

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.

