

describe a problem

There's a problem with ...

The (wifi/connection/printer) isn't working.

I can't (open the attachment/hear you).

It won't (save/open the file).

It keeps (crashing/going wrong).

When/Every time I ... , it ...

I think it's broken.

make a recommendation

Have you tried + -ing ... ?

Try + -ing ...

Have you checked ... ?

Maybe you need to ...

It sometimes works if you ...

solve the problem

Yes, I'll try that.

Yes, that works.

Yes, it's working now.

3 Complete the conversations by adding the words in the box in the correct places.

broken checked it's to try when with working

1 A: There's a problem my computer. It keeps freezing.

B: Have you the internet connection? Maybe it isn't connected to the wifi.

A: Yes, I'll that.

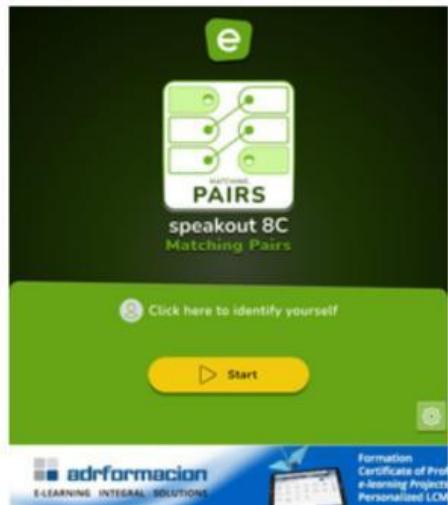
2 A: My remote control isn't. I press the buttons, nothing happens. I think it's.

B: Maybe you need replace the batteries.

A: Good idea. I've got some batteries here.

B: Is it OK now?

A: Yes, working now.



2 Put the words in brackets in the correct order to complete the sentences.

1 (with / a / my / problem / there's) laptop. It keeps freezing.

2 My phone isn't working. (on / won't / it / switch)

3 (file / I / open / can't / this) My computer crashes when I try.

4 (you / off / switching / tried / have / it) and on again?

5 (you / to / maybe / need) download some new software.

6 (works / sometimes / if / it / you) resave it.