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## **Episode #251**

**Conversations on ZOOM**

**- Technical Problems -**

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Do you need help with **technical problems during Zoom** calls? In this episode, we'll cover **common tech problems in Zoom meetings** and how to handle them using **helpful phrases**. And you'll practice your **speaking** with a fun mini-story.

Hi! Thanks for listening to another episode. I'm Georgiana, your English teacher, and my mission is to help you SPEAK English fluently.

If you'd like to support me, please share the podcast with your friends and family. That would mean a lot. Thanks!

Before we dive in, get the transcript on my website: [SpeakEnglishPodcast.com](https://SpeakEnglishPodcast.com)

Alright! Let's jump in!

**Zoom** has become a crucial tool for remote work and communication. But, as you may have experienced, **technical problems** can pop up during a **Zoom call**.

As an English learner, it's important to feel comfortable using the app and handling any problems that may come up.

Don't worry if you're not a tech expert. **Learning the basics of Zoom** will help you communicate better with your coworkers and clients. It's a good idea to **practice using Zoom's simple features**, like sharing your screen, using the chat, and muting your microphone. These features can make your **Zoom meetings** run more smoothly.

To help you tackle these issues, I've prepared an **example conversation on Zoom** addressing common technical problems.

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**Participants: John from the United States; Maria from Brazil, and Yuna from South Korea**

**John:** Hello, everyone. Can you hear me clearly?

Maria: Yes, I can hear you, John.

**Yuna:** Sorry, I'm having trouble hearing you. **I may have a problem with the connection.**

**John:** No problem, Yuna. Can you check your internet connection or try refreshing your browser?

**Yuna:** Sorry to interrupt, but my **screen** is blank. Is anyone else having this issue?

**Maria:** No, my screen is working fine.

**John:** Yuna, can you try exiting and then rejoining the meeting?

**Yuna:** Okay, let me try that.

**Maria:** John, **I think you're frozen.** I mean, your **screen is frozen.** Can you hear me?

**John:** Oh, sorry about that, Maria. I need to figure out what's going on. Let me turn off my camera and then turn it back on.

**Maria:** I'm also having some issues. **The image and sound are out of sync** on my end.

**Yuna:** I agree, Maria; I noticed the same thing.

**John:** Hmm, that's strange. Let me check my internet connection to see if that's the issue.

**Maria:** **You're breaking up a little** bit, Yuna. Can you repeat what you just said?

**Yuna:** Sorry about that. I said we needed to discuss the marketing strategy for the new product launch.

**Maria:** **There's an echo on the line.** Can someone please mute themselves if they're not speaking?

**John:** That's a good point, Maria. **I am having trouble hearing you, Yuna. I think you're on mute.**

**Yuna:** Oh, sorry about that. **Can you hear me now?**

**John:** Yes, we can hear you now, Yuna. Let's continue with the meeting.

Great! I hope you found this example helpful. As you can see, I've highlighted some expressions that can be useful when dealing with **technical problems on Zoom**. You can get the transcript for free on my website: [SpeakEnglishPodcast.com](https://speakenglishpodcast.com)

Before continuing, let's review the **key phrases** I have used in the dialogue:

**#1 I'm having trouble hearing you.** - *This phrase indicates that you cannot hear someone clearly and need them to speak louder or adjust their microphone.*

**#2 I think you're on mute.** - *Mention this when someone is speaking, but their microphone is muted, making it impossible to hear them.*

**#3 I may have a problem with the connection.** - *When facing issues related to the internet connection, such as poor video or audio quality, use this expression.*

**#4 The screen is blank.** - *If someone is supposed to share their screen during a presentation but nothing is visible, you can say this.*

**#5 The screen is frozen.** - *This expression refers to a shared screen or video feed that stops moving or updating, usually due to a poor internet connection.*

**#6 You're frozen.** - *You can use this phrase when someone's video feed is stuck and not moving, indicating a problem with their internet connection or device.*

**#7 The image and sound are out of sync.** - *If the audio and video of a person's feed are not aligned, making it difficult to follow the conversation, you can point it out with this expression.*

**#8 You're breaking up a little bit.** - *When someone's audio or video is cutting in and out, making it hard to understand them, mention this phrase.*

**#9 There's an echo on the line.** - *This expression is helpful when there's a noticeable echo or feedback in the audio, usually caused by someone's speakers being too loud or not using headphones.*

**#10 I am having trouble hearing you.** - *We use this expression when someone's voice is not clear or loud enough to be understood.*

Ok! Now let's practice fluency with a mini-story:

## Mini-Story

**(Practice your speaking)**

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I will tell a story, by asking simple questions. I use this technique extensively in my [premium courses](#) as it is highly effective.

First, I say a phrase with information. Next, I ask some questions. After each question, there is a pause. It's your turn to answer! After each pause, I will give a correct answer. That's how I build the story.

And if you want to improve your fluency much faster, check out my [Premium Courses](#) at: [SpeakEnglishPodcast.com/courses](https://SpeakEnglishPodcast.com/courses)

There are several levels.

Alright! Let's jump in!

**Miguel started an event management company in Brazil that focused on organizing virtual events.**

**Miguel, did you start a restaurant in Brazil?**

No, no. I started an event management company in Brazil. Not a restaurant.

**What kind of events does your company organize?**

**Physical events?**

No, no. My company focuses on organizing virtual events. Not physical events.

**Are you the CEO of a space travel company?**

No, no. I run an event management company for virtual events, not space travel company.

**A prestigious university in the UK contacted him to host virtual workshops for their international students.**

**Miguel, did a high school in the UK contact you?**

No, no. A prestigious university in the UK contacted me.

**What did they want you to host? In-person workshops?**

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No, no. They wanted me to host virtual workshops for their international students.

**What was prestigious? Your company?**

No, no. The University in the UK was prestigious. Not my company.

**During the initial Zoom call, they faced technical issues, prompting Miguel to develop software to improve performance and fix common problems.**

**Miguel, did you face any issues during the initial Zoom call?**

Yes, we faced technical issues during the initial Zoom call.

**What did you create to solve the issues? A guide?**

No, no. I developed software to improve performance and fix common problems.

**Did you improve or worsen the performance?**

I didn't worsen the performance. I improved it.

**The university was impressed with the software, and Miguel's company became a popular choice for organizing virtual events.**

**Miguel, was the university impressed with your software?**

Yes. The university was impressed with my software.

**Did your company become less popular after that?**

No, no. My company became a popular choice for organizing virtual events.

**Miguel continued to refine his software to provide problem-free virtual experiences.**

**Miguel, did you stop working on your software after the university was impressed?**

No, no. I continued to refine my software. I didn't stop working on my software.

**What was the purpose of refining your software, Miguel? Did you want to provide virtual experiences with problems?**

No, no. I wanted to provide problem-free virtual experiences. I didn't want to provide virtual experiences with problems.

Well, this is the end of this short mini-story.

As you can see, answering many simple questions can improve your speaking, just like in a real-life conversation.

This is one of the powerful techniques I use extensively in my [premium courses](#). These are complete programs designed to improve your fluency dramatically.

The courses contain hundreds of hours of questions and answers end point of view lessons. Imagine a podcast episode multiplied by 100!

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That's all for today.

I will be back next week! Bye! Bye!



*Georgiana*

founder of  
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