

## 4.6

## Speaking

## Talking about technology problems

## VIDEO



## THE COMPUTER CRASHED

Mateo: Aargh no! The computer crashed. It isn't working.  
 Noah: You need to press Control-Alt-Delete.  
 Mateo: OK, let's try ... No, that didn't work.  
 Noah: Try switching it off and on again.  
 Mateo: No ... the screen's frozen. How about calling Mia?  
 Noah: Good idea ... Oh! No answer.  
 Mateo: Let's search online. What's your wi-fi password?  
 Noah: Em ... Password.  
 Mateo: Seriously? ... OK, shall we look for a blog, an online forum or the FAQs on this website?  
 Noah: Have a look at that video!  
*Twenty minutes later. Noah's phone rings.*  
 Mia: Hi Noah, why did you call?  
 Noah: My computer crashed. We thought you could help, but we watched a video online and fixed it ourselves!  
 Mia: Good for you. So you don't need me?  
 Noah: No, thanks, we're fine ... Oh no! The computer crashed again! Mia? Can you help us? Please!  
 Mia: OK. Give me ten minutes.



SOUNDS GOOD!

Good for you. • Seriously?

- 1 22 4.14 Watch or listen. What problems did the boys have and what solutions did they find?

## SET FOR LIFE



- 2 What can you do when you have a problem? In groups, order the ideas. Is it a good plan?

- ☐ ask someone for help
- ☐ choose the best idea
- ☐ decide what the problem is
- ☐ think of possible solutions together

- 3 Study the Speaking box. Find examples of the phrases in the dialogue.

## SPEAKING Talking about technology problems

You need to switch it off and on again/charge it.  
 You need to press Control-Alt-Delete.  
 Let me/Let's try (something).  
 Look at the FAQs (Frequently Asked Questions) on this website.  
 Let's search online (for a solution).  
 How about calling ...?  
 Shall we look for a blog or an online forum?

- 4 4.15 **WORD FRIENDS** In pairs, check you understand the sentences below.

The battery died.  
 The computer crashed/isn't working.  
 The internet connection is slow.  
 The mouse/printer doesn't work.  
 The screen's frozen.

- 5 4.16 Complete the dialogues with one word in each gap. Listen and check.

- 1 A: The screen's frozen.  
 B: Let me \_\_\_\_\_ something ...  
 No, that didn't work. Shall we look \_\_\_\_\_ a blog?  
 2 A: The internet \_\_\_\_\_ is slow. I can't download this video.  
 B: Let's \_\_\_\_\_ online for a solution.  
 3 A: Oh no! My computer \_\_\_\_\_!  
 B: You need to \_\_\_\_\_ it off and on again.  
 A: I tried that, but it isn't \_\_\_\_\_.  
 B: How about \_\_\_\_\_ a computer helpline?

- 6 Work in pairs. Student A, go to page 139. Student B, go to page 144.

YOUR WORLD

- 7 In pairs, think about three problems with technology. Talk about them and suggest solutions.

A: I broke the screen on my phone.  
 B: Let's search online for a solution.