

## MANAGING TECHNICAL PROBLEMS ON A CONFERENCE CALL

### MANAGING SOUND ISSUES

EX 1: Complete the sentences and questions below with one of the words in red.

trouble    breaking    loud    echo    settings    mute    crackly    barely

1. I can hear you \_\_\_\_\_ and clear.
2. Your microphone is a bit \_\_\_\_\_.
3. There is a bit of an \_\_\_\_\_.
4. I'm having \_\_\_\_\_ hearing you.
5. I can \_\_\_\_\_ hear you. The sound is faint.
6. You are \_\_\_\_\_ up from time to time.
7. Could you check your audio and microphone \_\_\_\_\_?
8. Can you make sure that you are not on \_\_\_\_\_?

### MANAGING SCREEN/IMAGE ISSUES

EX 2: Complete the sentences and questions below with one of the words in red.

frozen    clearly    router    reconnecting    blurry    blank    sharing    refreshing

1. I can see you \_\_\_\_\_.
2. I think your screen has \_\_\_\_\_.
3. You are a little bit \_\_\_\_\_. I think it is out of focus.
4. All I can see is a \_\_\_\_\_ screen. It is completely black.
5. Can you try \_\_\_\_\_ your page please?
6. Could you try quitting and \_\_\_\_\_?
7. There must be a problem with your connection. Can you check your \_\_\_\_\_?
8. Are you having problems \_\_\_\_\_ your screen?