



Computers Conversation

1. What type of computer or laptop do you use most often and why?
2. Have you ever had your computer freeze or lock up? What happened?
3. How often do you need to update your software or operating system?
4. Have you ever had to back up important files? How did you do it?
5. What problems have you experienced with Wi-Fi or internet connections?
6. Can you describe a time when a program or app crashed while you were working?
7. How do you manage your storage and memory on your computer?
8. Have you ever noticed a bug or glitch in a program? How did you solve it?
9. What steps would you take if your printer stopped working?
10. Have you ever had to log in to a shared or cloud account? Was it easy or difficult?
11. How do you protect your accounts from being hacked?
12. What do you do when your computer or device runs out of storage?
13. How often do you use cloud storage, and what do you store there?
14. Can you explain what you would do if a file won't open or is corrupted?
15. Have you ever had to reinstall a program? What was the reason?
16. How do you troubleshoot when your computer's volume or sound doesn't work?
17. Have you ever experienced lag during online meetings or gaming? What did you do?
18. How do you keep track of your browsing history, cache, or temporary files?
19. Which shortcut keys or technical tips do you use to make your work easier?
20. In your opinion, what are the most important things to check before calling tech support?