



CAPACITARTE

Es ser líder de tu vida



EJERCITACIÓN MÓDULO 4 – Clase 6

1. Troubleshooting

1.1 *Have you (or any people you know) had any of the problems described above? Make a list*

1.2 *Match the pieces of the advice below (a-i) with the problems listed in “Describing Problems” above.*

- a) Haven't you got any antivirus software installed? If I were you, I'd try a free online scan.
- b) Why don't you reset the refresh rate of your monitor?
- c) You may have made a mistake while typing your password. You can't access a website if you aren't recognized as a guest. Try typing it again.
- d) The computer may be overheating. Check there's nothing blocking the flow of air. You should also use a recovery tool to retrieve your files.
- e) Your system must be running short of memory. You'd better add some more RAM.
- f) That message shows the web server is busy. Why don't you wait and try again later?
- g) Your discs or perhaps your lens might be dirty. Use some special disc polish.
- h) It might mean that the page is no longer on the internet. Check the URL again. If that doesn't work, you could use a search engine to find similar pages.
- i) The print heads of your printer must be clogged, obstructed with ink. Run the clean cartridge routine or wipe them with a cloth and distilled water.

2. Problems with software

2.1 *Choose the correct preposition. Then match the problem with the solution.*

1. The operating system **in** / **on** my computer doesn't support the latest version **of** / **from** this application.
2. These files are too big.
3. My computer says it hasn't got enough memory **for** / **to** run this program.
4. I can't understand this program. It's too complicated.
5. I think there's a bug **in** / **inside** this software.
6. There doesn't seem to be an icon for the program **in** / **on** the desktop.
7. I can't use this program. It's all **in** / **with** French!
8. I can't get the driver for my new printer **to** / **at** work.
9. I haven't got a media player **in** / **on** my computer.
 - a. You can download one for free **to** / **from** the internet.
 - b. Perhaps you could get an older version – or buy a new computer!
 - c. What about uninstalling the driver for your old printer?
 - d. Have you checked to see if there are any updates available **in** / **on** the internet?
 - e. Why don't you close **off** / **down** all those other applications you've got open?
 - f. You can get a manual. I've seen one in the local bookshop.
 - g. How about compressing them **with** / **by** WinZip?
 - h. Go **to** / **on** the "start" menu, and click **at** / **on** "All Programs".
 - i. Change the language setting.

1. ____ 2. ____ 3. ____ 4. ____ 5. ____ 6. ____ 7. ____ 8. ____ 9. ____

RESPUESTAS

1. Troubleshooting

1.1 Have you (or any people you know) had any of the problems described above? Make a list

Possible answers

My computer displayed an error message.

The monitor flickered.

I lost some important files.

I wasn't able to connect to the Internet.

The computer was affected by a virus.

It ran short of memory.

The monitor showed a blue screen with a warning message.

1.2 Match the pieces of the advice below (a-i) with the problems listed in "Describing Problems" above.

- a) Haven't you got any antivirus software installed? If I were you, I'd try a free online scan. 6. 'My computer is behaving strangely. I think it's got a virus.'
- b) Why don't you reset the refresh rate of your monitor? 3. 'The monitor flickers, the image is unsteady.'
- c) You may have made a mistake while typing your password. You can't access a website if you aren't recognized as a guest. Try typing it again. 7. 'I get a 401 message: I'm unauthorized, not allowed to enter that website.'

- d) The computer may be overheating. Check there's nothing blocking the flow of air. You should also use a recovery tool to retrieve your files. 2. *'I get a lot of error messages. Some of my files won't open. They're corrupted, damaged.'*
- e) Your system must be running short of memory. You'd better add some more RAM. 5. *'My machine is running very slowly and it shows low memory error messages.'*
- f) That message shows the web server is busy. Why don't you wait and try again later? *'I try to connect but I get this message: Network connection refused by server.'*
- g) Your discs or perhaps your lens might be dirty. Use some special disc polish. 4. *'My optical drive fails: it won't read or write discs.'*
- h) It might mean that the page is no longer on the internet. Check the URL again. If that doesn't work, you could use a search engine to find similar pages. 8. *'I've tried to access a website but I get a 404 Not Found message, as if it didn't exist.'*
- i) The print heads of your printer must be clogged, obstructed with ink. Run the clean cartridge routine or wipe them with a cloth and distilled water. 1. *'My printer is producing fuzzy, not clear, printouts.'*

2. Problems with software

2.1 Choose the correct preposition. Then match the problem with the solution.

1. The operating system *on* my computer doesn't support the latest version *of* this application.
2. These files are too big.

3. My computer says it hasn't got enough memory *to* run this program.
4. I can't understand this program. It's too complicated.
5. I think there's a bug *in* this software.
6. There doesn't seem to be an icon for the program *on* the desktop.
7. I can't use this program. It's all *in* French!
8. I can't get the driver for my new printer *to* work.
9. I haven't got a media player *on* my computer.
 - a. You can download one for free *from* the internet.
 - b. Perhaps you could get an older version – or buy a new computer!
 - c. What about uninstalling the driver for your old printer?
 - d. Have you checked to see if there are any updates available *on* the internet?
 - e. Why don't you close *down* all those other applications you've got open?
 - f. You can get a manual. I've seen one in the local bookshop.
 - g. How about compressing them *with* WinZip?
 - h. Go *to* the "start" menu, and click *on* "All Programs".
 - i. Change the language setting.

1. b 2. g 3. e 4. f 5. d 6. h 7. i 8. c 9. a