

## 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.

Woman Excuse me. Can you help me?

Clerk Sure. What seems to be the problem?

Woman 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. \_\_\_\_\_

Woman No, I can't. \_\_\_\_\_ I'm not sure if I've ever changed it.

Clerk Well, you definitely need a new one.

Woman \_\_\_\_\_

Clerk You need a 3.7 volt battery.

Woman \_\_\_\_\_

Clerk They're \$39.99 each.

Woman Great. \_\_\_\_\_

Clerk Sure. They're at the back of the store. Here, let me show you.

Woman 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 songs from this website?
2. How do you put them on your phone?
3. Is there a charge for each song?
4. Can you buy just one song?
5. How do you pay for the songs?
6. How do you make a playlist?
7. Are there any free songs?
8. Can I put the songs on my tablet, too?



1. I wonder *if you can download songs from this website* \_\_\_\_\_ .
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. Use each expression twice.

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 songs from this website.* \_\_\_\_\_
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 pronouns.

look up	put away	put on	take apart	throw away
print out	✓ put down	set up	take off	turn off

- Thanks for bringing in the box of groceries. Could you put it down over here?
- I did something awful to my computer. I tried to \_\_\_\_\_, and now I can't get all the pieces back in it.
- I hate those sticky price labels on things you buy. I can never \_\_\_\_\_.
- My game controller 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 downloaded a video-chat app, but I can't \_\_\_\_\_.
- I don't know what this word means. Maybe I should \_\_\_\_\_ on the Internet.
- My brother leaves his video games all over the floor. He should \_\_\_\_\_, or they'll get damaged.
- After you write documents, do you \_\_\_\_\_ to read them?

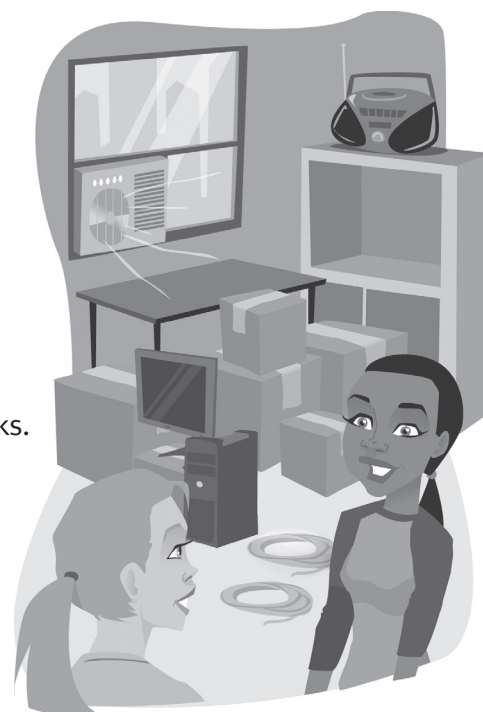
## 2 Step-by-step

Grammar  
and  
vocabulary

Complete the conversation with the words 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 this 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 email.
- 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?

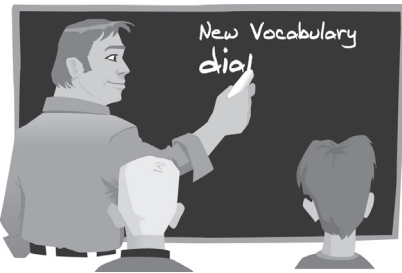
Grammar  
and  
vocabulary

Complete the conversations using the given words. 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.

1. Can you explain to someone how to set up voice mail on a phone?  
(how / set up voice mail on a phone)

2. Do you have any idea \_\_\_\_\_ on your computer?  
(where / plug in the headphones)

3. Could you tell someone \_\_\_\_\_?  
(how / use your TV remote)

4. Do you know \_\_\_\_\_ on the Internet?  
(how / look up information)

5. Do you have any idea \_\_\_\_\_ when your computer crashes?  
(what / do)

6. Do you know \_\_\_\_\_ on your computer?  
(how / change the password)

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

# 1 Don't you think . . . ?

Conversation  
strategies

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

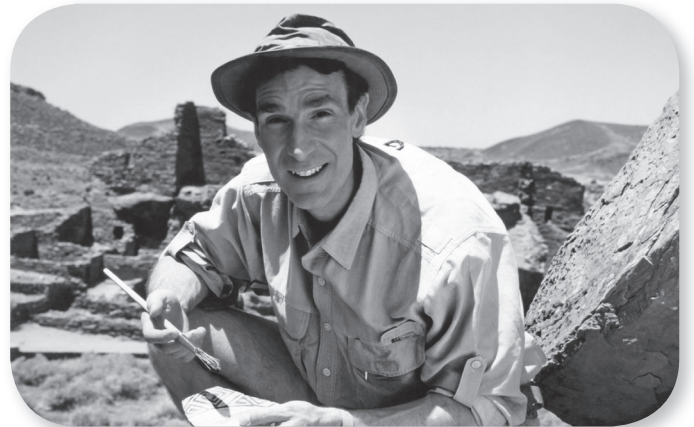
- |  |   |
|--|---|
| <ol style="list-style-type: none"> <li>I think kids watch too much TV. <u>f</u></li> <li>I think video games are totally boring and stupid. _____</li> <li>I don't think people should drive big cars. _____</li> <li>It's a shame no one writes letters anymore. I used to love getting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

**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, . . .

- That's true. I think some TV shows are educational, though.
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_



## 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?

1. Texting is really convenient. But it's really annoying when you're trying to have a conversation with someone who's texting at the same time. You know what I mean?
2. Video calling is \_\_\_\_\_
3. Blogging is \_\_\_\_\_
4. Online video clips are \_\_\_\_\_
5. Tablets are \_\_\_\_\_
6. Social networking 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.

1. 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?*

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

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

3. I think too many people are addicted to their computers and phones and everything.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

4. You never know if things you see on the Internet are true.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# 1 Spam-a-lot

Reading **A** Read the article. Then check (✓) the best title.

- |   |   |
|---|---|
| <input type="checkbox"/> How to Be a Successful Spammer | <input type="checkbox"/> How Companies Avoid Spam                   |
| <input type="checkbox"/> Where to Send Spam             | <input type="checkbox"/> Don't Be a Victim – How You Can Avoid Spam |

Are you fed up with junk email and spam that fills up your inbox every day? Spam isn't just annoying for home users of computers. It's 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 email traffic.

Most people don't know how spammers get their email address, but in fact, it's very easy. Your email address may be on any number of Internet sites such as blogs, email 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 email address.

Spammers also use software that generates email addresses automatically. This software makes up millions of email 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 email 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 email addresses – one for public use and a private one only for friends and family.
- ▶ Buy anti-spam software or use email filters. Many email 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.

- ▶ Pay attention to typos and misspellings in email subject lines. These are warning signs of possible spam.

### 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 email 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. creates               | 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. say it's correct        |

## 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

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

### How to get rid of spam

First of all, keep your personal email address private. If you want to participate in chat rooms or on message boards, get a second \_\_\_\_\_ from a free email 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 protect yourself from theft
- How to use the Internet safely
- How to get help with computer problems

### Ideas

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## Unit 9 Progress chart

What can you do? Mark the boxes.

☒ = I can . . .

☐ = 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