

Unit 9 Tech savvy?

Lesson A Tech support

1 I have no idea why . . .

Grammar

A Unscramble the questions.

1. which battery / Do you know / should / buy / I?
Do you know which battery I should buy?
2. they / where / are / Can you tell me ?

3. when / you / Can you remember / it / last changed ?

4. it / Do you have any idea / how much / costs ?

B Unscramble the statements.

1. why / isn't / I have no idea / working / it

2. last changed it / when / I don't know / I

3. two / I / if / I wonder / should / batteries / buy

C Complete the conversation with the questions and statements from parts A and B.

- Man** Excuse me. Can you help me?
Clerk Sure. What seems to be the problem?
Man It's my camera. I have no idea why it isn't working.
Clerk Hmm. Let me look at it. It might be the battery. _____
Man No, I can't. _____ I'm not sure if I've ever changed it.
Clerk Well, you definitely need a new one.
Man _____
Clerk You need a CR-28.
Man _____
Clerk They're \$19.50 each.
Man Great. _____
Clerk Sure. They're at the back of the store. Here, let me show you.
Man Thanks. _____ Maybe I should have an extra one.
Clerk That might be a good idea.



2 I wonder . . .

Grammar

A Tara wants to download some music from the Internet. Rewrite the questions she wants to ask her friend Kwang.

1. Can you download music on this Web site?
2. Which Web site should I use?
3. How do you search for songs?
4. Is there a charge for each song?
5. How do you pay for the songs?
6. What format did you download the songs in?
7. Why does it take so long to download?
8. Why isn't it working?



1. I wonder if you can download music on this web site .
2. Can you tell me _____ ?
3. Do you know _____ ?
4. Do you have any idea _____ ?
5. Do you know _____ ?
6. Can you remember _____ ?
7. I wonder _____ .
8. Do you know _____ ?

B Kwang doesn't know the answers to Tara's questions. Write his replies using the expressions in the box.

I don't know I can't remember I have no idea I'm not sure

1. I don't know if you can download music on this web site.
2. _____
3. _____
4. _____
5. _____
6. _____
7. _____
8. _____

1 You should put it down.

Grammar
and
vocabulary

Complete the sentences with the phrasal verbs in the box. Add the correct pronoun.

hook up	put away	put on	take out	turn down
look up	✓ put down	take off	throw away	turn off

- Thanks for bringing in the box of groceries. Could you put it down over here?
- The radio is a bit loud. Can you _____?
- I hate those sticky price labels on things you buy. I can never _____.
- My VCR doesn't work anymore. I wonder if I should just _____.
- There's nothing good on TV. Do you mind if I _____?
- I just bought these new headphones. Do you want to _____ and try them out?
- I wonder if you can help me with my new computer? I have no idea how to _____.
- I don't know what this word means. Maybe I should _____ on the Internet.
- My brother leaves his CDs all over the floor. He should _____, or they'll get scratched.
- The garbage can is full. Can you _____, please?

2 Step-by-step

Grammar
and
vocabulary

Complete the conversation with the cues in the box.

hook up / the computer	✓ turn down / the air conditioning
pick up / the monitor	turn on / the radio
plug in / all the cables	turn up / the volume

Ruth We found a great apartment, but it's so cold in here.

Kate Oh, I'll turn down the air conditioning.

There we go. So what do you want to do first?

Ruth Let's put some music on.

Can you _____?

Kate Sure. Is that loud enough?

Ruth Not really. Can you _____?

Thanks.

Kate I'd like to _____ so I can check my e-mail.

Ruth OK, let's put the computer over by the window.

I'll _____.

You get the computer and the cables.

Kate OK. You know, I have no idea where

to _____.

Ruth I'm sure we can figure it out. Do you know where the manual is?



3 What to do?

Grammar and vocabulary

Complete the conversations using the given cues. Write A's suggestions in two different ways. Then use the correct pronoun in B's response.

1. A Before you go out, put on your hat and gloves .
 Before you go out, put your hat and gloves on .
 (put on / your hat and gloves)
 B If I get too warm, can I take them off ?
 (take off)



2. A _____ in a dictionary.
 _____ in a dictionary.
 (look up / the new words)
 B Can we _____ on the Internet?
 (look up)

3. A You have to _____ gently.
 You have to _____ gently.
 (put in / the DVD)
 B If it doesn't work, should I _____ ?
 (take out)



4. A The kitchen's so messy. We should _____ .
 The kitchen's so messy. We should _____ .
 (put away / the dishes)
 B Actually, why don't we _____ ?
 (throw away)

4 About you

Grammar

Complete the questions. Then fill in the survey with true answers.

- Can you explain to someone how to program a VCR ?
 (how / program a VCR)
- Do you have any idea _____ on your computer?
 (where / plug in the headphones)
- Could you tell someone _____ ?
 (how / use your TV remote)
- Do you know _____ on the Internet?
 (how / look up information)
- Do you have any idea _____ when your computer crashes?
 (what / do)
- Do you know _____ on your computer?
 (how / burn a CD)

Yes	No
<input type="checkbox"/>	<input type="checkbox"/>

1 Don't you think . . . ?

Conversation strategies

A Match Cameron's opinions with her friends' responses.

- | | |
|--|--|
| <ol style="list-style-type: none"> 1. I think kids watch too much TV. <u>£</u> ____ 2. I think video games are totally boring and stupid. ____ 3. I don't think people should drive big cars. ____ 4. It's a shame no one writes letters anymore. I used to love getting them. ____ 5. Kids need to spend less time on the computer. ____ 6. I don't like shopping on the Internet. You can't see what you're buying. ____ | <ol style="list-style-type: none"> a. I know what you mean, but with e-mail, you can get in touch with people more often and faster. b. I'm not so sure. Don't you think you can learn a lot, too? I mean, there are some good educational programs and Web sites. c. Maybe. People with large families need to have big cars, though. d. I don't know. I find it saves me time because I don't have to go to the store and wait in line. e. I know what you mean, but there are so many different kinds of games. You could probably find something you liked. f. That's true. On the other hand, kids need to relax sometimes, and we all have our favorite shows. |
|--|--|

B Write your own responses to Cameron's opinions in part A. Use the expressions in the box if you disagree with her.

I know what you mean, but . . . I'm not (so) sure. Don't you think . . . ? Maybe.	I don't know. ✓ That's true. . . . , though. On the other hand, . . .
---	---

1. That's true. But I think some TV shows are educational, though.
2. _____
3. _____
4. _____
5. _____
6. _____



2 What's your opinion?

Conversation strategies

Write opinions about the topics. Then add an expression from the box to get someone to agree with you. Use each expression twice.

You know what I mean? You know? You know what I'm saying?

- Chat rooms are cool because you can talk to all your friends at the same time.
You know what I mean?
- Camera phones are _____
- Blogging is _____
- Digital cameras are _____
- Cassette players are _____
- Video conferencing is _____

3 I don't know.

Conversation strategies

Respond to each statement with a different opinion. Try to convince the other person to agree with you.

- Kids spend too much time on the Internet.

I don't know. I think it's great they learn how to use computers when they're so young. You know?

- Teens shouldn't go to school and work at the same time. It's too hard.

- Getting text messages is so annoying. I prefer phone calls.

- Finding information on the Internet takes forever.

1 Spam-a-lot**Reading****A Read the article. Then check (✓) the best title.**

- How to Be a Successful Spammer How Companies Avoid Spam
 Where to Send Spam Don't Be a Victim – How You Can Avoid Spam

Are you fed up with junk e-mail and spam that fills up your in-box every day? Spam is not just annoying for home users of computers. It is becoming a serious problem for businesses, too. Getting rid of spam wastes employees' time. Spam takes up space on computers, and it can slow down – or even jam – normal e-mail traffic.

Most people don't know how spammers get their e-mail address, but in fact, it is very easy. Your e-mail address may be on any number of Internet sites such as blogs, e-mail newsletters, company directories, and many other lists on the Web. You can also become a spam victim if

you've entered an online contest or responded to a survey using your e-mail address.

Spammers also use software that generates e-mail addresses automatically. This software makes up millions of e-mail addresses by using common names and the addresses of well-known companies and Internet service providers. It then sends out messages to all the addresses it creates. Although some of them might not work and the messages "bounce back," many others will get through to real people. The spammers now have a valuable list of valid addresses, which they can sell to other spammers at high prices.

HOW TO PROTECT YOURSELF FROM SPAM

DO:

- Change your e-mail address regularly. Create an address that is difficult to guess. For example, if your name is Kevin Smith and you love cycling, try an address like KSmith4biking@cup.org. Or if you live in Toronto, you could use KS_in_Toronto@cup.org.
- Have two e-mail addresses – one for public use and a private one only for friends and family.
- Buy anti-spam software or use e-mail

filters. Many e-mail programs have filters that automatically send spam to a junk-mail folder. Be sure to check the junk-mail folder periodically for any personal mail that goes there by mistake.

DON'T:

- Respond to spam – ever. When you respond, you confirm that your address is valid.
- Buy anything from a company that sent you spam. This supports their belief that spamming makes money.

B Find the underlined words in the article. Then circle the best meaning.

- | | | |
|--|--------------------------|----------------------------|
| 1. Spam can <u>jam</u> normal e-mail traffic. | a. slow down | (b) stop or block |
| 2. You can become a <u>spam victim</u> . | a. someone who gets spam | b. someone who sends spam |
| 3. The software <u>generates</u> addresses. | a. makes up | b. gets rid of |
| 4. Some messages " <u>bounce back</u> ." | a. get to the people | b. go back to the spammers |
| 5. They have a list of <u>valid</u> addresses. | a. real | b. false |
| 6. Never <u>confirm</u> your address. | a. forget | b. make clear or prove |

2 Get rid of it!

Writing

A Read the list of ideas, and add an idea of your own. Then use the ideas to complete the article.

Ways to prevent spam

- Use one e-mail address for chat rooms and message boards.
- Tell friends and family how to prevent spam.
- Use spam-filtering software.
- Don't respond to spam.
- Get another e-mail address.

How to get rid of spam

First of all, keep your personal e-mail address private. If you want to participate in chat rooms or on message boards, get a second _____ from a free e-mail provider. Second, don't _____ to spam, even when it provides a link to "unsubscribe" from the list. Spammers see that your address is valid and sell it to other spammers. Third, use the _____ on your computer. Fourth, _____.

Finally, tell _____ about these tips. If fewer people respond to spam, there will be less spam!

B Brainstorm ideas on one of these topics. Then plan and write a short article.

- How to avoid identity theft
- How to use the Internet safely
- How to protect yourself from theft
- How to get help with computer problems

Ideas

Unit 9 Progress chart

Mark the boxes below to rate your progress.

= I know how to . . . = I need to review how to . . .

To review, go back to these pages in the Student's Book.

Grammar

- | | |
|---|-----------|
| <input type="checkbox"/> use questions within questions and statements | 86 and 87 |
| <input type="checkbox"/> use <i>how to</i> , <i>where to</i> , and <i>what to</i> + verb | 88 |
| <input type="checkbox"/> use separable phrasal verbs like <i>turn on</i> and <i>plug in</i> | 88 |

Vocabulary

- | | |
|--|-----------|
| <input type="checkbox"/> use at least 12 phrasal verbs | 88 and 89 |
|--|-----------|

Conversation strategies

- | | |
|--|----|
| <input type="checkbox"/> use expressions to give a different opinion | 90 |
| <input type="checkbox"/> use expressions to get someone to agree with me | 91 |

Writing

- | | |
|---|----|
| <input type="checkbox"/> brainstorm and organize ideas to plan an article | 93 |
|---|----|