

## Video calls and dealing with technical issues

### CHECKING AT THE START OF THE CONFERENCE CALL

- Has everyone joined the call?
- Can everyone see my screen?
- Can everyone hear me clearly?
- Please bear with me while I try to reconnect again.<sup>1</sup>
- If you are having technical difficulties, please let me know.

**Note:** 1. Telling the others to wait patiently while you try to connect again.

### MANAGING SOUND/IMAGE QUALITY ISSUES

#### TALKING ABOUT GOOD SOUND QUALITY

- I can hear you loud and clear.
- The sound is good enough.
- I can hear you perfectly.

#### TALKING ABOUT POOR SOUND QUALITY

- There is a bit of an echo/delay.
- Your microphone is a bit crackly.
- You are breaking up (from time to time).
- I'm having trouble hearing you.
- The sound is a bit weak/faint.
- I can't hear you at all. There's no sound.

#### TALKING ABOUT GOOD IMAGE QUALITY

- I can see you clearly.
- I can see you perfectly.
- The image quality is just about ok.

#### TALKING ABOUT POOR IMAGE QUALITY

- All I can see is a blank/black screen.
- I think your screen has frozen.
- You are a little bit blurry.
- You are out of focus.
- I can't see you at all.
- It looks like we'll just have to continue without the video.

### QUESTIONS TO ASK THE ATTENDEE

- Could you speak a bit louder please?
- Could you move a bit closer to the microphone please?
- Could you make sure that you are not on mute?
- Could you check your speaker and microphone settings?
- Could you try refreshing your page please?
- Could you try quitting and reconnecting?
- Could you check your router / internet connection?
- Are you having problems sharing your screen?
- Is the picture quality ok?