

B1

MEETINGS

≈ 27 MIN

Tech Problems in Video Calls — *check it, name it, fix it*

You have built the three toolkits — now practise them on new glitches: check it, name it, fix it.

With hear and see
English uses

can

· each glitch has its own fixed phrase
such as

on

mute

— name it first, then say what you
will do.

NAME

DATE

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 1 · SORT BY THE MOVE · APPROX. 4 MIN

● ○ ○

Put each sentence in one column: does it describe what you notice, or does it get the call moving again?

You're breaking up, Mara — I only get every third word.

Let me try a different browser — give me one moment.

Your video is frozen, but your voice is still coming through.

Nothing at all is arriving, Tom — I think you're on mute.

I'll switch to my phone for the rest of the standup.

Could you put the code in the chat? I missed the second half.

We lost you right in the middle of the figures.

Can everyone hear me now? I'm back on a different network.

NAMING THE PROBLEM	FIXING IT AND GETTING BACK IN

BRICK 2 · FILL IN THE MISSING WORD · APPROX. 6 MIN

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Fill in one word from the three toolkits. The cue in brackets tells you which phrase is meant.

- 01 I _____ see your slides — is the share still loading? (modal used with see; short form)
- 02 You're _____ mute, Sven — nothing at all arrives. (fixed pairing, as in "on hold")
- 03 Your slides are moving, but your video is _____. (the English word for a still picture)
- 04 Sorry, you're _____ up — the voice arrives in pieces. (the phrase for chopped audio)
- 05 We _____ you for about ten seconds. (past simple: someone dropped out)
- 06 My connection is unstable, so let me _____ turning the camera off. (this verb takes the -ing form)
- 07 That hasn't helped either — I'll _____ back in. (leave the call and join again)
- 08 The audio _____ cutting out whenever she shares. (third person: it happens again and again)

YOUR BUILD

1 · SORTING

2 · FILL-IN

3 · CORRECT

4 · WRITE

BRICK 3 · FIND AND CORRECT THE MISTAKE · APPROX. 7 MIN



Each sentence contains exactly one typical German-speaker error. Underline it and write the correct version.

01 Sorry, I don't hear you — are you there, Petra?

02 You're silent, Daniel — we can see you, but nothing arrives.

03 Your video hangs — the picture has not moved for a minute.

04 Sorry, you're breaking off — the sound comes and goes.

05 Sorry, the connection is unstable by me — could you say that again?

06 Do you hear me now?

BRICK 4 · WRITE YOUR OWN SENTENCES · APPROX. 8 MIN



Write one English sentence for each situation. Use the given starter and keep the tone of a call.

01 A colleague is speaking but nothing arrives: write your finding and your guess in one sentence.

02 On a client call the sound drops out: name it politely and put the cause on your own side. Start with "Sorry, I think ..."

03 Your connection is getting worse: announce what you will try. Start with "Let me try ..."

04 You are back in the standup: check the sound and collect what went past you.

MINI-CHECK — CAN I DO THIS YET?

- ☐ With hear and see I use can: "I can't hear you" rather than "I don't hear you".
- ☐ I say what I notice first and only then what I suspect.
- ☐ I name the symptom exactly: on mute, breaking up, frozen, lost.
- ☐ I announce the repair and come back in with a question.

Not every box ticked? Build the lesson once more and try this sheet again tomorrow.

Answer key

Check only when you have finished. Every answer comes with the **why** — the rule matters more than the result.

BRICK 1 · SORTING

01 **Naming the problem** You're breaking up, Mara — I only get every third word.

Sound is arriving, but in pieces — that describes a symptom.

02 **Fixing it and getting back in** Let me try a different browser — give me one moment.

"Let me try ..." announces an action, not a state.

03 **Naming the problem** Your video is frozen, but your voice is still coming through.

A still picture while the sound runs on — an observation.

04 **Naming the problem** Nothing at all is arriving, Tom — I think you're on mute.

First the fact, then the guess at the cause.

05 **Fixing it and getting back in** I'll switch to my phone for the rest of the standup.

"I'll ..." says what you are going to do next.

06 **Fixing it and getting back in** Could you put the code in the chat? I missed the second half.

The chat recovers what the line swallowed.

07 **Naming the problem** We lost you right in the middle of the figures.

Past simple for the moment somebody dropped out.

08 **Fixing it and getting back in** Can everyone hear me now? I'm back on a different network.

The "now" turns it into the check after the repair.

BRICK 2 · FILL-IN

01 **can't**

With see, English uses can rather than the plain present.

02 **on**

"On mute" is a fixed block with no article.

03 **frozen**

The English picture freezes; it does not hang.

04 **breaking**

"Breaking up" means chopped sound with gaps.

05 **lost**

"We lost you" refers to the moment of the dropout.

06 **try**

After "try" comes the -ing form when you are testing something out.

07 **dial**

"Dial back in" means leaving and joining again.

08 **keeps**

"Keep" plus the -ing form stresses the repetition.

BRICK 3 · CORRECT

01 Sorry, I **can't** hear you — are you there, Petra?

With hear, English works with can; "I don't hear you" is the word-for-word version.

02 You're **on mute**, Daniel — we can see you, but nothing arrives.

A switched-off microphone takes the fixed phrase, not "silent".

03 Your video **is frozen** — the picture has not moved for a minute.

The English picture freezes; "hang" belongs elsewhere.

04 Sorry, you're **breaking up** — the sound comes and goes.

The fixed combination is "break up", not "break off".

05 Sorry, the connection is unstable **at my end** — could you say that again?

The German "bei mir" is "at my end" on a call.

06 **Can** you hear me now?

"Do you hear me?" easily sounds impatient; the standard question uses can.

BRICK 4 · WRITE

Your sentences may differ — just check that the given starter is there and the tone stays polite.

01 I can't hear you, Petra — I think you're on mute.

First the finding with can, then the guess at the cause.

02 Sorry, I think it's on my end — your voice keeps cutting out.

"I think" softens the diagnosis and pushes nothing onto the client.

03 Let me try turning my camera off — give me a second.

After "try" comes the -ing form, because you are testing something out.

04 Can everyone hear me now? Could you repeat the decision on the budget? I missed it.

First the check with "now", then the request for what went past you.

NEXT BRICKS — KEEP BUILDING FREE ONLINE

PAIR WITH THIS

Online Meetings

englisch-lehrer.com/en/lessons/online-meetings-english

NEXT STEP

Clarifying and Confirming

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