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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 ●●○

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

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NEXT STEP
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