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

LIVEWORKSHEETS