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Part 1: Listening

**Exercise 1:**

1. Broken
2. XL909
3. Reboot
4. 5 seconds
5. settings

**Exercise 2:**

1. **Windows 8 DVD**
2. **No thanks**
3. **Windows 8 architecture**
4. **Restarts**
5. **color**

Part 2: Reading

**Exercise 3:**

1.software, mobile phones, printers

2.The development team

3. Three

4. "break-fix" IT support

5. Managed Services

**Exercise 4:**

1. Typical computer
2. data loss
3. other harmful programs
4. bug fixes
5. unnecessary files
6. some cleaning

Part 3: Writing

Recently, Apple has launched Iphone 11 ProMax with many features and performance more superior than other smartphones.In my opinion, the design of the device is based on a combination of toughened glass and monolithic metal frame.It sports a 6.5-inch screen not as small as the Iphone 11.I think it's durable however, it is only available in black colour.Beside,Its camera is not as good as those of other phones.It is quite hard to open the camera and the image quality is also not as good as SamSung.However,The performance of Iphone 11 ProMax is very strong because it is powered by Apple A13 Bionic processor.It has some pros such as:the touchscreen is smooth,sharp and speedy, the fingerprint sensor is speedy and responsive.Beside, the design is simple but impressive.But,it has also some cons.In comparsion with other phones at the same price, the camera seems to be the weakness and image quality when taking photos is low light.To improve the product. I think it should be upgraded camera and equipped with more colors, there will be more options for customers.