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# BBC LEARNING ENGLISH

## English at Work

### 5: Reboot



*NB: This is not a word-for-word transcript*

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**LANGUAGE FOCUS: Saying you can't understand a new system: This isn't sinking in... I'm having difficulty getting to grips with this. I can't get my head round this... I can't work it out...**

#### **Narrator**

Hello and welcome to English at Work. It's an exciting time at Tip Top Trading – the leading manufacturer of plastic imitation fruit. A new computer system – the iDo-it – is being installed that will **revolutionise** – or completely change – the way the office will work. The team is on a training course to learn how it works but there seems to be someone who already thinks he knows it all...

#### **Tom**

So, basically the iDo-it system is high-end software, **compatible** with tablets and desktops and you can share information at the touch of a button.

#### **Trainer**

Err yes, that's what I just said.

#### **Denise**

Psst... Tom – let the trainer tell us what to do.

#### **Tom**

Listen, like, I'm quite an expert when it comes to technology. So mate – basically, I can open my contacts here and share it with the whole team by pressing the red button there...

[Everyone groans]

#### **Anna**

Tom what have you done? Everything has disappeared off my screen.

#### **Denise**

And mine.

#### **Trainer**

You press the **green** button to share – red deletes everyone's contacts. It's clearly written on your handouts. [sighs] I'll come round to you one by one and reset your computers...

[The team chat amongst themselves]

... Right let's start with you Anna [sniffs]... hmm you smell nice Anna...

**Tom**

Mate, listen, I think you need to **reboot** her computer.

**Trainer**

Yes, thank you... Tom isn't it? [pause] OK, we're **back in business** – so Anna, this is the iDo-it home screen – just press that, accept that, move that there and Bob's your uncle. So go on, you have a go and I'll be back in a minute.

**Anna**

Bob's my uncle? But he's not.

**Denise**

It's just a saying Anna – he means he's done it easily.

**Anna**

Well, it doesn't seem easy to me.

**Narrator**

It sounds like you need to ask for help Anna. Try politely asking for help and saying 'I can't work it out' and you could also say 'I can't get my head round this.'

**Anna**

My head?

**Narrator**

Yes, if you can't get your head round something it means you can't understand it. Give it a try.

**Anna**

OK thanks. [To trainer] Hmm excuse me, I need some help, please.

**Trainer**

What seems to be the problem?

**Anna**

I'm sorry but... I can't work it out – you said press this and open this... but nothing happens. Oh, I can't get my head round this new system – and we have to start using it next week.

**Denise**

Oh I know – it's terrible. Can't we just go back to using pen and paper – and a fax machine like we used to?

**Tom**

You can't stop progress Denise – although progress seems to have stopped you.

**Denise**

Silly boy!

**Trainer**

Could we all concentrate on the computers please? Now Anna, let me explain one more time. Say you want to share this file with Denise's computer – you upload it here and she can download it here from **the cloud**.

**Anna**

The cloud?

**Tom**

Yeah, it only works when it rains! So, mate we're talking about a 200 megabit per second transfer rate unless you're on Bluetooth of course.

**Trainer**

Erm?

**Narrator**

Idiot! Is he like this at home Anna?

**Anna**

No – I think he's just showing off But I just don't understand this new system.

**Narrator**

OK then – say 'I'm having trouble getting to grips with this' and 'this isn't sinking in'.

**Anna**

Sinking in? To where?

**Narrator**

Sinking in to your brain. You've got a good brain Anna so I reckon if it's *not* sinking in, it can't be a very good system. Go on then, try those phrases...

**Anna**

I will. [To trainer] Excuse me again... it's Bob isn't it? Bob – I'm sorry but I'm having trouble getting to grips with this – it really isn't sinking in – can you explain one more time please?

**Denise**

Yes, and when you've finished with Anna, could help me 'get to grips with it'?

**Tom**

Err, I thought you were the 'expert' mate!

**Trainer**

I'm doing my best – but for some reason... ah I see, you need to put in your password first Anna... could you do that please?

**Anna**

OK, let me see – if I do that, then that and that – yes, it works! Oh thank you, thank you so much.

**Trainer**

You're welcome.

**Denise**

Err, what about me?

**Narrator**

Well done Anna! You've managed to explain your difficulty in trying to understand a new computer system by using these phrases...

I can't work it out.

I can't get my head round this.

I'm having difficulty getting to grips with this.

This isn't sinking in.

It's always hard learning a new computer system and it looks like even Tom is having problems...

**Tom**

I can't work it out – if I put in my password – nothing happens!

**Denise**

Having difficulty getting to grips with the system Tom?!

**Tom**

Enter... enter... arghh, why won't it work! [sfx: hits the computer followed by an explosion]

**Anna**

Oh Tom! It looks like the technology has beaten you.

**Trainer**

Yeah and I thought you were 'the expert'! You're going to have to pay for this.

## **Vocabulary**

### **revolutionise**

completely change something (for the better)

### **compatible**

(here) works with others systems

### **reboot**

shut down and restart your computer

### **back in business**

able to carry on as normal

### **the cloud**

a computer network where files and programs can be stored and shared