the software.  
**be down to**
  - 3 A Are you sure you understand?  
B Yes, I am. It's fine. **be with**
- 2 Choose one of the gadgets you talked about in **Speaking**. Write instructions for using one of its functions in an email to a colleague.

## Hint

When checking instructions over the phone, it's important to let the other person know if you're following (or not!) what they're saying. You can use these short phrases:

Right / With you / Got it. (you understand)

Hang on. / Hold on. / Just a sec. (= second) (you need more time)

Not with you. / I don't follow. / I don't get it. (you don't understand)

### 3 Match the expressions in 2 with the functions below.

asking for clarification    asking how to do something  checking the other person understands   
showing you don't understand   telling the other person they have made a mistake

H I don't seem to be able to access the moviemaker software any more. I 1 \_\_\_\_\_ it can have gone wrong. Can you help? Heath  
RE Hi, Heath. 2 \_\_\_\_\_ by 'access'? What error message did you get?  
H 'An error has occurred while accessing the RedEye server'.  
RE OK. Have you updated your browser recently?  
H Yes, but I think I used the RedEye site since then.  
RE OK. Well it's probably down to a bug. Download the program again, and then re-install it.  
H 3 \_\_\_\_\_ I have to start from scratch? That'll take ages, won't it?  
RE No - scroll right down the page until you find the EditPro6.11 version.  
H OK - so, 4 \_\_\_\_\_ at the end - the 11.9 MB one?  
RE Yes, that's it.  
H Right - it's now downloading.  
RE OK. You'll be asked for a password: RIK - you'll need to change that later. 5 \_\_\_\_\_ ?  
H Oh, OK. 6 \_\_\_\_\_ - when will I have to change the password?  
RE Don't worry about it yet. OK, where are you up to now?  
H I need to open the software. 7 \_\_\_\_\_ doing that?  
RE Inside the sub-directory .rik you'll find INSTALL EditPro6.11 SOFTWARE.  
H Nothing seems to be happening. 8 \_\_\_\_\_ open it. I'm looking under FILE.  
RE No. 9 \_\_\_\_\_ Stick to the .rik directory. It's there.  
H Right. I'm with you now. Found it.  
RE OK. Run the install program. That's it!

Send

## Language box

We can use the verb *to be* in a number of fixed expressions.

**Be down to:** be a result of / caused by:

There's currently a serious water shortage, which is down to the hot weather.

**Be up to someone:** it is their decision, they decide / choose:

It's up to you whether you come or not.

**Be with someone:** understand someone:

Are you with me? (= do you understand)

I'm not with you. (= I don't understand)

## Look

Look again at the online chat in Expressions. Find more examples of phrases using *be*.

## Lesson record

3 new words from this lesson      3 useful phrases from this lesson

1 ..... 1 .....  
2 ..... 2 .....  
3 ..... 3 .....

Things to remember

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