ClearPic Troubleshooting Guide
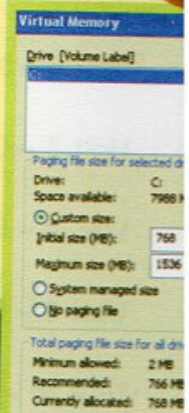
Certain memory requirements are necessary to install and run ClearPic. Check that the computer has at least 500 **MB** of **RAM** available. For optimal performance, make sure the computer's CPU has a **bit size** of at least 32 **bits**. It should run at a **bus speed** of 800 **MHz**.

There are several options to fix problems with limited memory. One, is to limit the number of programs running at the same time.

Another, is to increase the amount of RAM. First, determine whether your computer uses **SIMMs** or **DIMMs**. Make sure that the memory's **bus speed** matches that of the computer. Purchase the appropriate amount of RAM and attach it to the **motherboard**.
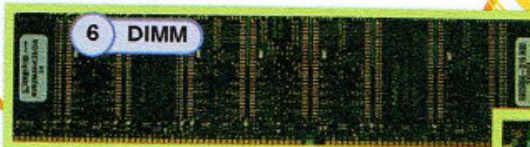
You can also increase your computer's **virtual memory**. This temporarily stores data on a **paging file** on the computer's **hard drive**. To add virtual memory, click on the "My Computer" icon. Under "Properties," increase the maximum memory amount.

1 motherboard

2

6 DIMM

5 hard drive

3 virtual

4 CPU

Virtual Memory

Drive [Volume Label]

Paging file size for selected d
Drive: C:
Space available: 7988 M
⊙ Custom size:
Initial size (MB):   768
Maximum size (MB):   1536
○ System managed size
○ No paging file

Total paging file size for all dr
Minimum allowed: 2 MB
Recommended: 766 MB
Currently allocated: 768 MB

Get ready!

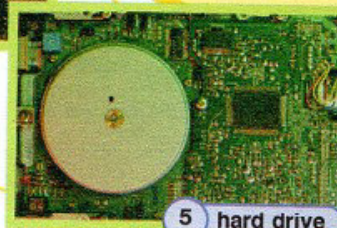**1** **Before you read the passage, talk about these questions.**

   1 How has increased computer memory changed business?

   2 When do people need to add more computer memory?

Reading

2 **Read the troubleshooting guide. Then, choose the correct answers.**

   1 What is the passage mainly about?
     A the main function of the CPU
     B where to install the ClearPic file
     C how to add or modify computer memory
     D speeds of RAM attached to the motherboard

   2 What should people do first when increasing available RAM?
     A check to see if they need SIMMs or DIMMs
     B increase the amount of virtual memory
     C temporarily store their data on a paging file
     D make sure the CPU runs at a speed of 800 MHz

   3 What is NOT a way to fix a limited memory problem?
     A increase the amount of virtual memory
     B buy a new motherboard for the computer
     C reduce the number of programs running

Vocabulary

3 **Match the words (1-7) with the definitio (A-G).**

   1 __ MHz   5 __ virtual memory
   2 __ SIMM   6 __ paging file
   3 __ motherboard 7 __ bit
   4 __ DIMM

   A where data that doesn't fit in the RAM is sto

   B the main circuit board in a computer

   C a unit of measurement that measures the speed of a CPU

   D a data storage method that stores data on hard drive

   E the smallest unit of computer data

   F an memory module that sends up to 32 bits data to a CPU

4 Fill in the blanks with the correct words and phrases from the word bank.

WORD BANK

hard drive   RAM   bit size
MB   bus speed

1. The computer has a _____ of 64 bits.
2. The computer's CPU has a _____ of 800 MHz.
3. Increase the virtual memory to store data on the _____ .
4. This computer comes with 900 _____ of RAM.
5. Install additional _____ into the motherboard.

5 🎧 Listen and read the troubleshooting guide again. What happens when a computer's virtual memory is made bigger?

Listening

6 🎧 Listen to a conversation between a customer and an employee of ClearPic. Mark the statements as true (T) or false (F).

1. __ The customer's CPU is too slow to run the program.
2. __ The employee advises the customer to buy more RAM.
3. __ Increasing the virtual memory will increase the paging file size.

7 🎧 Listen again and complete the conversation.

Employee:	Well, 1 _____ _____ _____ . To run ClearPic you really want to have at least 500 MB of memory.
Customer:	So how can I fix that?
Employee:	One easy way is to increase your computer's 2 _____ _____ .
Customer:	What will that do?
Employee:	It increases the paging file size. That way, your computer's 3 _____ _____ can store more data.
Customer:	I see. So 4 _____ _____ do I increase the memory?
Employee:	5 _____ _____ on the "My Computer" icon. Under "Properties", increase the maximum memory amount 6

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

How can I help you?
The program keeps freezing.
How can I fix that?

Student A: Your computer program keeps freezing. Talk to Student B about:
- the problem
- solutions
- increasing virtual memory

Student B: You are a support center employee. Answer Student A's questions.

Writing

9 Use the conversation from Task 8 to complete the receipt.

ClearPic
Support Center Receipt

- -

Customer
Issue: _____

Does computer have enough memory? Y / N

Advice given: Increase _____

How to do this:

1 _____

2 _____

C++

Java

.xml

.h,rc,.bml

Mr. Daniels,

As the head of the computer programming department, I feel that we need to update the department's resources. This includes our programmers. Most of our programmers are comfortable with the **C**, **C++**, and **Java computer languages**. We even have one programmer who can use **C#**. But we don't have anyone proficient in **Assembler**. I think we need some programmers who are familiar with it. That way, we can translate between programs more easily.

In addition, we have two programmers who specialize in **BASIC**. This language is in decline and will probably be phased out soon.

Some of our machines are getting older, too. A few computers need their **compilers** and **linkers** updated. Otherwise, they'll never be able to convert to **machine code** efficiently. One of our older **CPUs** cannot **multi-thread** very well. As you know, the programming department is very important to this company's future. Please help us stay updated.

Thanks,
Sarah Jennings

Get ready!

❶ Before you read the passage, talk about these questions.

1 How does computer programming affect business?

2 Why is computer programming becoming more important?

Reading

❷ Read the letter from the head of a computer programming department to her boss. Then, choose the correct answers.

1 What is the letter mainly about?

A purchasing more CPUs

B writing better computer programs

C learning new computer languages

D requesting updated resources

2 Which of these programming languages do the programmers NOT know?

A C#   C BASIC

B Assembler   D C++

3 What can be inferred about BASIC?

A It is used in Assembler.

B It is used less frequently than C++.

C It cannot be used by compilers.

D It is the most difficult to learn.

Vocabulary

❸ Write a word that is similar in meaning to the underlined part.

1 He's writing a new language that computers can process.

c _ _ _ _ _ _ r   _ _ _ _ u _ _ _

2 An object-oriented programming language is used often.

_ _ v _

3 I'd use a programming language that translates between programs. _ s s _ _ _ _ _ _

4 Many of the first PCs used an early programming language that is not widely used anymore.

_ _ S _ C

5 Harold often used a competitor to Java instead of Java. _ _

6 Do you know a programming language that adds capabilities to C? _ _ +

7 Linux® is created with a programming language that programs operating systems. _

8 The central processing unit is a computer's most important part. _ P _

9 A computer part that changes source code into machine code is essential to programming. _ _ _ _ _ _ e r

C++

Mr. Daniels,

As the head of the computer programming department, I feel that we need to update the department's resources. This includes our programmers. Most of our programmers are comfortable with the **C, C++**, and **Java** computer

4 Check (✓) the sentence that uses the underlined parts correctly.

1 __ A Linkers allow programmers to control computers.
  __ B CPU was the first programming language.

2 __ A A new Java can make your computer run faster.
  __ B Machine code makes programming possible.

3 __ A Added memory allows computers to multi-thread.
  __ B I'm learning compiler, a new programming language.

5 🎧 Listen and read the letter from the head of a computer programming department to her boss. Why will a few of the old computers need their linkers and compilers updated?

Listening

6 🎧 Listen to a conversation between a programmer and her manager. Mark the following statements as true (T) or false (F).

1 __ The manager intends to hire more programmers.
2 __ The woman is going to learn Assembler.
3 __ The manager denied the request to upgrade the CPUs.

7 🎧 Listen again and complete the conversation.

Programmer: Well, without someone who knows Assembler we can't efficiently 1_____ _____ _____.

Manager: I know, but I think the best way to address that problem is to have you trained in it.

Programmer: I'm up for that. But I'm worried that I'll get behind on the 2 _____ programs I'm writing.

Manager: We can shift some of your workload to other 3 _____, then.

Programmer: Okay. What do you think about our 4 _____ _____?

Manager: How pressing would you say those needs are?

Programmer: If we had some updated CPUs, we could finish our projects in a 5 _____ _____ _____.

Manager: All right. Let me 6 _____ _____ _____ at the budget and see what I can do.

Speaking

8 With a partner, act out the roles below based on Task 7. Then switch roles.

USE LANGUAGE SUCH AS:

I don't think we can afford more programmers.

What do you think about our CPU needs?

How pressing would you say those needs are?

Student A: You are talking to a programmer. Ask Student B about:

- department's needs
- importance of needs
- possible solutions

Student B: You are a programming employee. Answer Student A's questions.

Writing

9 Use the conversation from task 8 to write an email to your manager to ask for updated resources. Create names for the employee and his/her manager.

To: _____
From: _____
Subject: _____

Dear _____

_____
_____
_____

Thanks,

_____

Websurf.

Welcome to the WebSurf Family

1 Wi-Fi

2 antivirus software

3 wireless router

4 modem

5 hotspot

Dear Mindeye Customer,

Last week, Websurf Internet purchased Mindeye Communications. Starting next month we will be your **ISP**.

This new relationship has many benefits. First, you receive a free download of our exclusive VirusWatch 9.0 **antivirus software** to protect your computer. We're also building all-new **T-3** lines to accommodate the new customers. This means greater bandwidth for **broadband** and **T-1** users.

Unfortunately, we're discontinuing **dial-up** service. But we are **upgrading** to **DSL**. Turn in your old **modem** to us to receive a new DSL modem free of charge.

You also receive our award-winning technical support. We'll help you set up your **wireless router** to bring **Wi-Fi** to your household. We can even help recover your password if you forget.

You'll also have access to WebSurf **hotspots**. You can find them at selected airports, restaurants and coffee shops. All you need is a valid WebSurf account.

We look forward to providing you with the world's best Internet service.

Sincerely,
Gina Matson
Customer Relations,
Websurf Internet

6 dial-up

Get ready!

1 Before you read the passage, talk about these questions.

1 How do people access the Internet?
2 What type of Internet connection is best for businesses?

Reading

2 Read the notification from an Internet service provider. Then, choose the correct answers.

1 What is this notice about?
   A Mindeye's plan to buy WebSurf
   B what WebSurf offers to new customers
   C WebSpot offering free wireless routers
   D troubleshooting Internet access issues

2 Which service does WebSurf NOT offer?
   A tech support
   B dial-up Internet
   C hotspot access
   D broadband Internet access

3 What can you infer from the notice?
   A Anyone can use WebSurf hotspots.
   B More people use T-1 than broadband.
   C WebSurf expects to retain Mindeye customers.
   D Mindeye offers its customers more services.

Vocabulary

3 Match the words (1-5) with the definitions (A-E).

1 __ T-1   4 __ modem
2 __ Wi-Fi   5 __ broadband
3 __ dial-up

A an Internet connection using wireless signals
B an Internet connection using regular phone lines
C a device that sends information over phone lines
D lines that allow many users to connect to the Internet
E a system allowing the transfer of large amounts of data

4 Fill in the blanks with the correct words and phrases from the word bank.

WORD BANK

antivirus software   hotspot   ISP   upgrade
wireless router   DSL   T-3

1 This coffee shop has a(n) _____ so customers can go online.

2 A _____ connection only requires a phone line to work.

3 Contact your _____ to get in touch with tech support.

4 _____ my service because I need more bandwidth.

5 Using _____ protects your computer.

6 You need a(n) _____ to get a Wi-Fi network.

7 The new _____ lines offer greater bandwidth

5 🎧 Listen and read the notification from an Internet Service provider again. What service will Websurf Internet put an end to?

Listening

6 🎧 Listen to a conversation between a customer and a WebSurf customer representative. Mark the following statements as true (T) or false (F).

1 ___ The customer plans to cancel his service.

2 ___ The new T-3 lines will increase bandwidth.

3 ___ Customers must pay extra for services like tech support.

7 🎧 Listen again and complete the conversation.

Customer:	Just 1 _____ Internet.
Representative:	Oh, that's it then. We're in the process of installing new 2 _____ lines.
Customer:	But how does that affect my billing?
Representative:	T-3 lines are expensive, so we've increased rates. But it allows for greater 3 _____ .
Customer:	I'm not sure that justifies the price hike.
Representative:	Well, it also supports other WebSurf benefits. Live 4 _____ _____ , for instance.
Customer:	I guess I have used that a few times already.
Representative:	You also get free 5 _____ _____ . And you can log into any of our 6 _____ at no additional charge.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

What service do you have?
It allows for greater bandwidth.
You can log into hotspots.

Student A: You are calling customer service. Ask Student A about:

- a bill increase
- causes
- benefits

Student B: You work in customer service. Answer Student B's questions.

Writing

9 Use the conversation from Task 8 to fill in the customer survey.

websurf.

Dear Customer,

Thank you for calling WebSurf customer service! In order to help improve the quality of our service, we'd like to ask you a few questions.

What was your call concerning?

_____
_____
_____

Was our Customer Rep able to help you with your problem? How?

_____
_____
_____
_____
_____