

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

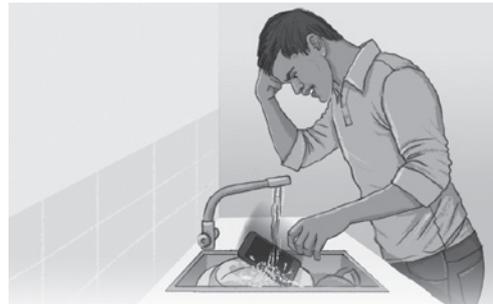
## Can you help?

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



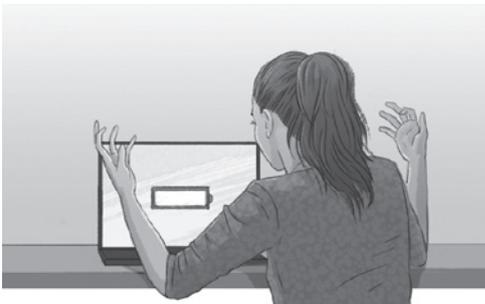
- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

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



- 1 \_\_\_\_\_
- 2 \_\_\_\_\_
- 3 \_\_\_\_\_

**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!