# LESSON 2 IDENTIFY PROBLEMS AND SOLUTIONS

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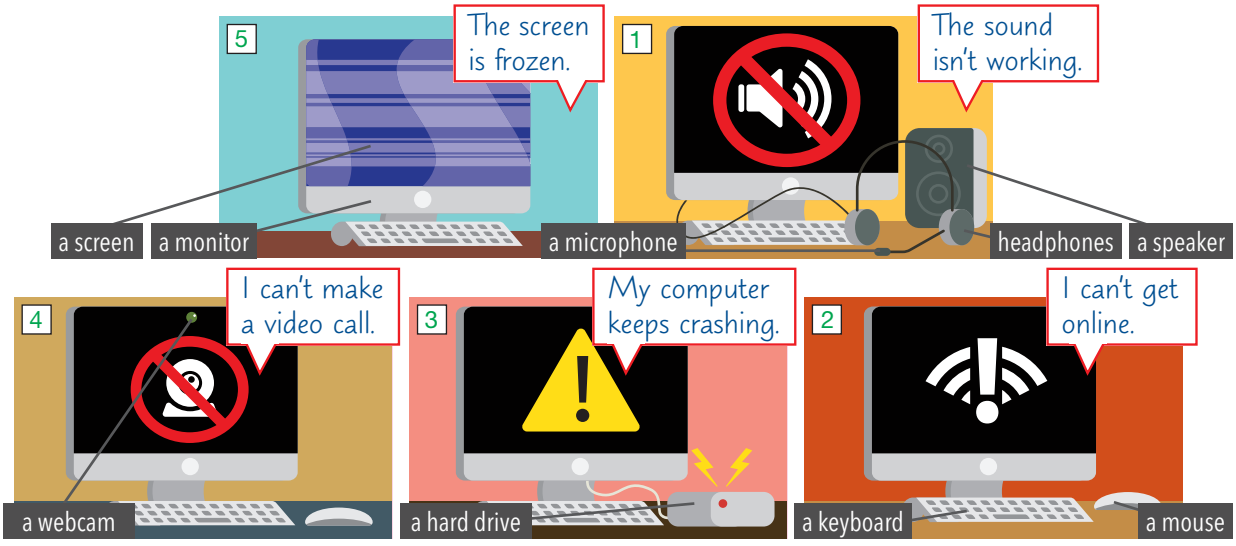
Tech support to the rescue!

## 1 VOCABULARY Technology issues and hardware

**A** 05-08 Listen. Then listen and repeat.




**B** 05-09 Listen to the problems. Number the technology issues in 1A.

**C** PAIRS Look at the hardware in 1A. Which of these items can freeze, stop working, or crash? What other items can also have these issues?

A: A monitor can stop working. B: A cell phone can stop working, too.

## 2 GRAMMAR *Will*, *may*, and *might* to express likelihood

COACH

Use *will* to talk about something that is certain to be true in the future. Use *may* or *might* when you are unsure of something.

| Subject | *Will / May / Might* | *Not* | Base form of verb |
|---|---|---|---|
| It | **will** | **not** | **solve** the problem. |
| You | **may** | **not** | **be** connected to the Internet. |
| The problem | **might** | **not** | **happen** again. |

Notes

- Use *will (most / very) likely* or *will probably* to talk about something that is expected to be true.
  *That **will most likely** solve the problem.*
  *That **won't likely** solve the problem. That **likely won't** solve the problem.*
  *That **will probably** solve the problem. That **probably won't** solve the problem.*
- Use *will definitely* to talk about something that is going to happen for sure.
  *We **will definitely** be there tomorrow. We **definitely won't** be there tomorrow.*

>> FOR PRACTICE, GO TO PAGE 138

## 3 LISTENING

**A** ▶05-11 Listen to the phone messages. Who leaves a message in all the conversations?

a. someone from Tech Support
b. someone from Reception
c. employees with problems

**B** ▶05-11 Read the Listening Skill. Listen again. Circle the correct answers.

1. How can Yuki fix her speakers?
   a. unplug the cable and restart the computer
   b. click on the sound icon and change the volume level
   c. unplug and then plug in the speaker cables
2. What problem is Tom having?
   a. His laptop won't start.
   b. He can't log in.
   c. His screen stopped working.
3. What does Sarah have to do after she adds a wireless network?
   a. restart the computer
   b. check the password
   c. connect to the Internet
4. What should Sam do if Carla isn't free?
   a. call Junior in Tech Support
   b. call someone else in Reception
   c. cancel her presentation
5. What does Julio need to do as a last step?
   a. restart the computer
   b. delete some programs
   c. delete some files
6. What does Katie need to do first?
   a. turn on the speaker
   b. check the webcam
   c. plug in the cables correctly

**LISTENING SKILL** Listen for instructions

Speakers often use certain phrases to explain instructions. Some of these phrases are *First,…, To start,…, Then,…, After that,…, Next…,* and *And finally…*

**C** PAIRS Do you know another way to solve the problems in 3B? Tell your partner what you know.

## 4 TRY IT YOURSELF

**A** MAKE IT PERSONAL Think of a problem using one of the hardware items from 1A. Take notes.

**B** ROLE PLAY Student A, say the problem. Student B say what you think the cause is and suggest a solution.

A: My webcam doesn't work.
B: It may be because it's turned off. To start, check to see that it's on.

**C** WALK AROUND Continue the Role Play with your classmates. Take notes in the chart. Report to the class. Choose one response. Say the problem, the cause, and the solution.

| Name | Problem | Solution |
|---|---|---|
| | | |
| | | |
| | | |

☐ I CAN IDENTIFY PROBLEMS AND SOLUTIONS.