

## FICHE À DESTINATION DE L'EXAMINATEUR

Interaction orale puis écrite avec le jury **en anglais**

*5 minutes maximum +10 minutes environ*

### Tâche proposée au candidat

#### SITUATION PROPOSÉE

One of your customers' Wi-Fi connection has stopped working. He needs your help to solve this problem.

You are an IT technician.

The teacher/examiner plays the part of your customer.

Your task: Follow up on the conversation.

### Éléments de guidage à destination de l'examinateur

Vous trouverez ci-dessous des pistes (non exhaustives) qui vous indiquent ce qui est attendu du candidat : explication de la tâche et questions qu'il devrait aborder dans l'interaction.

#### **Task:**

*Ask the customer if some settings have been modified or some software downloaded, if Windows has been updated recently and if the location of the computer has been changed.*

#### **Topics and backup questions:**

*You may have disabled Wi-Fi without realizing it so make sure your Wi-Fi is turned on by looking at any button or status light indicator / Make sure you are connecting to the right wireless network and that you have entered the correct security key / Temporarily turn off your antivirus software / Verify the Internet connection is working by making sure another device, like another computer or smartphone can connect to the Internet / Disconnect the power from the back of the modem and router. Once disconnected, wait a few seconds and then reconnect the power. Wait for the modem and router to reconnect to the Internet, then test the Internet connection on your computer. If you are still having problems, try rebooting the computer again / You can try to restore Windows to an earlier copy / You may try to reinstall the latest network drivers.*