

Become a global TM with Aspire's Micron Moments!

SOLVE ISSUES QUICKLY & EFFECTIVELY!

Conference calls are a normal part of your everyday working life. During an online meeting, everything should run smoothly, but sometimes there can be issues with the equipment, the connection or hearing/understanding the other members. If you know what to say in this kind of situation, you will be able to deal with it more smoothly. The phrases below will help you feel more confident when facing issues in your online meetings.

The troubleshooting phrases below have been divided into the following sections:

1. Microphone issues
2. Problems with sound quality
3. Dealing with comprehension issues

Practice saying the phrases below with your instructor.



EXAMPLES

Microphone issues

- ✓ If you are not speaking, please mute your mic.
- ✓ Eric, I can hear background noises. Could you put yourself on mute when you are not talking?
- ✓ Tanaka-san, I think you are on mute / Are you on mute?
- ✓ Sorry, I was on mute.
- ✓ I'm sorry. I have a problem with my microphone.
- ✓ Could you check your microphone, please?

Problems with sound quality

- ✓ There's an echo on the line.
- ✓ There's some interference on the line.
- ✓ You are breaking up / cutting out.
- ✓ Sorry, you cut out / there is some noise on the line. Could you say that again?

- ✓ (Hello) Can you hear me okay?
- ✓ I can't hear Jane, can everyone else hear Jane?
- ✓ I have a bad connection / am having connection issues.
- ✓ The sound quality is poor. Let's rejoin the meeting one more time.
- ✓ Your volume is low, so could you check it Scott?
- ✓ Please adjust your speaker volume.
- ✓ The line is bad/sound quality is not good. Can everyone speak up, please?
- ✓ Could you speak more loudly please? / Could you speak up a bit, please?

Dealing with comprehension issues

- ✓ I'm sorry, but I couldn't hear. / I didn't catch that.
- ✓ Could you say that again please? / Could you repeat that please?
- ✓ I'm sorry, I don't understand. / I'm afraid I didn't get that.
- ✓ Could you please clarify that / explain that in another way? / explain it more simply?
- ✓ I'm afraid I don't quite understand / follow you. What do you mean exactly?
- ✓ I'm not sure I'm quite with you. Could you run that by me again / go over that once more?
- ✓ I'm sorry, that was a bit quick for me. Could you speak more slowly please?
- ✓ Sorry to interrupt, but I'd like to confirm what you just said.
- ✓ Let me put it another way. / Let me rephrase that.
- ✓ I think you might have misunderstood me. Please allow me to clarify it once more.
- ✓ So what you're saying is, we need to (increase production)
- ✓ So if I understood correctly, you want us to (increase the budget)?
- ✓ I'm sorry, I don't understand the word _____. What does it mean?

EXAMPLE DIALOGUE

Hiroshi: Lee, I can hear background noises. Could you put yourself on mute when you are not talking?

Lee: Yes, sure. Sorry, the office is a bit noisy this morning.

Hiroshi: Grace, could you give us an update on your design?

Grace: (no sound)

Hiroshi: Grace, I think you are on mute.

Grace: Sorry, I was on mute. The design is nearly complete. It should be completed by the end of the month.

Hiroshi: Sorry Grace, there is some noise on the line. Could you say that again?

Grace: Sure. The design is nearly done – it should be completed by the end of the month.

YOUR TURN!

Hold small online meetings on the topics below. Try to include some of the teleconference language above during the meeting as well as any other relevant Micron Moment meeting skills language. (If you are doing this activity face to face, just imagine that it is an online meeting).

- An idea for the end-of-year party
- The best place/event to take overseas visitors to
- An idea for a present for a co-worker
- A good activity to do this weekend
- (Your idea)



Click [here!](#) for more advice and techniques for Meeting English!