

8C HOW TO ... describe a problem and make recommendations

Can you help?

Problem 1 I'm on a video call, but the other person can't hear me.

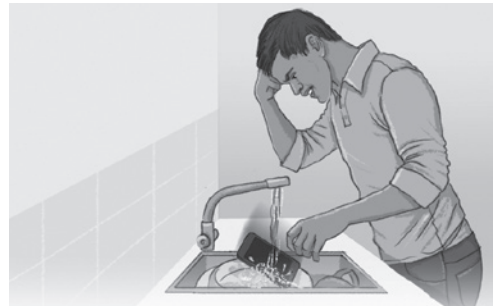


1 _____

2 _____

3 _____

Problem 2 I dropped my phone into a sink of water! It won't turn on!



1 _____

2 _____

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Problem 3 My laptop has a very low battery, but I've left the charger at home.



1 _____

2 _____

3 _____

Problem 4 I'm trying to print a document. But when I press print, nothing is happening.



1 _____

2 _____

3 _____

A: I'm on a video call, but the other person can't hear me.

B: Have you checked your microphone is switched on?

A: Yes, it is. But it's still not working.

B: Try turning up your microphone.

A: OK, I'll try that. ... No. ... What else could I try?

B: Maybe you need to ask the other person to check their sound.

A: Yes, I'll try that. ... Yes, it's working now! Thanks!