

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 | <input checked="" type="checkbox"/> c | Let me try         |
| 2 | <input type="checkbox"/>              | You need to switch |
| 3 | <input type="checkbox"/>              | Look at the        |
| 4 | <input type="checkbox"/>              | You need           |
| 5 | <input type="checkbox"/>              | How about          |
| 6 | <input type="checkbox"/>              | Let's search       |
| 7 | <input type="checkbox"/>              | 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 <sup>1</sup> *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 <sup>2</sup> \_\_\_\_\_ again.  
 Jamie: OK, <sup>3</sup> \_\_\_\_\_ that. Hang on, it takes a few minutes to start again.  
 Jamie: Seriously? No, it's still slow.  
 Alysha: I don't know. <sup>4</sup> \_\_\_\_\_ calling Jess? She's good with technology.  
 Jamie: No, she's at her swimming club.  
 Alysha: OK, let's search online <sup>5</sup> \_\_\_\_\_. We might be able to find something.  
 Jamie: Good idea. <sup>6</sup> \_\_\_\_\_ 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 <sup>7</sup> \_\_\_\_\_. 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.

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

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

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