



TECHNOLOGY & SMARTPHONES

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1. What's the Problem?

Match the problem with the best solution.

Problems

1. My battery is dead.
2. I forgot my password.
3. My phone is very slow.
4. I can't connect to Wi-Fi.
5. I accidentally deleted a photo.
6. My phone keeps freezing.

Solutions

- A. Try restarting the phone.
- B. Try resetting it.
- C. Charge the phone.
- D. Check the Wi-Fi settings.
- E. Check your recently deleted files.
- F. Close some apps.

2. What Would You Say?

You have a technology problem.

What would you say?

Problem: Your internet isn't working.

Problem: Your phone battery is almost dead.

Problem: You can't remember your password.

Problem: An app isn't working.

3. Ask for Help

Useful phrases:

- Can you help me with this?
- Do you know how to fix it?
- What should I do?
- Could you show me how to do it?
- I'm not sure what to do.
- I've tried that, but it didn't work.

Work with a partner.

Student A explains a technology problem.

Student B tries to help.

Then change roles.



REAL ENGLISH BOX

Instead of saying:

- "It doesn't work."

you can give more information:

- "It isn't working."
- "It stopped working."
- "It was working yesterday, but now it isn't."

These small details make your explanation much clearer.

4. The Tech Support Challenge

Work with a partner.

Student A – Customer

Choose one problem:

- Wi-Fi doesn't work.
- phone won't charge.
- app won't open.
- password doesn't work.
- phone is very slow.

Explain the problem.

Student B – Tech Support

Ask questions and suggest solutions.

Useful questions:

- When did it start?
- Have you tried restarting it?
- Does anything appear on the screen?
- Is it connected to Wi-Fi?
- What happens when you try?

Then change roles.

Teacher's Key

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Key:

- 1-C
2-B
3-F
4-D
5-E
6-A