

Troubleshooting Office Hardware Issues

Part 1: Office Roleplay Dialogue

Scenario: An employee, Sarah, contacts the IT technician, Jake, because her computer is not booting up correctly.

Sarah: Hi Jake, I need your help. My computer won't start properly. I pressed the power button, but the screen stays black.

Jake: Okay, let's check a few things. First, is the monitor on and are all the peripherals, like the keyboard and mouse, connected properly?

Sarah: Yes, I checked those. Everything seems fine, but the computer still won't start.

Jake: I see. I'll run some diagnostics to find out what's wrong. When you turn it on, do you hear any beeping sounds?

Sarah: Yes, I heard a few beeps before the screen stayed black.

Jake: That could mean there's an issue with the **POST (Power-On Self-Test)** process. The beeping helps identify hardware failures. Let me open the case and check the components.

Sarah: Oh, I didn't know POST worked like that.

Jake: Yes, it runs automatically when you turn on the computer. It checks things like memory, the processor, and the hard drive. If there's a failure, the beeping pattern helps us diagnose the problem.

Sarah: That's interesting. So what do you think is wrong?

Jake: It might be a firmware issue. Sometimes the BIOS firmware gets corrupted, which prevents the computer from starting correctly. I'll try resetting it.

Sarah: Thanks, I hope that works.

Jake: Also, I notice your computer has been running hot lately. The **heat sink** might not be working properly, which could cause overheating and shutdowns. I'll check it as well.

Sarah: I have noticed the fan running loudly sometimes.

Jake: That could be a sign of overheating. I'll clean the heat sink and apply new thermal paste if needed. Let's see if we can get this fixed quickly.

Sarah: That would be great. Thanks for your help, Jake!

Part 2: Comprehension Questions

1. What was the first thing Jake asked Sarah to check?

- (A) The power supply in the building
- (B) If her peripherals were properly connected
- (C) The computer's operating system
- (D) If she had installed new software recently

2. What does the POST process do?

- (A) It connects the computer to the internet
- (B) It tests hardware components before booting up
- (C) It updates the operating system
- (D) It removes viruses from the computer

3. Why does Jake mention the firmware?

- (A) Because it might be corrupted and preventing the computer from starting
- (B) Because it helps connect peripherals
- (C) Because it controls the fan speed
- (D) Because it improves internet speed

4. What possible problem does Jake identify related to overheating?

- (A) The power supply is too weak
 - (B) The hard drive is full
 - (C) The heat sink might not be working properly
 - (D) The internet connection is unstable
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Part 3: Key Vocabulary Definitions in Japanese

1. **Peripheral (周辺機器)** – コンピュータに接続される外部デバイス（例：キーボード、マウス、プリンター）。
2. **Diagnostics (診断ツール)** – コンピュータの問題を特定し、解決するためのテストやプロセス。
3. **POST (Power-On Self-Test) (起動時自己診断)** – コンピュータの電源を入れた際にハードウェアの問題をチェックするプロセス。

4. **Firmware (ファームウェア)** – ハードウェアを制御するために組み込まれたソフトウェア。アップデートが必要な場合がある。
5. **Heat Sink (ヒートシンク)** – プロセッサなどのコンポーネントの熱を逃がし、オーバーヒートを防ぐ装置。
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Part 4: Answers

1. What was the first thing Jake asked Sarah to check?

☒ (B) If her peripherals were properly connected

2. What does the POST process do?

☒ (B) It tests hardware components before booting up

3. Why does Jake mention the firmware?

☒ (A) Because it might be corrupted and preventing the computer from starting

4. What possible problem does Jake identify related to overheating?

☒ (C) The heat sink might not be working properly