

**3.104**

1. Cables. The cables to my computer are fine.
2. Software. I bought some software for my new computer.
3. Internet connection. I can get a fast Internet connection.
4. Password. No one knows my password.
5. Blog. I've also started my own blog.
6. Modem. I connect to the Internet using a modem.
7. Wireless mouse. I don't use a cable for my wireless mouse.

**3.105**

1.

**Man 1** I can't get an Internet connection.

**Man 2** Your modem isn't working.

2.

**Woman** My hard drive was erased.

**Man** You have a virus on your computer.

3.

**Man** I can't seem to get my printer working.

**Woman** The printer cable isn't connected to your computer.

4.

**Man 1** Someone deleted all my emails.

**Man 2** You have a hacker using your password.

5.

**Woman** I can't install this new game.

**Man** You don't have the right software.

6.

**Woman 1** I can't download this video.

**Woman 2** You don't have enough memory.

7.

**Woman** Oh no! I deleted your attachment.

**Man** You clicked on the "delete" button by mistake.

**3.106**

**Woman** Thank you for calling Computer Buddies. If you are having problems with your Internet connection, press 1. If you are having problems with your computer, press 2. If you are having problems with your software, press 3. If you wish to talk to a technician, press 4. If you would like to hear the choices again, press 5. Your call is important to us. Please stay on the line until the next available technician is free to help you.

**3.107**

1.

**Patrick** Computer Buddies, thank you for waiting. Patrick speaking.

**Man** Hi, I'm having problems with my home computer.

**Patrick** That's what I'm here for. What kind of problem?

**Man** I can't seem to get a wireless Internet connection.

**Patrick** Perhaps your modem isn't working. Try restarting your computer.

**3.108**

2.

**Patrick** Computer Buddies, thank you for waiting. Patrick speaking.

**Woman** Hi, Patrick. I have a blog about my two cats. But someone keeps changing all the pictures to, uh, photos of ugly dogs and putting up stupid messages.

**Patrick** Mm. On your web log? Sounds like you have a hacker, someone using your password. Have you given your password to anyone?

**Woman** No, never!

**Patrick** Well, is your password easy to guess, like the name of one of your cats or something?

**Woman** How did you know that?

**Patrick** Uh ... just change your password.

**3.109**

3.

**Patrick** Computer Buddies, thank you for waiting, Patrick speaking.

**Man** I think I have a virus on my computer.

**Patrick** What makes you think that?

**Man** Well, I opened an attachment and the next day I got a message saying my hard drive was erased.

**Patrick** Do you know who sent the attachment?

**Man** No, but it said "Important news" on it.

**Patrick** Don't open attachments if you don't know who they're from. And install software to scan for viruses.

**3.110**

4.

**Patrick** Computer Buddies, Patrick speaking. What can I do for you today?

**Man** Well, I like to download music and that's no problem, but I keep trying to download this video, and it's just not working. It starts, but it doesn't finish.

**Patrick** It's like a Hollywood movie?

**Man** Yeah, it's two hours long.

**Patrick** Movies take up a lot of memory. Check how much memory you have. If you don't have

enough, do yourself a favor – just rent the movie.

**3.111**

**Patrick** So, let me tell you what happened at work today. You know, I get calls from all sorts of people and a few of them are very experienced with computers; and some are not.

So, today, this man phones up. He's just bought his first computer and he says he's having a lot of trouble with it. I can tell right away that he is very upset. He says it doesn't seem to work at all. First, I ask him, "What do you want to do with your computer?" He tells me that he wants to use email.

"And what's the particular problem?" I ask.

He says to me, "I don't know how to send messages".

This is not unusual. Email can be a bit confusing the first time, so I'm not surprised. I ask him,

"Have you installed your email program?"

He says, "I don't know how to do that".

So I tell him how to do it, step by step. He listens patiently and asks me to repeat things, several times. I can tell he's writing down my every word. I ask him to try following the steps, you know, pressing different keys. By now, we've been talking for more than half an hour.

"Did you do everything I asked?"

"Yes," he says. "But it still doesn't work".

I try to imagine the problem and ask him,

"What do you see on the screen?"

"I don't see anything," he says. "Nothing?" "No," he says.

"The screen is all dark."

"Ah, I understand now. Did you plug the computer into an electrical outlet?"

There's a long pause. He doesn't say anything. Then he just hangs up.

**3.112**

**Example:** What can I do for you today?

1. Try restarting your computer.
2. Just change your password.
3. Have you installed your email program?
4. He's just bought his first computer.
5. I asked him what he wanted to do.

### 3.113

China is the world's largest online gaming market and one of the fastest growing Internet business sectors in the world. In 2006, revenue from China's online gaming industry crossed the US 1 billion dollar mark and in 2013, it made over 10 billion dollars.

Currently, there are 457 million Internet users active in China, making it the country with the world's largest online user base in the world. It is estimated that around two thirds of these online users engage in online gaming. Most Chinese gamers are between 18 and 30 years old and live in the larger cities.

The online gaming market in China is dominated by MMO games. MMO stands for "Massively Multiplayer Online" and refers to games that have giant worlds where thousands of players can interact simultaneously. The most popular MMO in China is called League of Legends. In this game, teams battle head-to-head across multiple battlefields and game modes.

League of Legend's popularity isn't only limited to China. Regional competitions take place in Europe, America and Asia, and culminate in the annual World Championship. Royal Club, The top Chinese team, came 2nd in both the 2013 and 2014 World Championship. In 2015, the winners were a team from South Korea.

### 3.114

**Annie** Hey Rashid, what's up?

**Rashid** Not much. Do you have any plans this afternoon?

**Annie** No, I don't.

**Rashid** Do you want to come to the Internet café with me? I'm going to do some online gaming.

**Annie** What game are you playing at moment?

**Rashid** Right now I'm playing Dragon Sword Online. Have you heard of it? It's an MMO.

**Annie** Actually, I prefer Dungeon Fighter Online.

**Rashid** I know that game. I used to play it but now I think Dragon Sword Online is more fun.

**Annie** What time are you going to the Internet café?

**Rashid** Probably around 4 o'clock. Do you want to come?

**Annie** I usually play games at home. It's cheaper and more comfortable.

**Rashid** Come on - it'll be fun!

**Annie** OK, you twisted my arm. I'll meet you at the subway station near our school at 3:30.

**Rashid** Great! See you then!