

1 4.3 Listen and repeat the phrases.

SPEAKING

Talking about technology problems

You need to switch it off and on again/charge it.
 You need to press Control-Alt-Delete.
 Let me/Let's try (something).
 Look at the FAQs (Frequently Asked Questions) on this website.
 Let's search online (for a solution).
 How about calling the shop?
 Shall we look for a blog or an online forum?

2 Match the sentence halves.

- 1 ☒ c Let me try
 - 2 ☐ You need to switch
 - 3 ☐ Look at the
 - 4 ☐ You need
 - 5 ☐ How about
 - 6 ☐ Let's search
 - 7 ☐ Shall we
- a FAQs on this website.
 - b calling Jess?
 - c that.
 - d look for a blog or an online forum?
 - e it off and on again.
 - f online for a solution.
 - g to charge it.

3 4.4 Complete the dialogue with phrases from Exercise 2. Then listen and check.

Jamie: There's something wrong with my phone, I think. It's really slow.

Alysha: You need to ¹ *charge it*.

Jamie: No, I don't, look. It's at ninety-five percent!

Alysha: Oh, I see. Well, maybe you need to switch it ² _____ again.

Jamie: OK, ³ _____ that. Hang on, it takes a few minutes to start again.

Jamie: Seriously? No, it's still slow.

Alysha: I don't know. ⁴ _____ calling Jess? She's good with technology.

Jamie: No, she's at her swimming club.

Alysha: OK, let's search online ⁵ _____. We might be able to find something.

Jamie: Good idea. ⁶ _____ for a blog or an online forum?

Alysha: Yes, something like that might help. Or ...

Jamie: Or what?

Alysha: Here we are. Look at the FAQs ⁷ _____. It looks like this is a common problem with that phone.

Jamie: Ah, right! What we need to do is ...

4 Choose the correct option.

- 1 I don't need to *charge* / *switch* it. It's at 95 percent!
- 2 How *around* / *about* calling Jess?
- 3 Let's search online *for* / *of* a solution.
- 4 *Shall* / *Will* we look for a blog or an online forum?
- 5 Look at the FAQs *in* / *on* this website.

5 **WORD FRIENDS** Choose the correct answer.

- 1 My computer ____ this morning and I lost all my work.
a isn't working **b crashed**
- 2 My phone's screen is _____. Nothing is moving!
a frozen b died
- 3 He tried to charge his tablet, but it didn't work. The battery ____.
a died b crashed
- 4 Our internet connection is ____ – it's terrible!
a frozen b slow
- 5 The printer ____ because there's no ink in it.
a doesn't work b died