

## Exercise: Technical problems before a meeting

Read the following conversation between Juan and Peter. Peter is having problems with his laptop before giving a short Power Point presentation in a meeting. From the context, try to guess what the meaning of the words/phrases in **bold** are. Then do the quiz at the end to check if you are right.

Juan: 'What's happening Peter, you look frustrated?'

Peter: 'My laptop won't **turn on**. It was working before, I don't know what's wrong!'

Juan: 'Is it **plugged in**?'

Peter: 'Yeah, I have connected it to the mains electricity, but that shouldn't be important because the laptop's **battery** still has charge or power.'

Juan: 'Are you sure that the **socket** in the wall has power? Try to plug it into another **socket**.'

Peter: 'I've tried that already and the socket has power. I thought that there may be a problem with the power **cable**, but it's working fine with the other laptop here.'

Juan: 'I had a problem with my desktop computer last year where the **wires had come loose** in the power cable. So I had to replace the power cable. You can use my laptop to show it.'

Peter: Thanks Juan, but I only saved the presentation to my **hard drive**. So I can't show the presentation on your laptop.'

Juan: 'Can you remember when I had that problem with my laptop in July. When suddenly the screen **froze** and the laptop wouldn't respond when I **pressed** any of the **keys** on the keyboard or when I moved my finger on the **touch pad**. Sometimes it recovered and I could continue to use the application, but other times it **crashed** and stopped working completely. So, I had to **reboot** the laptop. It was so frustrating, because I sometimes lost all of the work I'd been doing. Then the application **didn't load** at all, so I couldn't even use it then. The IT Engineer told me it was a software **fault** with the application. So she just **reinstalled** the application and it's been working fine.'

Peter: 'I'm happy for you, but I don't have any power to the laptop, so it's not a software fault. It seems like a hardware fault.'

### Quiz:

Below is a definition/description of each of the words/phrases in **bold** from the above text. Now fill in the blanks with one of these words/phrases in **bold**. Only use one word/phrase once and write it as it is in the text. Click on the "Check Answers" button at the bottom of the quiz to check your answers.

1. Another way to say 'touch' or 'push' a button or a key, is

2. The name of the part of a computer where you save/store your applications and documents, is the

3. When talking about computers, people call an electrical, software or hardware 'problem' a

4. Another way to say 'switch on' or 'start' a computer, is

5. The part of a laptop where you move the cursor on the screen with a finger, is called the

6. A 'lead' or 'wire' which connects a computer to a printer or a power supply, is called a

7. A different way to say 'restart' a computer, is

8. A two word verb that means to connect a 'cable' to a computer or to an electrical power supply, is

9. When you can't move the cursor on the screen, the screen is

10. A possible reason why a cable isn't working, is

11. Another way to say that an application 'doesn't start', is

12. The hole/holes where a cable is connected to , is called a

13. The buttons on a keyboard that have letters or numbers on them, are called

14. When an application/program on a computer is damaged/not working correctly, it normally has to be

15. The name of the power supply for a laptop or a mobile phone, is called the

16. When a computer or application fails or stops working, it