

Xbox One has problems on day one

26th November, 2013



Microsoft's new games console, the Xbox One, sold more than one million consoles within 24 hours of its release. It has sold out in most of

the 13 countries that were selling it. Many people waited outside stores overnight to buy it. Company executives said it was an exciting product and the best console they have ever made. Microsoft spokesman Yusuf Mehdi said: "Seeing thousands of excited fans lined up to get their Xbox One, and their love for gaming, was truly a special moment for everyone on the Xbox team." He added: "We are working hard to create more Xbox One consoles and look forward to fulfilling holiday gift wishes this season."

Many Xbox One customers were disappointed after buying the console. They saw error messages soon after they switched the machine on and uploaded an update. The update caused the machine to "brick". This is a gaming word, which means to become useless. Microsoft explained to Britain's Sky News what users needed to do. It said: "If a user is experiencing a stall for more than 10 minutes...they should contact Xbox customer support and we will work with them to troubleshoot and get them up and running." Microsoft needs to act quickly because its big rival Sony also has a new console – the PlayStation 4. It is \$80 cheaper than the Xbox One and gamers are calling it a "pure gaming machine".

Sources: Sky News / The Guardian

Writing

Computer games are better for people than board games and card games. Discuss.

Chat

Talk about these words from the article.

games console / 24 hours / overnight / executives / fans / gaming / working hard / disappointed / error messages / updates / useless / customer support / big rival

True / False

- Microsoft sold two million consoles worldwide in 24 hours. T / F
- In many countries all of the consoles in were sold. T / F
- Microsoft officials said it was one of the best consoles they have made. T / F
- Microsoft is putting in more effort to produce more consoles. T / F
- Many customers could not use their console after they bought it. T / F
- The gaming word "brick" means to build things quickly. T / F
- Microsoft's advice was to contact the store they got the console from. T / F
- Sony's new games console is \$80 cheaper than the Xbox One. T / F

Synonym Match

- | | |
|-----------------|---------------|
| 1. within | a. queued |
| 2. buy | b. freeze |
| 3. lined | c. present |
| 4. truly | d. upset |
| 5. gift | e. fix |
| 6. disappointed | f. inside |
| 7. update | g. purchase |
| 8. stall | h. competitor |
| 9. troubleshoot | i. genuinely |
| 10. rival | j. upgrade |

Discussion – Student A

- What do you do when you see an error message?
- Why is it important to update your software?
- What do you do when your computer or game freezes or crashes?
- Why did gamers choose the word "brick" to mean become useless?
- Do you have good experiences of telephoning customer support?
- Are you good at troubleshooting when there is a technical problem?
- Which is better, Microsoft's Xbox or Sony's PlayStation?
- What questions would you like to ask Microsoft's CEO?

Phrase Match

- | | |
|------------------------------------|-----------------------------|
| 1. within 24 hours | a. overnight to buy it |
| 2. It has sold | b. support |
| 3. people waited outside stores | c. holiday gift wishes |
| 4. thousands of excited fans lined | d. messages |
| 5. look forward to fulfilling | e. of its release |
| 6. error | f. to troubleshoot |
| 7. they switched the machine on | g. up to get their Xbox One |
| 8. contact Xbox customer | h. and running |
| 9. we will work with them | i. out |
| 10. get them up | j. and uploaded an update |

Discussion – Student B

- Do you like gaming?
- Which are best – video games, board games or running-around games?
- What do you think of Xbox?
- What is your favourite games console (and why)?
- What would people play if there were no computers?
- What would you wait outside a store for overnight to buy?
- What is your favourite game?
- What would you like as a gift?

Spelling

- games eoosnlc
- within 24 hours of its aselree
- people waited outside stores tinhrevgo
- thousands of dexitec fans
- ulrty a special moment
- holiday gift wishes this nssoae
- customers were iappodeindst
- They saw error ssagmees
- uoepldad an update
- become lseesus
- customer orptusp
- its big avlri Sony

Answers – Synonym Match

1. f	2. g	3. a	4. i	5. c
6. d	7. j	8. b	9. e	10. h

Role Play

Role A – Shooting Games

You think shooting games are the best computer games. Tell the others three reasons why. Tell them things that are wrong with their games. Also, tell the others which is the worst of these games (and why): driving games, fantasy games or sports games.

Role B – Driving Games

You think driving games are the best computer games. Tell the others three reasons why. Tell them things that are wrong with their games. Also, tell the others which is the worst of these games (and why): shooting games, fantasy games or sports games.

Role C – Fantasy Games

You think fantasy games are the best computer games. Tell the others three reasons why. Tell them things that are wrong with their games. Also, tell the others which is the worst of these games (and why): driving games, shooting games or sports games.

Role D – Sports Games

You think sports games are the best computer games. Tell the others three reasons why. Tell them things that are wrong with their games. Also, tell the others which is the worst of these games (and why): driving games, fantasy games or shooting games.

Speaking – Game types

Rank these and share your rankings with your partner. Put the best games at the top. Change partners often and share your rankings.

- shooting games
- driving games
- business games
- fantasy games
- sports games
- rescue someone games
- build something games
- management games

Answers – True False

a	F	b	T	c	F	d	T	e	T	f	F	g	F	h	T
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Answers to Phrase Match and Spelling are in the text.