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.

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?

SOUNDS GOOD!

Good for you. • Seriously?

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.*