

Case #1

THE STORY:

You get a call from a frustrated girl named Meg A. Byte. She is trying to watch the latest funny cat YouTube video, but the video won't load. Her computer is being very slow and she's not sure why.

FURTHER CLUES:

After asking a few more questions, you gather the following information:

- She has 37 internet tabs open
- She is streaming music from Spotify
- She is also on a Skype call with her best friend

YOUR MISSION:

Meg doesn't know it, but she's really overworking one of Team Hardware's agents. Using what you just learned about the team, figure out which member it is, and write your answer in this box.

Case #2

THE STORY:

Next, Meg's big brother Terry Byte calls. He is trying to download Google Earth and running into trouble. He says his computer has been able to store lots of data before, and doesn't know why it won't store more.

FURTHER CLUES:

Terry's computer is permanently storing:

- 35,000 songs
- 200,000 pictures
- 42 video games
- 300 movies

YOUR MISSION:

Terry is also overworking an agent from Team Hardware. Using what you just learned about the team, figure out which member it is, and write your answer in this box.

Case #3

THE STORY:

Yolanda made a beautiful slideshow for her mother's birthday and tried to save it on a CD. But when she took out the CD, it was all scratched and the slideshow was nowhere to be found.

FURTHER CLUES:

After asking a few more questions, you gather the following information:

- A Blu-Ray she tried earlier wouldn't play
- She couldn't load the music from her favorite CD

YOUR MISSION:

Yolanda isn't doing anything wrong, but some of her hardware is malfunctioning. Help her figure out which member it is so that Team Hardware can call in a replacement, and write your answer in this box.