

Setting up a video call

★ **Lead-in 1A** Which do you prefer, online or face-to-face meetings? Why?

Face-to-face meetings: You can see people, ...

Online meetings: You can speak to people anywhere in the world, ...

B Look at the pictures. Match each button (1-7) in the pictures with the correct description.

a start audio call ____

b stop video ____

c start video call ____

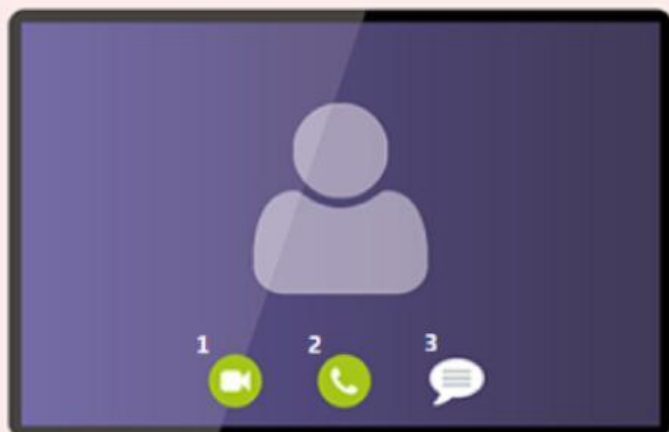
d end call / hang up ____

e open chat window ____

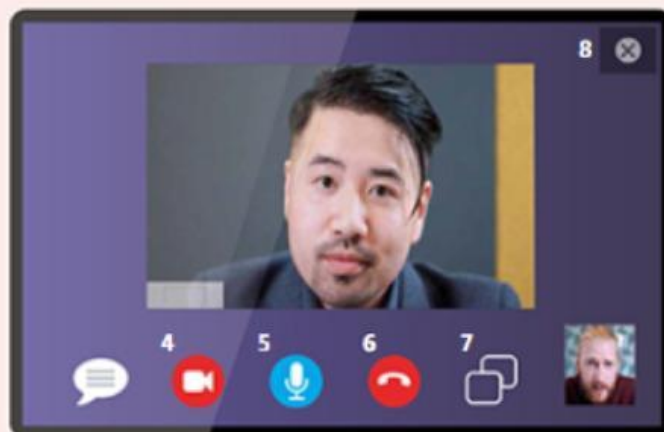
f mute/unmute microphone ____

g share screen button ____

h close window ____



A Before the call



B During the call

2A 4.4.1 Watch the video. Choose the problem in each call.

- 1 In Conversation 1 the *audio / video* isn't working.
- 2 In Conversation 2 the *camera isn't working / screen is frozen*.
- 3 In Conversation 3 the *camera / microphone* isn't working.

B Watch the video again. Are the statements *true* (T) or *false* (F)?

Conversation 1

- 1 At first, Haru can't hear William.
- 2 Haru is on mute.
- 3 William had a call from the material supplier.

Conversation 2

- 4 Haru's internet connection is slow.
- 5 Haru suggests an audio call.
- 6 William wants to discuss design changes.

Conversation 3

- 7 Maria and Max can't see William.
- 8 Maria shares her screen.
- 9 Max can't see the sales figures.

C Match each solution with the correct problem in Exercise 2A.

- a Max stays on audio.
- b William unmutes.
- c William turns off his video.



D Watch the video again. Complete the sentences from conversations 1-3.

Conversation 1

- 1 I can't *see / hear* you, William. Are you *on mute / there*?
- 2 Try *unmuting / turning off* your microphone.
- 3 How about now? Can you *see / hear* me?

Conversation 2

- 4 The screen *is frozen / isn't working*.
- 5 The *internet / connection* isn't very good. You're *breaking up / slow*.
- 6 Try *turning off / on* your video.
- 7 Let's have a(n) *video / audio* call.

Conversation 3

- 8 I'm adding Max to the *screen / call*.
- 9 My camera isn't *working / on*.
- 10 I'm *sharing / turning on* my screen now.

Making suggestions

Try turning off your video. / **Try unmuting** your microphone.

We use **try + verb + -ing** to make suggestions for actions when there is a problem.

A: *My phone doesn't work.*

B: *Try charging it.*

A: *I can't hear you, it's too loud. Try phoning me from another room.*

B: *OK.*

Try	turning off your video. unmuting your microphone. calling me back.
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1 Complete the dialogues with the correct form of the words in the box.

add call hang turn (x2) unmute

A: My screen is frozen.

B: Try ¹ _____ up.

A: You're breaking up.

B: Try ² _____ off your audio.

A: I can't see you.

B: Try ³ _____ on your video.

A: I can't see Dave.

B: Try ⁴ _____ him to the call.

A: The connection isn't very good.

B: Try ⁵ _____ me back.

A: I can't hear you.

B: Try ⁶ _____ your microphone.

PROBLEMS WITH TELECONFERENCING

Checking the connection

Can you see/hear me? Yes, no problem. Are you there? Yes, I'm here.

Talking about problems

(Sorry), the connection isn't very good.

You're breaking up.

My camera isn't working.

Sorry, I can't see you.

The screen is frozen.

My internet connection is slow.

Sorry, can you repeat that, please?

I can't hear you.

Suggesting solutions

Hang up. I'll call you back.

Let's have an audio call.

Try turning off your video.

Try unmuting your microphone.

Saying it's OK

It's OK now.

That's (much) better.

Other

I'm sharing my screen.

I'm adding Hitomi to the call.

1 Complete the conversations with the words in the box.

adding audio connection frozen off microphone mute repeat sharing up

- 1 **A:** I can't hear you. Are you on _____?
B: No. I think my _____ isn't working.
- 2 **A:** The screen is _____.
B: Try turning _____ your video. Let's have a(n) _____ call.
- 3 **A:** Sorry, can you _____ that, please?
B: Yes, I said ...
A: You're breaking _____. The internet _____ is slow.
- 4 **A:** I'm _____ Sergei to the call.
B: OK. I'm _____ my screen. Can you see it?

2 Work in pairs. Practise the conversations in Exercise 1.

1  4.02 Put the conversation into the correct order. Then listen and check.

- a ☐ Sorry, my camera isn't working.
- b ☒ Hello Rafik! Are you there?
- c ☐ Oh, OK. Let's have an audio call.
- d ☐ Good morning, Rafik. I can't see you.
- e ☐ Yes, I'm here. Good morning, Emma.

2  4.03 Put the words in the correct order to make sentences about teleconferencing. Then listen and check.

1 unmuting / try / microphone / your / .

2 frozen / the / is / screen / .

3 internet / sorry, / is / my / slow / connection / .

4 off / try / your / turning / video / .

5 screen / sharing / now / I'm / my / .

6 adding / I'm / the / Fiona / call / to / .

7 on / are / mute / you / ?

8 me / try / back / calling / .

3 ▶ 4.04 Complete the conversation with the phrases in the box. Then listen and check.

breaking up can't hear hang up no problem on mute see me
the connection you repeat that

Karl: Hello Gina, can you ¹ _____ ?

Gina: Hello? Hello, Karl? I can see you, but I ² _____ you.

Karl: Oh, sorry. I was ³ _____. Can you hear me now?

Gina: Hello? Hello Karl. Are you there?

Karl: Sorry, Gina. ⁴ _____ isn't very good.

Gina: Karl? Hello? Can you hear me now? We need to talk about the sales figures.

Karl: Gina, you're ⁵ _____. Hang up and I'll call you back.

Gina: Sorry, can ⁶ _____, please?

Karl: It's a very bad connection. Hang up and I'll call you back.

Gina: OK. I'll ⁷ _____ now.

Karl: Gina, hello? Can you hear me?

Gina: Hi Karl. Yes, ⁸ _____. It's OK now.

Karl: Great! So, how are you?

3A ▶ 4.4.2 Watch the video without sound. What are William and Max saying?

★ Write the dialogue.

William

Max

Say hello.

Say hello.

You can't hear. Suggest a solution.

Accept suggestion. Say sorry.

Now you can hear.

The connection isn't good. The screen is frozen. Suggest a solution.

Accept suggestion. Check if Max can hear.

You need him to repeat the question. Now the connection is breaking up. Suggest a solution.

Accept the suggestion. Say hello again.

Say hello again.

Say it's better.



A Video Conference in a Real Life

Thanks [...] here [...] time.

☐ for being ☐ to be ☐ in ☐ on

Sorry, I'm late. Had a hard time [...].

☐ to connect ☐ connecting

One second. Paul's having a sound [...].

☐ trouble ☐ issue

[...] mind (= Don't worry/Forget it), I got it. I just had to change a few settings.

☐ Don't ☐ Never

Great. Maybe we can [...] started, then.

☐ get ☐ go

Sounds [...] someone just [entered / joined].

☐ like ☐ that ☐ entered ☐ joined

I'm [...] (= unable to move) in traffic. Have I [...] anything yet?

☐ stopped ☐ stuck ☐ lost ☐ missed

[...], I think.

☐ Tyler fell ☐ We lost Tyler

Am I [...]?

☐ disappeared ☐ frozen

It sounded like Tyler was [...] (= losing his connection).

☐ cutting out ☐ going away

OK everyone, I know some of you have to [...] soon.

☐ escape ☐ leave

Beth, are you [here / with us] (= paying attention)?

☐ with us ☐ here

Tyler, can you go [...] (= repeat so we can check) the numbers one more time, please?

☐ across ☐ over

What kind of issues did the attenders have?

Which sentences...

1 can you also use in face-to-face meetings?

2 are usually said by the person conducting the meeting?

3 do you wish you had learned before?

4 do you think you're going to use soon?

3 Work in groups. Take turns to pick up a card and read out the problem for other students to suggest solutions. The first student to suggest a solution wins the card. The student with the most cards at the end is the winner.

The connection isn't very good.	You're breaking up.	My camera isn't working.
My microphone isn't working.	I can't see you.	I can't hear you.
The screen is frozen.	I can't hear Diana.	My internet connection is slow.

/ɪə/ **and** /eə/

1 Listen and repeat.

 P4.07 /ɪə/ **ear** here dear we're year cereal

 P4.08 /eə/ **air** hair where they're airport rarely

2  P4.09 **Listen and repeat.**

/ɪə/ /eə/

1 ear air

2 here hair

3 we're where

4 really rarely

3A  P4.10 Listen and circle the /ɪə/ sound in the sentences. Compare your answers with a partner.

- 1 The meeting room is near the stairs.
- 2 The engineer needs to repair the machine.
- 3 What's the rent per square metre here?
- 4 I hear they're ordering new computer chairs.
- 5 The instructions for the warehouse workers aren't clear.

B Listen again and underline the /eə/ sound in the

1A  P4.05 Listen and write the words in the correct place in the table.

chair here pair ~~really~~ square their we're year

 P4.05a /ɪə/	 P4.05b /eə/
really	

B  P4.06 Listen and check. Then practise saying the words.

2A  P4.07 Listen and underline the word you hear.

1 ear air 2 hear hair 3 real rare 4 we're where

B  P4.08 Listen and practise saying the words in Exercise 2A.

3A  P4.09 Find the /ɪə/ and /eə/ sounds in the sentences. Then listen and check.

- 1 The production engineer is dealing with the problem.
- 2 How did you get the idea for your business?
- 3 Click on the 'Share screen' button.
- 4 Is there a bus stop near here?
- 5 We can speak to people anywhere in the world.

B Listen again. Practise saying the sentences in Exercise 3A.