|  |  |  |
| --- | --- | --- |
| 1a  b |  | 3  4 |
| 2 a  b | **Two from:**  Voice over Internet Protocol  A set of rules that enable people to use the Internet to make telephone calls/talk each other  Sends voice data in packets using IP  Two from:  Microphone  Speakers/headphones  Headset | 2  2 |
| 3 a  B  c | **Three from:**  If a change is made in the manufacturing process the robot needs to be re-programmed.  If a robot makes a mistake it will continue to make the same mistake.  Expensive to set up/maintain  Robots are not capable of performing tasks autonomously without guidance from  humans/they cannot think for themselves.  If they break down then they are difficult/impossible to repair.  If the robot breaks down the whole process stops.  The abilities of robots are suitable only for simple activities in which no major difficulties are  met. | 1  1  1  3  3 |