



Describe a technology problem and ask for help

Everyday life

1 Look at the photo and answer the questions.

Where are the people and what are they doing?

What do you think the problem is?

Everyday vocabulary

2 Choose an item from Box A. Then find words in Box B which can explain how the item works. Some words can be used more than once.

A digital camera | printer
smartphone | tablet | TV

B cable | channel | click | connect
plug in | power button | remote control
signal | wi-fi | wireless router

3 Add any other items you know to boxes A and B.

Box A:

Box B:

Dialogue

4 Listen to the dialogue. What information does Elena need to get online?

Elena is visiting the UK. She wants to use her tablet to check her emails, but there's a problem.

Elena: Oh, Gus. (1) _____

Gus: What's up?

Elena: I want to check my emails. (2) _____

Gus: Sure. OK. So, first, you need to select your network. Open 'Settings' and then click on 'wi-fi'. Like this – it's not that difficult.

Elena: Oh, nothing's coming up.

Gus: What?

Elena: It isn't showing any networks.

Gus: Oh, let me see. Hmm. (3) _____ Can you check it, Elena? It's that grey box over there. Are the lights on?

Elena: No, they're not. (4) _____ I don't think it's connected.

Gus: Let me see. Oh, yes. (5) _____ I'll plug it back in. There! Press the power button and wait for a moment. OK. It's working now.

Elena: Shall I try again? I'm in 'Settings'.

Gus: Yes, now, select the network name. It's 'homenetwork6'.

Elena: OK. There it is. Oh, (6) _____ It's asking me for a password.

Gus: It's 'yellow99'.

Elena: Yellow99. There! Oh, I've got lots of emails! Thank you, Gus.

Gus: No problem.

EVERYDAY ENGLISH TOOLKIT

Describing a problem with technology and asking for help

Look at the expressions from the dialogue. Who says each expression, Elena or Gus? Write E or G.

Which expressions are asking for help and which are describing a problem? Write *Asking for help* or *Describing a problem*.

Can you help me with something? _____

Can you show me how to (get online)? _____

Nothing's coming up. _____

It isn't (showing any networks). _____

It isn't working. _____

I don't think it's (connected). _____

The (cable's) come out. _____

I still can't (get online). _____

Your turn!

6 Now prepare the dialogue to read it with a partner if you can, but if you cannot you can prepare it yourself. Record it and upload the file to CLASSROOM.

