**DEALING WITH TECHNICAL ISSUES**

***1.*** *Think of the last few conference calls you took part in. Did you face any technical issues during the calls (connection problems / poor sound quality etc)? How did you deal with them?*

***2.*** *Watch the* [*video*](https://www.youtube.com/watch?v=DYu_bGbZiiQ)*. Was the call successful? What technical issues did the meeting participants have?*

***Some noises and echo***

***Poor sound quality***

***Someone muted themselves / someone is on mute***

***Two people speaking at the same time***

***Someone cannot join the meeting***

***3.*** *Watch the video again and fill in the gaps in the script:*

Trip Crosby has joined the meeting.

Beth has joined the meeting.  
Hello.

Tyler?  
No, this is Beth from ICS.  
Oh, hey Beth**.** How are you doing?   
Oh, good, yeah. Just making...you know.  
Tyler has joined the meeting.  
Alright, well, this is Trip. Who's here?  
Tyler's here. Beth's here.  
Ok, the purpose of today’s meeting is to discuss the...  
John has joined the meeting.  
Hi John. Hi. I was just trying to go over the purpose of today’s meeting, which is to discuss...  
Tyler has joined the meeting.

**(1) \_sorry guys\_, I\_got cut off\_\_.**   
Is Paul here? Send him an invite.  
Put in your access code.   
No-no-no, that's your pin number!  
It should be a nine-digit number.  
Try pressing the pound key!  
Paul has joined the meeting.  
Any questions before we move on?  
Yes, this isBeth. What's our best plan of attack for the second quarter?  
Question actually… Oh, **(2) \_\_go ahead\_\_\_.**

We should do… It actually depends on how you look at...

**(2) \_ go ahead \_\_\_.**

Let me just say that...

Ok. It was a great graph, John.  
Tyler? Well, my main ... concern with.... was that…They're just insufficient. I mean….  
**(3)\_Did we lose\_\_** Tyler again?

Hello?

John, are you guys taking distributions?   
John?

**(4) \_\_Oh my bad (=mistake)\_\_.** **(5) \_\_I was on mute\_\_.** Let me… **(6) \_\_\_start over\_\_\_.**

So, I've prepared a presentation. I'm sharing it with all of you. You should be able to see it on your screen right now.

Got it.  
I don't see a link anywhere.   
It says I need to download a plugin.  
We are all using Macs, I'm assuming?

How can you...

Financials are looking great, Paul. Do you have any comments on staffing?  
Hold on… I'm sorry. Rex, get down.  
To me staffing is a huge...  
What is that?! Is that me?  
I just want to go over a couple of details as we move into our next section here. We got three new departments coming on…  
**(7)\_\_Breaking up\_\_** a little bit, guys.

…by the end of Q3, so I need everyone to give me detailed evaluations each month…  
That's it, guys. Beth, you'll send everyone a recap email that could've, basically, taken the place of this whole meeting, correct?

Yep, always do!  
Yeah, thanks for doing this, Beth.  
Dave! You've been there the whole time?  
Yeah.  
Well, thanks everyone once again. Oh, one more thing...

***4.*** *Sort expressions 1-7 into the table below:*

|  |  |
| --- | --- |
| ***Problems with sound /microphone*** | *I was on mute.*  *You are breaking up a bit.*  *I can’t hear you well / clearly.*  *Can you speak louder, please? / Can you speak up (a little/bit) please?*  *Can you move closer to the microphone (=mic), please?*  **You’re a little bit quiet**  **Hello**  We **have to turn the volume up\_** a little bit.  There’s a bit of an echo on the line\_ |
| ***Problems with connection*** | *I/you got cut off*  *Who’s here?*  *Did we lose [name]?*  *We lost [name]* |
| ***Problems with image*** | *I can’t see you / your screen .*  *You are frozen . Your screen is frozen*  The screen is blank |
| https://www.westernseminary.edu/transformedblog/wp-content/uploads/2011/11/repairmen.jpg ***Solving the problems*** | *Let me start over.*  *Hold on/ hang on a second (=sec) / minute, / Please bear with me. I’m going to start over / speak louder...*  *Go ahead*  *Is it better now?* |
| ***Saying sorry*** | *Sorry guys*  *My bad* |

***5*.** *Watch thee extracts, answer the questions and fill in the gaps in the scripts*

[Video 1](https://youtu.be/AN6quM3Tkaw?t=1138) [18:58 to 19:14]

* Is there a tech issue? If so, what?

*YES. Sound issue / problems with sound*

*Watch again and fill in the gaps in the script*

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Let Luciano continue and I'll--  
IKAI: **(1)** **\_You’re a little bit quiet .** **(2)** **\_Can you speak up\_\_** or **speak closer to the microphone**?  
MALE SPEAKER: OK, I'll try**. (3) \_Hello\_ ?**

IKAI: Hello?   
ERIC: No, he's there.  
MALE SPEAKER: Hello?  
IKAI LAN: I hear him. It's just … We **(4) have to\_turn the volume (it) up\_** a little bit.  
ERIC KOLEDA: OK.

[Video 2](https://youtu.be/VVKApUteSUk?t=2860) [47:40 to 48:00]

* Is there a tech issue? If so, what?

*Watch again and fill in the gaps in the script*

Nick: That make sense?  
Rich: Oh, **(5) We\_\_lost\_\_** Adam. You appear to have been muted as well.  
Adam: Oh, sorry. Sorry. Um, you know, but that makes sense. I'll give that a try.  
Rich: Well, cool. Huh. OK.

[Video 3](https://youtu.be/A_KIiRTlXC0?t=30m45s) [30:45 to 30:57]

* Is there a tech issue? If so, what?

*Watch again and fill in the gaps in the script*

… and that doesn't sound like a real file. Oh confusing… **hang on…** **(6) \_ a sec\_\_\_** so this is I don't know what that is…

***6.*** *Add phrases 1-6 as well as the highlighted phrases to the table in (4).*

***7.*** *Put the words in the correct order so that you have some more phrases to talk about technical issues, then* a*dd them to the table:*

1. blank / The / is / screen

\_\_\_The screen is blank\_\_\_\_\_\_\_\_\_

1. a bit / on / There’s / of / the line / an echo

\_\_\_There’s a bit of an echo on the line\_\_

1. the video / There’s / on / a delay

\_\_\_There’s a delay on the video\_\_\_

1. again / You’re / now / back

\_\_\_\_You’re back again now\_\_\_\_\_

1. I think there’s a problem [with the Internet connection] at our end. out / We’re / to / trying / sort / it / now.

\_\_We’re trying to sort it out now\_\_

1. out of / The image / are / sync / and sound

\_\_\_The image and sound are out of sync\_\_\_\_\_\_\_\_

7. you / OK / me / can / hear?

\_\_\_\_\_Can you hear me OK (fine/clearly/well)?\_\_\_\_\_\_\_\_\_

8. fine / we / hear / can / you

\_\_\_\_We can hear you fine\_\_\_\_\_

**8.** *Play noughts and crosses with a partner.*

***Round 1***

|  |  |  |
| --- | --- | --- |
| Could you \_\_\_\_\_ up a bit, please? | Yes, you're \_\_\_\_\_ again now. | Could you speak \_\_\_\_\_ \_\_ the microphone? |
| Can you hear me \_\_? Yes, I can hear you \_\_\_\_. | Sorry guys, I \_\_\_\_ \_\_\_\_ off. | You're \_\_\_\_\_\_\_\_ up. |
| The screen is \_\_\_\_\_. | I was on \_\_\_\_\_\_\_. | There's a bit of \_\_\_ \_\_\_\_\_\_ on the line. |

***Round 2***

|  |  |  |
| --- | --- | --- |
| I'm going to turn the \_\_\_\_\_ \_\_\_. | Oh, my bad. I \_\_\_ \_\_\_\_ mute. | I can hear you \_\_\_\_. |
| \_\_\_\_\_\_ a delay on the video. | I can't hear you very well. Could you \_\_\_\_\_\_ up please? | Please bear \_\_\_\_ \_\_\_\_ . |
| Hold on, we’re trying to \_\_ the problem \_\_\_. | The image and sound are out\_\_\_ \_\_\_\_\_\_. | You're \_\_\_\_\_\_ up a bit. |

***Round 3***

|  |  |  |
| --- | --- | --- |
| Sorry, I \_\_\_\_cut \_\_\_. | The image and sound are \_\_\_ \_\_\_ sync. | The screen is \_\_\_\_\_. |
| You're breaking \_\_\_\_. | Please \_\_\_ with me. | There's a bit of a \_\_\_\_\_\_\_ on the video. |
| \_\_\_\_ on... Is that better? | Please \_\_\_\_\_\_\_ up. We can't hear you very well. | Did we \_\_\_\_\_ Tom again? |

***Round 4***

|  |  |  |
| --- | --- | --- |
| Sorry, I got  \_\_\_\_ \_\_\_\_\_. | You're breaking \_\_\_\_\_ a bit. | Hang on... Is that \_\_\_\_\_? |
| Can you hear me \_\_\_\_\_ ? | The screen is \_\_\_\_\_\_. | Yes, \_\_\_\_\_\_ back again now. |
| Just a second, I'm going to \_\_\_\_\_\_ the volume \_\_\_. | There's \_\_\_ \_\_\_\_ \_\_\_ an echo on the line. | I can hardly hear you. Could you \_\_\_\_ \_\_\_ please? |

***9.*** *Work pairs/ groups of three. Student A picks a technical issue from the list and says what the problem is, students B (and C) respond.*

|  |
| --- |
| * echo * problem with the video * the person you’re asking isn’t responding * you can’t hear someone well * problems with internet connection * background noise * you’re not sure if the other call participants can hear you |

*****10.*** *Work in pairs. Student A rolls the dice and pretends to be having a problem. Student B responses.*

You can’t hear your partner You can’t see your partner

**

You hear loud background noise You’re having internet connection problems

**

Your partner isn’t responding Your headset isn’t working properly