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Introduction

Who is the book for?
This book has been written for people whose first language is not English, and who use or are going to use computers and other information technology in an English-speaking environment. It covers the language needed to use information technology equipment, work with computer programs, discuss problems and plan projects. It does not cover advanced technical vocabulary for computer programmers or electronic engineers. All the language in the book is intended to be accessible to intermediate level students and above.

How can the book be used?
The vocabulary is arranged by topic. Choose the topics that interest you. The pages do not have to be completed in any particular order, and there is no need to complete all the pages if some are on topics which are not useful to you. It is better to complete one or two pages in a day, and remember the vocabulary, rather than completing as many pages as possible. The answers to the exercises can be found at the back of the book. There is also an index to help you find the pages which are most useful to you.

Write new words and phrases you learn in a notebook or file. Review this language regularly so that it becomes part of your active vocabulary.

A good general dictionary will be very helpful, providing pronunciation guides and more contexts. For vocabulary relating specifically to computers, Dictionary of Computing (A&C Black, ISBN 978 07475 6622 9) will be a useful reference source.
Section 1: Hardware
1.1 Hardware

1. battery
2. cable
3. desktop computer
4. digital camera
5. docking station
6. fax machine
7. laptop computer (or notebook)
8. mobile phone
9. mouse
10. PDA (Personal Digital Assistant)
11. plug
12. printer
13. projector
14. scanner
15. socket
A. Match the verbs with the nouns.

1. recharge  a. digital photos
2. click on    b. faxes
3. dial        c. a number on your mobile phone
4. give        d. a presentation
5. move        e. something with the mouse
6. print out   f. the battery
7. send and receive g. the mouse
8. take some   h. twenty pages

B. Choose the best verb.

9. To turn on the computer, __________ the "Start" button.
   a. touch     b. press  c. switch

10. The printer has __________ of ink.
    a. finished  b. ended    c. run out

11. Unfortunately, my scanner isn’t __________ at the moment.
    a. working  b. going  c. doing

12. Please __________ the CD ROM.
    a. insert  b. introduce  c. inject

13. The projector isn’t working because it isn’t __________.
    a. plugged  b. plugged in  c. plugged into

14. The batteries in my digital camera are nearly dead. They need __________.
    a. to change  b. exchanging  c. changing

15. I have to __________ a computer screen for eight hours a day.
    a. see  b. look at  c. watch

16. Switch off your computer, and __________ it from the wall socket.
    a. de-plug  b. unplug  c. non-plug

17. I turned off the photocopier and __________ the plug.
    a. pulled out  b. extracted  c. took away

18. __________ any key to continue.
    a. Kick       b. Smash    c. Hit
1.3 The workstation

CD drive / DVD drive
CRT monitor
flat panel monitor
floppy disk drive
key
keyboard
mouse
power button
screen
stand
tower
tower
wire / cable

1. monitor
2. 
3. 
4. 
5. 
6. 
7. 
8. 
9. 
10. 
11. 
12. 

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
Rearrange the letters to make things which can be part of a workstation.

<table>
<thead>
<tr>
<th>Rearranged Letters</th>
<th>Result</th>
</tr>
</thead>
<tbody>
<tr>
<td>tucmepor</td>
<td>computer</td>
</tr>
<tr>
<td>13. trirpen</td>
<td></td>
</tr>
<tr>
<td>14. nasecnr</td>
<td></td>
</tr>
<tr>
<td>15. ksed</td>
<td></td>
</tr>
<tr>
<td>16. hacir</td>
<td></td>
</tr>
<tr>
<td>17. nopelethe</td>
<td></td>
</tr>
</tbody>
</table>

Choose the best word.

18. The mouse moves on a __________.
   a. mouse mat       b. mouse carpet       c. mouse table

19. TV and computer screens are usually measured in __________.
   a. feet            b. miles             c. inches

20. Before you start work, __________ the height of your chair
    a. adjust          b. change           c. rearrange

21. To get sound from your computer, plug in a pair of __________.
    a. loudhailers     b. loudspeakers     c. loud voices

22. The computer is connected to the telephone line via a __________.
    a. module          b. modem            c. mod

23. You can increase the functions or performance of a computer with an __________.
    a. extension card  b. exploding card   c. expansion card

24. Mobile phones and PDAs can communicate with computers via __________.

25. There's a spare __________ in the workstation...
    a. electric hole   b. power point      c. electrical opening

26. …so you can plug in your mobile phone __________.
    a. charger         b. power            c. electrification

27. SD cards can be read in a computer's __________.
    a. storage reader  b. memory reader    c. card reader
1.4 The keyboard

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).

1. To go back one space, hit the _______________.
2. To change to capital letters, press the _______________.
3. To change the capital letters permanently, hit the _______________.
4. To insert a tabulation, press the _______________.
5. To activate the "Ctrl" functions, press the _______________.
6. To activate the "alt" functions, hit the _______________.
7. To stop the computer doing something, you can press the _______________.
8. Select the text you want to remove, and hit the _______________.
9. Please _______________ your password.
10. It took me two hours to _______________ all that text.
11. A keyboard is a _______________ device.
12. Do you have a _______________?
   No. I have a special _______________. It's better for my arms and back.

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
1.5 The mouse

<table>
<thead>
<tr>
<th>Pointer</th>
<th>On</th>
<th>Optical</th>
<th>Roll</th>
</tr>
</thead>
<tbody>
<tr>
<td>Scroll up</td>
<td>Scroll down</td>
<td>Touchpad</td>
<td>Left button</td>
</tr>
<tr>
<td>Right button</td>
<td>Joystick</td>
<td>Single</td>
<td>Double</td>
</tr>
<tr>
<td>Scroll wheel</td>
<td>Hold down</td>
<td>Repetitive strain injury</td>
<td></td>
</tr>
</tbody>
</table>

1. __________ to see pages above.
2. __________ to see pages below.
3. To select text, ____________ the left button, and move the mouse pointer.
4. If you use a mouse for many hours every day, you can get ____________ in your fingers.
5. With a laptop computer, plug in a mouse, or use the ____________ in front of the keyboard.
6. To play some games, you need to use a ____________ instead of a mouse.
7. To move up and down a page, you can ____________ the mouse wheel.
8. This mouse doesn’t have a ball. It’s an ____________ mouse.
9. One click of a mouse button is called a ____________ click.
10. Two clicks of a mouse button are called a ____________ click.
11. Click ____________ the folder to open it.

12. ____________

13. ____________

14. ____________

15. ____________

A wheel mouse
1.6 Scanning

<table>
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<tr>
<th>adjust</th>
<th>all-in-one</th>
<th>at</th>
<th>preview (or prescan)</th>
</tr>
</thead>
<tbody>
<tr>
<td>brightness</td>
<td>connected</td>
<td>contrast</td>
<td>file format</td>
</tr>
<tr>
<td>flatbed</td>
<td>handheld</td>
<td>high</td>
<td>image editing</td>
</tr>
<tr>
<td>low</td>
<td>OCR software</td>
<td>original</td>
<td>image editing</td>
</tr>
<tr>
<td>text</td>
<td>dpi</td>
<td></td>
<td>click</td>
</tr>
</tbody>
</table>

**How to scan an image**

1. Make sure the scanner is __________ to the computer.
2. Lift the lid and put the __________ on the scanner glass.
3. For high image quality, scan ___________ 300 ___________ or higher.
4. The scanning software will automatically do a ___________
5. If the image is too dark or too light, you can ___________ the ___________ and ___________.
6. ___________ "scan".
7. If you scanned ___________, it can be "read" by ___________.
8. If you want to save the image, choose a ___________. JPEG is a good choice for photos.
9. The scanned image can be manipulated using ___________ software.
10. An ___________ printer/scanner can print, scan and copy.
11. Picture A is a ___________ scanner.
12. Picture B is a ___________ scanner.
13. Picture C is a ___________ resolution photograph.
14. Picture D is a ___________ resolution photograph.

**dpi stands for dots per inch (1 inch = 2.4cm)**

**OCR stands for Optical Character Recognition**

**JPEG is pronounced "jay-peg"**
Choose the best adjective.

1. Oh dear. I pressed the ______ button.
   a. incorrect          b. wrong                c. false

2. I can’t use my mobile phone. The battery’s ________.
   a. over                b. flat                 c. exhausted

3. The battery isn’t completely flat, but it’s very ________.
   a. down                b. short                c. low

4. My video camera is very ________.
   a. easy to use         b. uncomplicated       c. obvious

5. My new computer has a very ________ processor.
   a. quick               b. high speed         c. fast

6. The X19 notebook computer features a very ________ design.
   a. compact             b. little              c. small

7. Keeping files on paper is ________ solution.
   a. an old-tech         b. a past-tech        c. a low-tech

8. Keeping files on a computer database is a ________ solution.
   a. new-tech            b. now-tech            c. high-tech

9. My new PDA is the ________ model.
   a. latest              b. newest             c. most modern

10. In our office, we’ve set up a ________ network.
    a. wire-free           b. no wires           c. wireless

11. A call from New York to Tokyo is ________ distance.
    a. far                 b. long                c. faraway

12. I don’t think this printer is ________ with my computer.
    a. compatible          b. connectable        c. suitable

13. My laptop is only 3 centimetres ________.
    a. thick               b. tall                c. wide

14. The screen on my laptop isn’t very ________.
    a. light               b. white              c. bright

15. In three or four years, my new computer will probably be ________.
    a. old fashioned       b. behind the times    c. obsolete

16. When you connect this to your computer, it will work immediately. It’s ________.
    a. plug and go         b. plug and play      c. plug and use
A. Put the words in the spaces.

<table>
<thead>
<tr>
<th>cartridge</th>
<th>collate</th>
<th>cover</th>
<th>feed</th>
<th>double-sided</th>
<th>landscape</th>
<th>mono</th>
<th>out of</th>
<th>portrait</th>
<th>replacement</th>
<th>jammed</th>
<th>print-heads</th>
</tr>
</thead>
</table>

1. When the ink runs out, you have to change the ________.
2. ________ cartridges can be ordered online.
3. To change the cartridge, you have to lift the ________.
4. The printer is connected to the computer ________ a USB cable.
5. The printer is ________ paper. ________ the paper tray.
6. I think some paper is ________ inside the printer.
7. My printer keeps getting jammed. I think there’s a problem with the paper ________.
8. Shall I print this ________ in colour or black and white?
9. “Black and white” is also known as ________.
10. If there’s a problem with the print quality, perhaps the ________ need cleaning.
11. Can your printer do ________ printing?
12. To ________ means to put all the pages into the correct order.

13. This page is in ________ orientation.
14. This page is in ________ orientation.
### B. Which type of printer is each sentence about?

**inkjet printer** | **laser printer**
---|---
1. cheaper to buy | x |
2. cheaper to run | |
3. faster printing speed | |
4. takes up more space | |
5. uses liquid ink | |
6. uses toner | |
7. more reliable | |
8. cartridges need changing more often | |

### C. True or false?

| 1. Inkjet cartridges can be refilled up to three times. | TRUE / FALSE |
| 2. Colour images are printed by mixing red, green and yellow ink. | TRUE / FALSE |
| 3. "ppm" stands for pages per minute. | TRUE / FALSE |
| 4. Most inkjet printers can print out at 100 ppm or more. | TRUE / FALSE |
| 5. Inkjet cartridges are very difficult to change. | TRUE / FALSE |
| 6. Photo-paper is a lot more expensive than plain paper. | TRUE / FALSE |
| 7. Recycled paper is made out of old bottles. | TRUE / FALSE |
| 8. Some Inkjet printers have three print qualities: draft, normal and best. | TRUE / FALSE |
| 9. Before you can use a new printer, you have to install the driver from a CD-ROM. | TRUE / FALSE |
| 10. When a print job has started, it can’t be cancelled. | TRUE / FALSE |
1.9 Mobile Phones

In Britain there are several mobile phone 1_______________ including Vodaphone, O2, T-mobile and Orange. There are also 2_______________ like Virgin Mobile who use the network of another company.

When you buy a cell phone, you have a choice of 3_______________. The most popular is "4_______________", with customers paying for their calls in advance. They can 5_______________ their accounts in shops, over the internet, and at cash machines. Heavy 6_______________ may prefer a 7_______________. They pay a fixed amount every month, but the calls are much cheaper than they are for pay-as-you-go customers.

Mobile phones usually come with a 8_______________ already 9_______________. If you take the phone abroad, you may be able to use it on a local network. This is called "10______________". It can be expensive, and it may be cheaper to buy a foreign SIM card.
Choose the best word.

1. After 6pm, calls cost 20p __________ minute
   a. for one b. per c. each

2. You can’t use a mobile in a cave because there’s no __________.
   a. network b. connection c. power

3. I need to charge up my mobile phone battery. Have you seen my __________?
   a. charger b. recharger c. charging machine

4. When you send a text message, the __________ function can help you write it more quickly.
   a. predicting text b. predictive text c. text predictor

5. In the car, it’s safer to use a __________ phone.
   a. handless b. no hands c. hands-free

6. If you don’t want to dial a number by mistake, turn on the __________.
   a. keypad locker b. keypad lock c. locker of keypad

7. Which network has the lowest __________?
   a. call charges b. call costs c. call expenses

8. My pay-as-you-go account __________ is about £7.
   a. balance b. level c. amount

9. My average call __________ is about two minutes.
   a. time b. length c. duration

10. We’re a long way from the nearest __________ …
    a. broadcaster b. antenna c. transmitter

11. …so the __________ is very weak.
    a. sign b. signal c. transmission

Which is not possible?

12. I’ll call her on my…
    a. mobile phone b. cell phone c. moving phone d. cellular phone

13. A mobile phone can’t work without a…
    a. SIM card b. sim card c. sim chip d. similar card

14. Don’t forget to send me…
    a. a text message b. a text c. an SMS d. a phone message

15. When I arrive, I’ll…
    a. text you b. textualise you c. send you an SMS d. send you a text
A. Match the devices with the places you would find them.

1. cash dispenser / cash machine / ATM  a. at a supermarket checkout
2. barcode reader  b. connected to a pair of headphones
3. magnetic strip  c. in an office in 1975
4. MP3 player  d. in an office, school or copy shop
5. photocopier  e. in the hands of a tourist
6. telex machine  f. in the headquarters of a large company
7. video camera  g. on the back of a credit card
8. mainframe computer  h. outside a bank

B. Choose the best word.

9. When you pay by credit card, your card is __________.
   a. swooped  b. swiped  c. swapped

10. A laptop computer with a screen you can write on is called a __________.
    a. tablet PC  b. table PC  c. flat screen PC

11. An image on TV or computer screen is made up of thousands of __________.
    a. points  b. pixels  c. bits

12. You can draw directly onto a computer screen with a __________.
    a. bright pen  b. light pen  c. pixel pen

13. A camera connected directly to the internet is called __________.
    a. an internet camera  b. a web watcher  c. a webcam

14. The woman in the photo is wearing a __________.
    a. headpiece  b. headphone  c. headset

15. She talks to customers on the telephone all day. She works in a __________.
    a. telephone centre  b. call centre  c. talking centre
A. Processors and memory

<table>
<thead>
<tr>
<th>chips</th>
<th>dual core</th>
<th>megabytes</th>
<th>megahertz</th>
</tr>
</thead>
<tbody>
<tr>
<td>motherboard</td>
<td>processor</td>
<td>speed</td>
<td>upgraded</td>
</tr>
</tbody>
</table>

The "brain" of a computer is the 1___________. Most of these are made by Intel and AMD, and are sometimes referred to as "2___________." The fastest processors are 3__________, which means that there are two processors working together. The 4__________ of a processor is measured in 5__________, which is usually written as MHz.

A computer’s memory is measured in 6__________. If a computer has 1,024 megabytes of memory, and the memory type is SDRAM, this is written as 1,024 MB SDRAM, and is pronounced "a thousand and twenty-four megabytes ess-dee-dram".

The processor and memory modules are located on the 7___________. Changing a computer’s processor is not generally practical, but the memory can usually be 8___________.

B. Power

<table>
<thead>
<tr>
<th>disconnect</th>
<th>fan</th>
<th>mains electricity</th>
</tr>
</thead>
<tbody>
<tr>
<td>overheating</td>
<td>shock</td>
<td>spikes</td>
</tr>
<tr>
<td>supply</td>
<td>surge protector</td>
<td>transformer</td>
</tr>
</tbody>
</table>

1. Laptops are powered by batteries or ____________.

2. Mains electricity is converted to lower voltage by a ____________.

3. A ____________ protects electronic equipment from damage caused by power ____________.

4. If you remove the cover from a computer, make sure you ____________ the electricity _____________. Otherwise, you may get an electric _____________.

5. The computer is cooled by a _____________. This prevents the processor from _____________.

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
1.12 Data storage

<table>
<thead>
<tr>
<th>burn</th>
<th>capacity</th>
<th>card</th>
<th>drawer</th>
</tr>
</thead>
<tbody>
<tr>
<td>eject</td>
<td>free space</td>
<td>hard drive</td>
<td>stick</td>
</tr>
</tbody>
</table>

1. The data and applications on your computer are stored on the _______________.

2. To run this application you need at least 50MB of _______________ on your hard drive.

3. My computer’s hard drive has a _______________ of 120GB.

4. Do you like this CD? I can _______________ you a copy if you want.

5. The opposite of “Insert the DVD” is "_____________ the DVD”.

6. I can’t eject the CD. I think the _______________’s stuck.

7. Digital cameras usually store pictures on a memory _______________ or a memory _______________.

Which do you think is the best solution for each problem? (More than one solution is possible for some of the problems.)

1. I want to make a copy of a music CD.
   - a. You need an external hard drive.

2. I want to store some files. I may need to update them in the future.
   - b. Use a CD-R.

3. I want to back up data from my computer. I want to update it every day.
   - c. Try a USB flash drive.

4. My computer’s having problems with reading and writing CDs.
   - d. Perhaps you need a new internal CD drive.

5. I want to add 100MB of extra storage to my computer.
   - e. Put them on a CD-RW.

6. I want to send a copy of a small file to a friend. He has an old computer.
   - f. Perhaps you need to defragment the hard drive.

7. My computer’s running slowly.
   - g. You could put it on a floppy disk.
1. Scanners, printers and webcams are _________.
   a. extras  b. peripherals  c. externals

2. Add extra USB ________ to your computer….
   a. ports  b. doors  c. windows

3. … with a USB ________.
   a. centre  b. point  c. hub

4. ADSL is also known as _________.
   a. wideband  b. broadband  c. longband

5. I want to get a ________ ADSL modem.
   a. quick-speed  b. fast-speed  c. high-speed

6. The internet is much faster with a broadband connection than with _________.
   a. dial-up  b. phone-up  c. call-up

7. With a wireless router, you can ________ your broadband connection with other users.
   a. divide  b. combine  c. share

8. This wire’s too short. I need an ________ cable.
   a. extended  b. extension  c. extender

9. You can connect a USB plug to a PS/2 port by using ________.
   a. an adaptor  b. a bridge  c. a connector

**Bluetooth®**

<table>
<thead>
<tr>
<th>data signals</th>
<th>developed wireless devices</th>
<th>enabled telecommunications</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bluetooth® technology enables 1__________ communication between 2__________ such as laptop computers, mobile phones and PDAs. Bluetooth® 3__________ devices use short-range radio 4__________ to exchange 5__________ quickly and easily. The technology was 6__________ by a group of computer and 7__________ companies including IBM, Intel, Nokia and Ericsson.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1.14 Networks

LAN

<table>
<thead>
<tr>
<th>intranet</th>
<th>Local</th>
<th>log onto</th>
<th>network card</th>
</tr>
</thead>
<tbody>
<tr>
<td>satellite</td>
<td>server</td>
<td>terminals</td>
<td>WAN (Wide Area Network)</td>
</tr>
</tbody>
</table>

LAN is pronounced “lan”, and stands for 1._____________ Area Network. In a typical LAN, there is a central network 2._____________ which supports a number of 3._____________. Users have to 4._____________ the network server. Pages of information that can be viewed within a LAN are called an 5._____________. A number of LANs connected to each other via 6._____________ or other form of communication are called a 7._____________. To be used as network terminals, each computer needs to have a 8._____________ installed.

Network topologies

- line (or bus)
- ring
- star
- hierarchical

1. ___________ topology
2. ___________ topology
3. ___________ topology
4. ___________ topology
1.15 Electronic payments

A. EPOS and EFTPOS

Cross out the incorrect word

EPOS (electronic point of sale) terminals are cash / money registers found in retail openings / outlets such as shops and restaurants. They are connected to a central / centre computer, and data about objects / goods and services sold is entered into the terminals via keyboards, barcode readers, touch / finger screens etc. They are useful for stock management, and can produce itemised bills and receipts / recipes.

EFTPOS (electronic funds transfer point of sale) can also transfer cash / funds directly from the customer’s bank account via a debit / paying card. They are now more common than EPOS terminals.

B. Word partnerships

Match the words.

![Diagram of a cash register]

1. cash  a. and services
2. central b. card
3. debit c. computer
4. funds d. of sale
5. goods e. outlet
6. point f. register
7. retail g. screen
8. touch h. transfer

C. Plastic

Match the cards with the phrases.

1. credit card a. Buy now, pay now.
2. debit card b. Buy now, pay the bank later.
3. cash card c. Buy now, pay the shop later.
4. loyalty card d. Spend, and get some money or goods back from the shop.
5. store card e. Take money out of a cash machine.
1.16 Review crossword

All the words can be found in Units 1.1 to 1.15

Across

1. A camera connected to the internet. (6 letters)
6. To send an SMS message. (4)
9. The most common page orientation. (8)
10. A computer’s "brain". (9)
11. It prevents a computer from overheating. (3)
14. A connection without wires. (7)
15. The place where you put a plug. (6)
20. Processor speeds are measured in these. (9)
21. The cheapest type of printer. (6)
22. Lift this before you use your scanner. (3)
24. The shop assistant does this to your credit card. (5)
26. The strip on the back of a credit or debit card. (8)

Down

2. When it’s dead, recharge it or replace it. (7)
3. You speak into this. (10)
4. The mouse moves on this. (3)
5. A computer, printer and scanner on a desk with a chair. (11)
7. Laser printers use this instead of ink. (5)
8. A design (for example, a type of keyboard) which is better for your body. (9)
12. An image on a screen is made up of thousands of these. (6)
13. Printers, scanners, webcams etc. (10)
16. A very large computer which never moves. (9)
17. A photo or drawing. (5)
18. You need to change or refill this when your printer runs out of ink. (9)
19. Two or more computers connected together. (7)
23. The slowest form of internet connection. (4, 2)
26. Image resolution is usually measured in this. (3)
Can you answer these questions in English?

1. What kind of computer do you have?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

2. Do you know the technical specifications of your computer?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

3. Would you like to upgrade your computer? If so, what kind of computer would you like to get?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

4. Which peripherals do you use most often? Why?
   __________________________________________________________
   __________________________________________________________
   __________________________________________________________

5. Do you use computer networks? If so, how do you connect to the networks you use?
   __________________________________________________________
   __________________________________________________________
Section 2: Software
2.1 Software: the basics

A. Choose the correct word to fill the spaces.

1. Turn on your computer. It will usually take a few minutes to _________.
   a. boot itself  
   b. boot up  
   c. get booted

2. Windows XP, Macintosh OSX and Linux are _________.
   a. operating systems  
   b. operating tools  
   c. operators

3. On my computer, I have a picture of my cat as the _________.
   a. desktop background  
   b. desktop picture  
   c. desktop scene

4. Microsoft Word, Adobe Acrobat and CorelDraw are programs or _________.
   a. applicators  
   b. appliers  
   c. applications

5. To open Microsoft Word, click on the _________.
   a. picture  
   b. symbol  
   c. icon

6. I keep all my digital photos in a _________. called “Photos”.
   a. folder  
   b. packet  
   c. box

7. Is it possible to open Microsoft Excel ________ in Word?
   a. texts  
   b. files  
   c. pages

8. In Microsoft Word, to start typing a new letter, open a new _________.
   a. document  
   b. page  
   c. paper

9. When you ________ a document, it’s sent to the recycle bin.
   a. destroy  
   b. erase  
   c. delete

10. Deleted documents stay in the recycle bin until you ________ it.
    a. wash  
    b. empty  
    c. clean

11. In Windows, the icon is just a ________ to the application. If you delete the icon, the application will still be on your computer.
    a. connector  
    b. shortcut  
    c. link

12. If the computer crashes, you can try pressing the ________ button.
    a. restart  
    b. recommence  
    c. replay

13. When I’ve finished using my computer, I always _________.
    a. close it down  
    b. shut it down  
    c. shut it off

14. If I leave my computer on without using it, after a while it goes into ________ mode.
    a. stand down  
    b. waiting  
    c. standby
B. Insert the missing words.

1. I couldn’t open the document you emailed me. I don’t have Microsoft Word _______ on my computer.

2. Click on that icon to _______ Internet Explorer.

3. I _______ an important document, and now I can’t find it.

4. If your computer is _______ several applications at the same time, it’s more likely to crash. It’s better to _______ the applications you’re not using.

5. You can access all the applications on your computer from the _______.

6. You can view two Word documents on the screen at the same time. You just open a new _______.

7. It’s easy to move files into a folder. You can just _______.

8. I asked the computer to _______ for files with “English” in the name, but it didn’t _______ any.

9. This is a shared computer. Each _______ has their own _______.

10. You can _______ space on your hard drive by _______ applications you never use.

11. If you _______ your photos as JPEGs instead of TIFFs, you’ll use a lot less memory.

12. Close drag and drop find free up installed launch password renamed running save search start menu uninstalling user window
2.2 Using software: useful verbs

*Match the words on the left with the words on the right.*

**Set 1**

1. arrange **the** a. a Microsoft Word file  
2. cut and **paste** b. a new window  
3. **install** c. photo. It's too big.  
4. **open** the document in d. an application  
5. **resize** the e. some text  
6. save **it as** f. icons on the desktop

**Set 2**

1. **copy** the a. for a lost file  
2. **customize** your b. a program  
3. **launch** c. "search" function  
4. **search** d. text into a new document  
5. send **the file** e. to a different folder  
6. use **the** f. desktop

**Set 3**

1. accidentally **deleted** an a. menu  
2. **exit** b. important file  
3. **click** on that button c. an application  
4. **pull down** a d. as a web page  
5. **replace** the existing e. on the task bar  
6. **view** f. file

**Set 4**

1. **close down** an a. after a session  
2. **log off** b. all folders  
3. **look in** c. application  
4. put **the file** d. hard drive  
5. **run** a e. on a USB memory key  
6. **wipe** the f. program

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
2.3 The control panel

Write the words into the spaces.

adding       background       customising
default      digital          displayed
format       image            performance
properties   screen saver     setting up
tasks        wallpaper        wireless

The control panel provides options for 1. **customising** the appearance of your computer screen, 2. ________ or removing programs and 3. ________ network connections.

When you get a new computer, perhaps the first thing you will want to do is set the date and time. You can also choose the 4. ________ for dates and times. For example, November 4th 2007 can be 5. ________ as 04-11-2007, 2007-11-04 or in various other formats.

You may wish to change the desktop 6. ________ to a picture, for example a personal photo taken on a 7. ________ camera. A picture on the desktop background is also known as 8. ________.

If a computer screen shows the same 9. ________ for a very long time, it can leave a permanent impression. To avoid this, you can choose a 10. ________. This is usually a simple moving pattern which activates if the computer is not used for a set amount of time (for example, five minutes).

You can also use the control panel to set up or change internet and other network connections, including 11. ________ network connections.

In fact, you can change most aspects of your computer’s 12. ________ through the control panel, such as the system 13. ________, modem settings, scheduled 14. ________, although most users prefer to leave on the 15. ________ settings rather than changing them.
2.4 Applications

A. Match the descriptions on the left with these famous applications.

1. word processor
2. spreadsheet
3. virus protection
4. browser
5. image editor
6. media player
7. email software
8. presentation software
9. graphic design software

a. Adobe Photoshop
b. Internet Explorer
c. Microsoft Word
d. Microsoft Excel
e. Microsoft PowerPoint
f. Norton AntiVirus
g. Outlook Express
h. Adobe PageMaker
i. RealPlayer

B. Crossword

1. programs which tell the computer what to do (8)

2. a piece of software which makes a computer do a task (for example, edit an image) (11)

3. any set of instructions for a computer (7)

4. software which operates a peripheral, such as a scanner or printer (6)

5. application which stores and displays digital photos (5,5)

6. you enter a security code to prove that you have a _______ to use the software (7)

7. software which prevents unauthorised access to your computer over the internet (8)

8. a series of letters and numbers which you have to enter before installing some programs (8,4)

9. download new features for an application (6)

10. an unauthorised copy of a program (7)
### 2.5 Some useful adjectives

**A. Choose the best words.**
1. Software which is easy to use is…
   - a. user-easy
   - b. user-friendly
   - c. usable

2. Software which is obvious to use is…
   - a. intuitive
   - b. guessable
   - c. comprehensible

3. Software which is not obvious to use is…
   - a. counter-intuitive
   - b. unintuitive
   - c. non-intuitive

4. Software for use by children and schools is…
   - a. learning
   - b. teaching
   - c. educational

5. Software for use by businesses is…
   - a. commercial
   - b. businesslike
   - c. busy

6. Software made specially for one company is…
   - a. one-off
   - b. unique
   - c. tailor-made

7. Software for use at home is…
   - a. for home use
   - b. for house use...
   - c. for household use

8. Software which has been illegally copied is…
   - a. unreal
   - b. pirated
   - c. fake

9. Software which has been bought from the company that produced it is…
   - a. real
   - b. justified
   - c. licensed

**Types of software**

**B. Match the type of software with the definition.**

1. trial version
   - a. A simplified version which is cheaper to buy.

2. shareware
   - b. Software which is in the public domain. Anybody can use it without paying.

3. freeware
   - c. The full version with all the features.

4. home-use version
   - d. You can try it for a while for free. Then if you want to keep using it, you are expected to pay a small fee to the writer.

5. professional version
   - e. You can use it for free for a while (often a month). When the trial period finishes, you have to pay, or the program will de-activate.
2.6 Word processing 1

**Typewriters**

The earliest recorded attempt to produce a mechanical writing device was in 1714, but the first usable typewriter was produced by Remington in 1873. It had most of the features of later machines, except that it typed only in capital letters. With the addition of lower case (“small”) letters in 1878, the basic design was in place.

Portable typewriters appeared in 1912, and electric machines became available in 1925. By this time millions of typewriters were in use, and in countries using the Roman alphabet, very few official letters and documents were still being handwritten.

Although typewriters are still manufactured in small quantities, they have largely been replaced by computer word-processing applications. Some people remain nostalgic for the old-fashioned typewriter, though. It requires no electricity, no separate printer and no expensive ink cartridges (a single ribbon will type hundreds of pages, and is quick and cheap to replace). Most significantly, perhaps, with no easy correction, sentences have to be fully thought-out before they are committed to paper - an intellectual discipline perhaps in danger of being forgotten in the age of cut, copy, paste and delete.
A. Write the numbers next to the words.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>top margin</td>
<td></td>
</tr>
<tr>
<td></td>
<td>bottom margin</td>
<td></td>
</tr>
<tr>
<td></td>
<td>left-hand margin</td>
<td></td>
</tr>
<tr>
<td></td>
<td>right-hand margin</td>
<td></td>
</tr>
<tr>
<td></td>
<td>heading (or title)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>body text</td>
<td></td>
</tr>
<tr>
<td></td>
<td>paragraph break</td>
<td></td>
</tr>
<tr>
<td></td>
<td>indent</td>
<td></td>
</tr>
<tr>
<td></td>
<td>illustration</td>
<td></td>
</tr>
<tr>
<td></td>
<td>border (or frame)</td>
<td></td>
</tr>
<tr>
<td></td>
<td>page number</td>
<td></td>
</tr>
<tr>
<td></td>
<td>page border (or edge of the page)</td>
<td></td>
</tr>
</tbody>
</table>

B. Match the words with the types of lettering

- bold
- bold italic
- italic
- lower case (or small letters)
- outline
- plain text
- shadow
- strikethrough
- underline
- upper case (or capital letters)

1. __________ ABCDEFG
2. __________ abcdefg
3. __________ Typewriters
4. __________ Typewriters
5. __________ Typewriters
6. __________ Typewriters
7. __________ Typewriters
8. __________ Typewriters
9. __________ Typewriters
10. __________ Typewriters

C. Choose the best words.

1. The text about typewriters is divided into three __________.
   a. sections
   b. paragraphs
   c. chunks

2. Times, Arial and Courier are types of __________.
   a. lettering
   b. character
   c. font

3. The text about typewriters is __________.
   a. single spaced
   b. double spaced
   c. one-and-half spaced

4. “Inventions that Changed the World” is the __________.
   a. header
   b. footer
   c. footnote

5. Do you think the margins are too __________ or __________?
   a. big / small
   b. wide / narrow
   c. long / short

6. Do you like the page ________?
   a. layout
   b. organisation
   c. pattern
# Sunnydays Coach Tours

## Winter / Spring Tours

<table>
<thead>
<tr>
<th>Date</th>
<th>Destination</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Dec 1st</td>
<td>Paris</td>
<td>Five nights in a four star hotel just 200 metres from the Eiffel Towers. All meals included. Depart London 10 am.</td>
</tr>
<tr>
<td>Dec 7th</td>
<td>Amsterdam</td>
<td>Three nights in simple guest house overlooking a canal in the heart of Amsterdam. Breakfast and a canal tour included in the price. Depart 8.00 am Bristol, 10.15 am London.</td>
</tr>
<tr>
<td>Dec 11th</td>
<td>Christmas Markets in Vienna</td>
<td>Discover the magic of Austria’s Christmas markets. Five nights half-board. Optional extra trip to Innsbruck. Depart Cardiff 8 am Dec 11th, and London 9 am Dec 16th.</td>
</tr>
<tr>
<td>Dec 29th</td>
<td>New Year in Verona</td>
<td>Three nights half board in one of northern Italy’s most beautiful cities. On the evening of Dec 31st enjoy a five course gourmet meal in one of Verona’s finest restaurants, followed by the traditional firework display in Piazza Bra.</td>
</tr>
<tr>
<td>Jan 13th</td>
<td>Skiing in the French Alps</td>
<td>Avoid the airport crowds – go by coach! Departures Saturdays 8am London. Drop-off points throughout SW France. Wide range of accommodation packages available.</td>
</tr>
<tr>
<td>Mar 20th</td>
<td>Berlin</td>
<td>Five nights full board in a two star hotel conveniently located a short metro ride from the city centre. Price includes a three-day travel pass. Depart 8.00 am Bristol, 10.15 am London.</td>
</tr>
<tr>
<td>Apr 4th</td>
<td>Easter in San Sebastian</td>
<td>Enjoy the traditional Easter celebrations in one of northern Spain’s most elegant and atmospheric cities. 6 nights half board in a three star seafront hotel. Depart London 8.30 am.</td>
</tr>
<tr>
<td>Apr 11th</td>
<td>The Tulip Fields of Holland</td>
<td>Experience the beauty of rural Holland in spring, based in a comfortable guesthouse in the historic city of Delft. Five nights half board. Depart Cardiff 8 am Apr 11th, and London 9 am April 17th.</td>
</tr>
<tr>
<td>Apr 24th</td>
<td>Barcelona</td>
<td>Five nights in a centrally-located one-star hotel on a bed-and-breakfast basis. Price includes a three-day city transport card. Optional extra excursion to the Salvador Dali museum in Figueres. Depart London 8 am</td>
</tr>
</tbody>
</table>

### A. Choose the best words.

1. “Winter / Spring Tours” is the _________.
   - a. under-heading
   - b. sub-heading
   - c. below-heading

2. The body text is divided into two _________.
   - a. columns
   - b. pillars
   - c. strips

3. The body text is _________.
   - a. left-aligned
   - b. centred
   - c. justified

4. The illustration isn’t original artwork. It’s _________.
   - a. screen art
   - b. free art
   - c. clipart

5. The clipart has been given _________.
   - a. an under shadow
   - b. a drop shadow
   - c. a sub-shadow

6. This poster has been given a 10% grey background _________.
   - a. wash
   - b. fill
   - c. colour

7. The design of this poster is _________.
   - a. a bit amateurish
   - b. highly professional
   - c. state-of-the-art
Punctuation and symbols

B. Match the words with the punctuation marks and symbols.

1. full stop  a. !
2. comma  b. @
3. exclamation mark  c. ,
4. question mark  d. &
5. single quotes  e. 
6. double quotes  f. =
7. dollar sign  g. ‘Hello’
8. percentage sign  h. →
9. ampersand  i. *
10. asterisk  j. “Hello”
11. hash  k. –
12. brackets  l. –
13. left bracket  m. ?
14. square brackets  n. /
15. underscore  o. ( )
16. hyphen  p. $
17. plus sign  q. \%
18. equals sign  r. [ ]
19. colon  s. %
20. semicolon  t. ( )
21. “at” sign  u. #
22. forward slash  v. :
23. backward slash  w. +
24. arrow  x. ;

C. Look at this table, and answer true or false.

<table>
<thead>
<tr>
<th>Departure times</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bristol</td>
</tr>
<tr>
<td>8.15</td>
</tr>
<tr>
<td>14.00</td>
</tr>
<tr>
<td>17.45</td>
</tr>
</tbody>
</table>

1. All the cells are the same size.

2. There are four columns and three rows.

3. The text in the top bar is reversed-out.

4. The middle column has a lighter flood fill.

5. The text is centred within its cells.

6. The table gridlines are grey.
2.8 Word processing 3

A. **Match the word processing tool with the task.**

1. word count
2. spell checker
3. auto format
4. template
5. find
6. replace
7. print preview
8. track changes
9. mail merge
10. macro

- a. produces form letters and address labels
- b. counts the number of words, lines and paragraphs
- c. finds all instances of a word or phrases in a document
- d. checks the text for spelling errors
- e. automatically changes the styles of headings, lists etc.
- f. shows how a document has been altered
- g. records a sequence of commands, and applies them when required
- h. a pre-formatted blank document – just type your text into the fields
- i. shows how the document will look in print
- j. replaces words or phrases in a document with new text

B. **Match the words with the examples.**

1. Times 10 point
2. Times 24 point
3. bullet points
4. superscript
5. subscript
6. justified text
7. highlighted text
8. text wrap

- a. Jane stared at the screen
- b. Jane stared at the screen. The document had disappeared! She hadn’t made a back-up copy. Hours of work wasted!
- c. Possible courses of action:
  - Re-type the entire document.
  - Get a computer engineer to find if the text could be retrieved.
  - Resign, and get another job.
- d. Jane stared at the screen.
- e. Jane stared at the screen.
- f. Jan. 24th
- g. A₂
- h. Jane stared at the screen. The document had disappeared! She hadn’t made a back-up copy. Hours of work wasted!
C. True or false?

D. Choose the best words.

1. This text has been rotated 45 degrees anti-clockwise.

2.9 Image editing

A. Match the word with the definition.

1. crop  
2. sharpen  
3. soften  
4. zoom in  
5. zoom out  
6. flip  
7. rotate  
8. touch up  
9. clone  
10. rasterize  

a. turn an image  
b. reverse an image  
c. improve the appearance of an image  
d. remove part of an image  
e. copy part of an image to another point in that image  
f. view part of the image in more detail  
g. view more of the image in less detail  
h. convert a vector image to a bitmap image (see B5 below)  
i. make the image less blurred  
j. make the image more blurred

B. True or false?

1. Greyscale images take up more disk space than colour images.

2. It's often preferable to scan line drawings as black and white images rather than greyscale images. This takes up less disk space, and produces sharper lines. This type of image is also known as lineart.

3. On most computers, you can view photos as a slideshow – each photo is shown for a few seconds.

4. You can also view photos as fingernails – small versions of the photos, with lots shown on the screen at the same time.

5. A vector image (for example, a clipart image) can be expanded to any size without loss of resolution. A bitmap image (for example, a photo) is made of pixels, so it loses resolution when it is expanded.
Choose the best words from each pair in **bold**.

1. It’s usually possible to **import** / **introduce** Adobe PageMaker files into Adobe InDesign. The majority of graphic design applications can **export** / **send off** documents as PDF files, or as HTML web pages.

2. This box has a black **frame** / **outside**, also known as a *stroke*. Inside the frame, the fill is a **fade** / **gradient** from dark grey to light grey. The difference between the two versions of "wave", is that **curling** / **kerning** has been applied to the top version.

3. A frame, graphic or block of text is known as **an object** / **a thing**. These are arranged in **levels** / **layers** – the top layer **overlaps** / **overruns** the layer below.

4. This image is **blurred** / **soft** at the edges (see unit 1.6 for the original). This **result** / **effect** is also known as **feathering** / **birding**.

5. **Full bleed** / **total bleed** means that the page is printed right up to the edges – there are no white margins. The **snail** / **slug** area is the area outside the area to be printed where instructions for the printer are written.

6. This image has been **pulled** / **stretched** (see unit 2.8 for the original).

7. Before a document goes **to press** / **for printing**, it’s essential to check the **examples** / **proofs** for errors.

8. Like desktop printers, most colour printing **machines** / **presses** print in four colours: cyan (light blue), magenta (dark pink), yellow and black. Before printing, a document must be divided into the four colours. This process is called **colour separation** / **division**. These separations are then turned into **plates** / **stamps** – one for each of the inks that will be used.

9. Prior to colour separation, coloured images, graphics and text have to be **transformed** / **converted** from RGB (Red Green Blue), the colour format of computer displays, to CMYK (Cyan Magenta Yellow Black) the colour format of printing presses.

10. The process of preparing documents from a graphic designer for the printing press is called **reprographics** / **reproduction**.
### 2.11 Spreadsheets

<table>
<thead>
<tr>
<th></th>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
<th>E</th>
<th>F</th>
<th>G</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

#### A. Choose the best word.

1. A basic spreadsheet is a __________ of spaces for data.
   - a. grid
   - b. cage
   - c. ladder

2. A spreadsheet consists of columns and __________.
   - a. lengths
   - b. lines
   - c. rows

3. A spreadsheet grid is called a worksheet. A file containing one or more worksheets is called a __________.
   - a. workout
   - b. work
   - c. workbook

4. In the worksheet above, the __________ cell is in column B, row 3.
   - a. important
   - b. active
   - c. focus

5. Use the mouse pointer to select a single cell or __________ of cells.
   - a. bunch
   - b. group
   - c. block

6. It’s easy to adjust the column __________.
   - a. size
   - b. width
   - c. space

7. Spreadsheets can perform mathematical __________.
   - a. calculations
   - b. deductions
   - c. jobs

8. To get a worksheet to perform a mathematical calculation, you have to enter a __________.
   - a. format
   - b. form
   - c. formula

9. A number in a spreadsheet cell is often called a __________.
   - a. digit
   - b. numeral
   - c. value

10. To remove the contents of a cell is to __________ that cell.
    - a. clean
    - b. wash
    - c. clear

11. To remove a complete row is to __________ that row.
    - a. wipe
    - b. delete
    - c. erase

12. Changing the fonts, colours etc. of a spreadsheet is called __________.
    - a. formatting
    - b. forming
    - c. reforming

---

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
B. Add the arithmetic operator symbols to the table below.

\[
\begin{array}{cccc}
\ast & / & \wedge & - & + \\
\end{array}
\]

<table>
<thead>
<tr>
<th>symbol</th>
<th>verb</th>
<th>noun</th>
<th>everyday speech</th>
</tr>
</thead>
<tbody>
<tr>
<td>add</td>
<td>addition</td>
<td>&quot;five plus three equals eight&quot;</td>
<td></td>
</tr>
<tr>
<td>subtract</td>
<td>subtraction</td>
<td>&quot;five minus three equals two&quot;</td>
<td></td>
</tr>
<tr>
<td>multiply</td>
<td>multiplication</td>
<td>&quot;five multiplied by three equals fifteen&quot;</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td>&quot;five times three equals fifteen&quot;</td>
<td></td>
</tr>
<tr>
<td>divide</td>
<td>division</td>
<td>&quot;fifteen divided by three equals five&quot;</td>
<td></td>
</tr>
<tr>
<td>raise to the power of</td>
<td></td>
<td>&quot;ten to the power of five is 100,000&quot;</td>
<td></td>
</tr>
</tbody>
</table>

C. Answer true or false.

\[
\begin{array}{cc}
0.75 \rightarrow 7.5 \\
\end{array}
\]

1. The decimal point has been shifted one place to the right. **TRUE / FALSE**

\[
\begin{array}{c}
188 \\
102 \\
65 \\
12 \\
\end{array}
\]

2. The four numbers above have been sorted in ascending order. **TRUE / FALSE**

\[
\begin{array}{c}
0.005 \\
0.05 \\
5,000 \\
5,055.5 \\
\end{array}
\]

3. The four numbers above have been sorted in descending order. **TRUE / FALSE**

\[
\begin{array}{c}
apples \\
bananas \\
pears \\
pineapples \\
\end{array}
\]

4. The four words above have been sorted in alphabetical order. **TRUE / FALSE**

D. Choose the best words from each pair in grey type.

Three useful features in Microsoft Excel:

- Cells can contain 1 text / language, numerical 2 values / details and formulas. It’s also possible to add pop-up comment 3 boxes / squares containing additional information (choose Comment from the Insert menu).

- The Fill and Autofill commands can be used for making multiple copies of the contents of a cell. Autofill can also be used to automatically create a 4 list / series of months, numbers etc.

- You can improve the 5 looks / appearance of a spreadsheet very quickly by using the AutoFormat feature.
1. In Microsoft PowerPoint, when creating a new presentation, you can choose between a blank presentation, a design template and the AutoContent _________.
   a. witch  b. wizard  c. bogeyman

2. PowerPoint can be used to create presentation _________.
   a. slideshows  b. picture shows  c. exhibitions

3. You can choose a ________ to move from one slide to another.
   a. changing effect  b. moving effect  c. transition effect

4. You can include moving pictures in your presentation. These are called _________.
   a. films  b. movies  c. animations

5. You can choose a ________ for your presentation.
   a. colour pattern  b. colour arrangement  c. colour scheme

6. You can give your presentation over the internet as an _________.
   a. online broadcast  b. online show  c. online spectacle

7. It’s usually clearer to present statistics in the form of a table or _________.
   a. chart  b. figure  c. track

8. If you wish, the software will help you ________ of your presentation.
   a. practice the times  b. rehearse the timing  c. try out the times

9. You can choose to record the ________ on your computer…
   a. narration  b. speaking  c. voice

10. …rather than giving it _________.
    a. in real life  b. for real  c. live
Choose the correct preposition. Then match the problem with the solution.

1. The operating system **in** / **on** my computer doesn’t support the latest version **of** / **from** this application.
2. These files are too big.
3. My computer says it hasn’t got enough memory **for** / **to** run this program.
4. I can’t understand this program. It’s too complicated.
5. I think there’s a bug **in** / **inside** this software.
6. There doesn’t seem to be an icon for the program **in** / **on** the desktop.
7. I can’t use this program. It’s all **in** / **with** French!
8. I can’t get the driver for my new printer **to** / **at** work.
9. I haven’t got a media player **in** / **on** my computer.

a. You can download one for free **to** / **from** the internet.
b. Perhaps you could get an older version – or buy a new computer!
c. What about uninstalling the driver for your old printer?
d. Have you checked to see if there are any updates available **in** / **on** the internet?
e. Why don’t you close off / **down** all those other applications you’ve got open?
f. You can get a manual. I’ve seen one in the local bookshop.
g. How about compressing them **with** / **by** WinZip?
h. Go **to** / **on** the “start” menu, and click **at** / **on” All Programs”.
i. Change the language setting.

2.14 Which program?

*Match the operations with the application types.*

<table>
<thead>
<tr>
<th>Operation</th>
<th>word processor</th>
<th>spreadsheet</th>
<th>image editor</th>
<th>media player</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. select text</td>
<td></td>
<td></td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>2. save as JPEG</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3. insert table</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>4. play</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>5. touch up</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6. import photo</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7. exit</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>8. copy from CD</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>9. check internet for updates</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>10. copy a block of cells</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>11. insert text box</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>12. page set-up</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>13. optimise for internet</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>14. uninstall</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>15. add border</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>16. insert bullet points</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>17. convert to MP3</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>18. paste into new document</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>19. check spelling</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>20. change text direction</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>21. flip, crop and rotate</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>22. sort</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>23. alter formula values</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>24. create playlist</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>25. print</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>26. clear all cells</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>27. maximise window</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>28. insert column break</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>29. convert to greyscale</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>30. open</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
1. Can you name three operating systems?

2. Where do deleted documents go?

3. What's another word for the desktop background? (It begins with W.)

4. Where do you go to customise the appearance and other settings of your computer?

5. What type of application can be used to touch up photos?

6. What type of application can be used to store and play music?

7. What do you call software that can be used by anybody without a licence?

8. How would you describe this text?

**REVISION QUIZ**

9. Which will fit more text onto a page, Arial 9 point double spaced, or Arial 36 point single spaced?

10. What do you call a pre-formatted blank document?

11. Where is a section of cut or copied text (or image) temporarily stored?

12. How is a flipped image different to the original?

13. What's the opposite of sharpening an image?

14. What do you call very small versions of images?

15. What word means to put in alphabetical or numerical order?

16. What do you call one box in a table or spreadsheet?

17. What word beginning with S means a series of displays in a presentation?

18. What do you call a small technical problem in a piece of software?

19. What does WinZip do? (Clue: is the file too big?)

20. What kind of software operates printers, scanners etc?

21. Tables and spreadsheet grids are made up of _____ (vertical) and _____ (horizontal).

22 to 30. Can you name these symbols?

22. $  
23. &  
24. *  
25. #  
26. ( )  
27. /  
28. \  
29. ?  
30. +
2.16 Your software

Can you answer these questions in English?

1. Which application do you use most often? Why?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

2. How does it help you in your work?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

3. Which features do you find most useful?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

4. Does it have any limitations which annoy you? What are they?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

5. Is there an application you’d like to learn to use? What would you use it for?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

And this disk is the tutorial on how to use the tutorial disk.
Section 3: The Internet
3.1 The internet: the basics

A. Choose the best word from each pair in grey type.

What's the difference between the Web and the internet?

Some people think that the internet and the Web are the same thing, but in fact they are different. The internet (often called simply "the net") is a global network of interconnected computers. These computers communicate with each other over existing telecommunications networks – principally, the telephone system. The Word Wide Web (usually known as just "the Web") is the billions of web pages that are stored on large computers called web servers.

To see/access the web, you need a computer and a modem. You then connect over your telephone line to an internet service provider (ISP), which sends your request to view a particular web page to the correct web server.

Websites are not the only service available on the internet. It is also used for many other functions, including sending and receiving email, and connecting to newsgroups and discussion groups.

You could say that the internet is a system of roads, and web pages and emails are types of traffic that travel on those roads.

B. Put these operations in the order that you do them (variations are possible).

1. close down your browser
2. connect to your ISP
3. disconnect from the internet
4. enter a web address (also known as a URL*) into the address field
5. launch your browser (for example, Internet Explorer, Netscape Navigator or Mozilla Firefox)
6. perhaps wait for a few seconds while the web-page downloads
7. view the page

* URL stands for Uniform Resource Locator, but the full term is almost never used

Web addresses

- Web address / URL: http://www.acblack.co.uk
- domain name: www.acblack.co.uk
- host: acblack
- protocol: http://
- type of site: .co.uk
- country code: .uk

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
C. Choose the best words.

1. ADSL* is more commonly known as ________.
   a. longband  
   b. broadband  
   c. wideband

2. Broadband internet connection is much faster than ________.
   a. dial-in  
   b. dial-through  
   c. dial-up

3. Before you can connect to the internet for the first time, you have to ________ an account with an ISP.
   a. set  
   b. set up  
   c. set in

4. Each time you want to connect to your ISP’s system, you have to enter a log-in name and a ________.
   a. security word  
   b. safe word  
   c. password

5. You can set your computer to ________ your log-in details, so you don’t have to type them in each time.
   a. store  
   b. remember  
   c. recall

6. With a broadband connection, you usually have to pay a ________.
   a. fixed monthly price  
   b. fixed monthly fee  
   c. fixed monthly cost

7. With dial-up, you can usually choose a ________ tariff.
   a. pay-as-you-go  
   b. pay-what-you-want  
   c. pay-if-you-like

8. Some broadband contracts limit the amount of ________ you can have each month.
   a. pages  
   b. traffic  
   c. use

9. Looking at web pages can be called “navigating the Web” but is more commonly called ________.
   a. “surfing the net”  
   b. “skiing the net”  
   c. “swimming the net”

10. You can often find the answer to a question by ________ on the internet.
    a. looking at it  
    b. looking for it  
    c. looking it up

11. When your computer is not connected to the internet, it is ________.
    a. out of line  
    b. offline  
    c. off the line

12. Internet banking is also called ________.
    a. online banking  
    b. on the line banking  
    c. inline banking

13. An unexpected disconnection from the internet is called a ________.
    a. lost connection  
    b. missed connection  
    c. dropped connection

14. A file which is copied from the internet onto your computer is called ________
    a. an upload  
    b. a download  
    c. a load

15. Downloading files from the internet can ________ your computer with a virus.
    a. infect  
    b. contaminate  
    c. dirty

*ADSL stands for asymmetric digital subscriber line, but the full term is almost never used.
3.2 Internet browsers

A. Match the browser toolbar button with the function.

1. Back
   a. Shows a list of the websites you have visited recently.

2. Forward
   b. Opens the media bar, accessing internet radio, music, video etc.

3. Stop
   c. Displays the page you were on before.

4. Refresh¹ / Reload²
   d. Shows the latest version of the page.

5. Home
   e. Opens the search panel.

6. Search
   f. Displays the page you were on before using the Back button.

7. Favourites¹ / Bookmarks²
   g. Displays the page you have set as your home page.

8. Media
   h. Prints the current page.

9. History
   i. Stops a page from downloading.

10. Mail
    j. Displays the web addresses you have chosen as your favourites.

11. Print
    k. Shows email options.

¹ Microsoft Internet Explorer; ² Netscape Navigator / Mozilla Firefox

Quiz

Do you know the answers to these technical questions about browsers? Answer true or false for each one.

1. All browsers (Internet Explorer, Mozilla Firefox etc) have exactly the same functions.

2. Cookies are data sent by an internet server to a browser. They identify the user, and track the user’s access to the server.

3. You can get your browser to delete the cookies it has stored. (In Internet Explorer go to Tools, then to Internet Options, then to Delete Cookies.)

4. Pages you have viewed are stored in the Temporary Internet Files folder. These cannot be deleted.

5. You can tell your browser how long to store web addresses in the History.

6. You can set your browser to block pop-up windows.

7. All pop-ups are advertisements.

8. You can add extra toolbars to your browser window, for example a toolbar from Google.
A. Using a search engine

Put the words into the spaces.

- click on
- criteria
- database
- hyperlinks
- keywords
- matches
- media
- refine
- returns
- sponsored
- view

Stage 1: Enter one or more _____________.

Stage 2: The search engine looks for _____________ in all the web pages on their _____________.

Stage 3: The search engine ____________ the matches (or "hits") with _____________ to the web pages.

Stage 4: The search engine may also return "___________ links". These are links to the websites of companies who have paid the search engine company.

Stage 5: You ____________ the hyperlink to ____________ the web page.

Stage 6: If necessary, you can ____________ your search by using advanced search ____________ such as language, country or the type of _____________ you are looking for.

B. Logical operators

You can refine your search by using logical operators. Match the search engine instructions with the matches.

2. English + vocabulary  b. Pages containing the phrase English vocabulary.
3. English NEAR vocabulary  c. Pages containing one of the words, but not both.
4. English OR vocabulary  d. Pages where the two words appear close together.
5. English NOT vocabulary  e. All pages that contain English except the ones which also contain vocabulary.
3.4 Things on the net

A. Match the activities with the internet features.

1. Keep a public diary of your journey through South America
   a. webmail

2. Lose lots of money
   b. online music store

3. Find out about the First World War
   c. instant messaging

4. Download songs
   d. online radio

5. Listen to music in real time
   e. portal

6. Check your email from any computer
   f. blog

7. Find links to other websites
   g. online encyclopedia

8. Exchange messages in real time with friends or colleagues
   h. currency converter

9. Check the latest exchange rates
   i. e-zine

10. Read new articles about a subject that interests you
    j. online casino

B. Can you match these activities with the internet features? (It's not easy – the terms are sometimes confused with each other.)

1. Exchange messages in real time about anything you like with strangers.
   a. newsgroup

2. Post messages about your favourite pop group, and maybe reply to other fans' messages.
   b. forum

3. Exchange information and messages about saving a local wood from development with anybody who wants to join in.
   c. discussion group

4. Exchange information and views about the economy of Australia with other Australian economists.
   d. bulletin board / noticeboard

5. Post / download photos, video clips and messages among a group of friends.
   e. chatroom
Choose the best words to complete the sentences.

1. “The website gets a thousand hits a week” means the website has a thousand ________ a week.
   a. sales  b. visits  c. search engine matches

2. The words, images and other material that make up a website are called ________.
   a. the contents  b. the content  c. the filling

3. Designs and drawings in websites are usually called ________.
   a. web pictures  b. web graphics  c. web illustrations

4. Moving pictures in websites are usually called ________.
   a. cartoons  b. movies  c. animations

5. Websites with sounds and/or video clips and/or animations have ________ content.
   a. multimedia  b. many-media  c. mixed-media

6. A space in a website where you enter information (address, password etc.) is called a ________.
   a. box  b. strip  c. field

7. A hyperlink (see 3.3) is often called just ________.
   a. a link  b. a hyper  c. an HL

8. In real time (see 3.4) means ________.
   a. during working hours  b. instantly  c. in British Standard Time

9. A place with computers for public internet use is usually called an internet café or ________.
   even if they don’t serve coffee.
   a. web café  b. computer café  c. cyber café

10. Internet cafés offer internet ________.
    a. connection  b. availability  c. access

11. A program that adds functions to a browser (eg Shockwave) is called a ________.
    a. plug  b. plugged-in  c. plug-in

12. Temporary internet files are stored in the ________.
    a. cash  b. cache  c. cashe

13. Colours which all browsers can display without problems are called ________ colours.
    a. browser safe  b. browser acceptable  c. browser easy
3.6 E-commerce

Shopping on the net

A. Fill the gaps, then put these stages in order (number them 1 to 8).

<table>
<thead>
<tr>
<th>account</th>
<th>add</th>
<th>browse</th>
<th>checkout</th>
</tr>
</thead>
<tbody>
<tr>
<td>confirm</td>
<td>delivery</td>
<td>details</td>
<td>invoice</td>
</tr>
<tr>
<td>shopping basket</td>
<td>sign in</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

You usually have to allow at least two working days for 1. ________

Choose an item, and 2. ________ it to your 3. ________

Click 4. "__________". Now it's too late to change your mind!

When you have finished shopping, click "proceed to 5. ________".

Usually, you will receive an 6. ________ by email.

Enter your name, address and card 7. ________.

Before you can start shopping, you usually have to 8. ________ to the site. (If you don't already have an 9. ________, you have to create one.)

10. ________ the website, and decide what you want to buy.

B. Put the words into the spaces.

<table>
<thead>
<tr>
<th>bid</th>
<th>down</th>
<th>encrypted</th>
<th>online</th>
</tr>
</thead>
<tbody>
<tr>
<td>outbid</td>
<td>padlock</td>
<td>secure server</td>
<td>system</td>
</tr>
</tbody>
</table>

1. Sites that ask for your credit card number or other personal information should use a ________, so the data you send is ________.

2. A: "Have you ever bought anything on an auction site like eBay?"
   B: "No. Once I made a ________ on something, but I was ________ a few seconds before the auction closed."

3. The ________ symbol means that a web-page is secure.

4. I couldn't book my flight ________ because the airline's ________ was ________.
Booking a hotel online

You can often make a hotel reservation 1 by / over the internet, but you may have to pay a deposit. The deposit will usually be returned 2 to / for you if you cancel your reservation a week or more 3 in / with advance.

You will usually receive notification 4 about / of the booking 5 by / from email. When you check 6 in / into the hotel, your details will probably already be 7 on / inside the hotel system. When you check 8 out / out of, you will usually be given a receipt.

Filling in an e-form

**D. Write the information into the fields.**

<table>
<thead>
<tr>
<th>Name</th>
<th>27/03/1965</th>
</tr>
</thead>
<tbody>
<tr>
<td>Billing address</td>
<td>213 Wood Street</td>
</tr>
<tr>
<td></td>
<td>4044 5055 6066 7077</td>
</tr>
<tr>
<td></td>
<td>Anne Mary</td>
</tr>
<tr>
<td></td>
<td><a href="mailto:amj999@hotmail.com">amj999@hotmail.com</a></td>
</tr>
<tr>
<td></td>
<td>Apartment 17</td>
</tr>
<tr>
<td></td>
<td>Bellevue Apartments</td>
</tr>
<tr>
<td></td>
<td>Chicago</td>
</tr>
<tr>
<td></td>
<td>Illinois</td>
</tr>
<tr>
<td></td>
<td>Jones</td>
</tr>
<tr>
<td></td>
<td>Ms</td>
</tr>
<tr>
<td></td>
<td>USA</td>
</tr>
<tr>
<td>Card type</td>
<td>Visa Debit</td>
</tr>
<tr>
<td>Card number</td>
<td>IL 60611</td>
</tr>
<tr>
<td>Daytime telephone number</td>
<td>1 888 999 0000</td>
</tr>
</tbody>
</table>

**E. How is a credit card different to a debit card? Do you have one or both or neither?**
3. 7 internet security

A. Choose the best words to go into each of the spaces.

1. A person who illegally accesses somebody else’s computer over the internet is called a __________.
   a. pirate  b. hack  c. hacker

2. A website which (in theory) cannot be accessed by a hacker is __________.
   a. strong  b. secure  c. clean

3. A website which can only be viewed by authorised people has __________ access.
   a. reduced  b. small  c. restricted

4. Unwanted advertising emails are popularly known as __________.
   a. meatloaf  b. spam  c. sausages

5. Software which blocks attempts by others to access your computer over the internet is called a __________.
   a. firewall  b. fire blanket  c. fire engine

6. It’s essential to __________ your anti-virus protection regularly.
   a. up-to-date  b. date  c. update

7. Anti-virus software can __________ your computer for viruses.
   a. detect  b. review  c. scan

8. Anti-virus software can also __________ viruses on removable media, such as floppy disks.
   a. detect  b. control  c. see

9. When your anti-virus software subscription __________…
   a. ends  b. stops  c. expires

10. … it’s a good idea to __________ it immediately.
    a. renew  b. renovate  c. replace

B. Match the malware with the damage. (It’s not easy, and the terms are sometimes confused with each other.)

1. virus
   a. collects and sends private information from the infected computer to a third party

2. spyware
   b. an undesirable program which can replicate itself across a network

3. trojan horse
   c. allows a hacker to access private information when he/she wishes

4. keystroke logger or keylogger
   d. a program which adds itself to an executable file, and can cause considerable damage to the data on the infected computer

5. worm
   e. records characters that are typed into a computer
A. **Look at the email and answer the questions true or false.**

1. The recipient is Anna.
2. The sender is Anna.
3. Bernard knows that Carol knows when Anna will be arriving in Rome.
4. Bernard knows that Dave knows when Anna will be arriving in Rome.
5. You can say that Anna Cc-ed her email to Carol.
6. You can say that Anna Bcc-ed her email to Dave.
7. The subject line is empty.
8. The style of the email is formal.
9. Cc stands for carbon copy and Bcc stands for blind carbon copy, but the full terms are almost never used.
10. Carbon copies were a method of making copies of documents typed on typewriters.

**Sending an attachment**

B. **Put the words in the spaces.**

<table>
<thead>
<tr>
<th>attach</th>
<th>browse</th>
<th>field</th>
<th>inbox</th>
<th>open</th>
<th>send</th>
<th>size</th>
</tr>
</thead>
</table>

You can send almost any file as an attachment. 1________ through the folders on your computer until you find the file you want to attach. Click on "2________". The file will appear in the attachments 3________. Then click "4________", and wait while the file uploads. Add more files if you wish. When you have finished adding files, click "5________".

Some email 6________ will only receive attachments up to a certain 7________ with one email, for example 10MB. If you need to send a lot of very big attachments, it’s sometimes necessary to spread them over a number of separate emails.
Hi Tony

Thanks for sending through that a/w so quickly. Just one problem – I couldn’t open the attachment. I’m not sure why. My inbox is virtually empty, so there’s plenty of room, and the attachment limit is 20MB, so there’s no problem there. Perhaps there was a glitch somewhere. Anyway, rather than trying to figure out what went wrong, could you just send it again?

Did we discuss file format? I don’t know much about TIFFs, JPEGs etc, but I meant to tell you that if you have any queries on this, you could get in touch with Steve, our designer. His email address is steve@stevegreendesign.co.uk.

One other thing. When you resend me the a/w, could you cc it to Angela? I’ve asked her to have a quick look at it before we put it in the brochure.

I’m looking forward very much to seeing those pics – fingers crossed that they’ll come through OK this time. However, if I still can’t download them, I’ll ask you to put them on a disk and mail them.

All the best

Jenny

A. Are these statements true or false?

1. Jenny didn’t receive the a/w because her inbox is too small.
2. The attached files came to less than 20MB in total.
3. Jenny has resolved a technical problem, and the attachment will come through without any problems next time.
4. Tony will have to resend the a/w.
5. Jenny is a graphic design expert
6. Tony is also going to put the files onto a disk and mail them.
7. Angela has already seen the a/w.
8. The style is too informal – business emails should always be more formal than this.

B. Find words or expressions in the email which mean the same as the phrases below.

1. artwork
2. a small technical problem
3. type of file
4. questions about this
5. send again
6. email a copy to
7. communicate with
8. with luck…
Dear Jenny

As requested, I’m attaching the a/w files again.

The technical problems you’ve been experiencing may be due to your email provider. I have to say, I’ve never heard of Whoopydudu.com. You might be better off switching to one of the big names, such as Gmail or Yahoo.

Regarding file formats, TIFFs should be OK. If necessary, your designer will be able to reformat them very easily, but in my experience most designers have no problem working with TIFFs.

As the file sizes are quite large, and I understand that Angela only has a dial-up connection, I’ve sent her low-res versions to look at. I hope that will be OK. They should be clear enough.

I’m just about to go on holiday, so if you need me to send these files on disk, please let me know by Friday afternoon. I probably won’t get the opportunity to check my email while I’m away, but if anything arises that won’t keep, my assistant Trevor may be able to deal with it.

Best regards

Tony

A. Are these statements true or false?
1. Tony thinks Jenny should change her email provider.
2. The designer will need to reformat the files.
3. Angela doesn’t have broadband.
4. Tony is sending resized versions of the a/w files to Angela.
5. These versions will look the same as the original versions.
6. Tony is going on holiday on Friday morning.
7. Trevor may be able to help with any problems that come up while Tony is away.
8. The style is neutral – neither formal nor informal.

B. Find words or expressions in the email which mean the same as the phrases below.
1. as you asked _____________________________________
2. famous companies _____________________________________
3. change the type of file _____________________________________
4. I think, but I may be wrong… _____________________________________
5. Low image resolution (see 1.6) _____________________________________
6. on Friday afternoon or before _____________________________________
7. comes up _____________________________________
8. that’s urgent _____________________________________
Complete the sentences with the missing verbs, and write them into the crossword puzzle. Words in brackets mean the same as the missing verbs.

1. ________ your holiday photos on the web (display)
2. ________ the attachment in a new window
3. ________ pop-ups (stop)
4. ________ to the internet
5. →. ________ your wireless connection (turn on)
5 ↓. ________ your credit card details (type in)
6. ________ your anti-virus protection
7. ________ the photo as a JPEG
8. ________ a technical problem (sort out)
9. ________ on your firewall (enable)
10. ________ your wireless connection (turn off)
11. ________ your webpage to a web server
12. ________ some clipart from the internet
13. ________ an attachment with an email
14. ________ for something on eBay
15. ↓ ________ the internet (use)
16. ________ the email to everybody else on the team (send a copy of)
17. ________ a bid for something on eBay
18. ________ to a different ISP (change)
There are 33 words connected with internet in this grid. Can you find them all? (Look down and across.)

| a | c | d | e | f | g | h | i | j | k | l | m | n | o | p | q | r | s | t | u | v | w | x | y | z |
| e | m | l | o | p | q | r | s | t | u | v | w | x | y | z | a | b | c | d | e | f | g | h | i | j |

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
3.13 Your internet

1. Who is your current ISP?

2. Have you had any problems with them? If so, what?

3. What type of internet connection do you have?

4. Is it fast enough for your requirements? If not, how would a faster connection be useful to you?

5. From where do you usually access the internet?

6. On average, how many hours a week do you spend online?

7. Have you ever done these things?
   a. sent and received emails
   b. chatted in real time
   c. booked a flight online
   d. used your credit or debit card to pay for something over the internet
   e. had a virus on your computer
   f. had a problem with identity theft
   g. downloaded a photo from a bulletin board
   h. connected to the internet over a wireless connection
   i. set up a wireless network in your own home or office

I think you’ve been online long enough.
1.1 Hardware
From left to right:
- laptop computer / desktop computer
- mouse / printer / scanner
- digital camera / fax machine / mobile phone
- PDA / projector
- docking station / battery / cable / socket / plug

1.2 Some useful verbs
1 f, 2 e, 3 c, 4 d, 5 g, 6 h, 7 b, 8 a, 9 b, 10 c, 11 a, 12 a, 13 b, 14 c, 15 b, 16 b, 17 a, 18 c

1.3 The workstation
1 tower, 2 power button, 3 floppy disk drive, 4 CD / DVD drive, 5 screen, 6 wire / cable, 7 keyboard, 8 mouse, 9 key, 10 flat panel monitor, 11 CRT (Cathode Ray Tube) monitor, 12, stand, 13 printer, 14 scanner, 15 desk, 16 chair, 17 telephone, 18 a, 19 c, 20 a, 21 b, 22 b, 23 c, 24 c, 25 b, 26 a, 27 c.

1.4 The keyboard
Part 1: (clockwise from top left) function keys / indicator lights / calculator keys / return key / alphabet keys / space bar

Part 2: 1 backspace key, 2 shift key, 3 caps lock key, 4 tab key, 5 control key, 6 alt key, 7 escape key, 8 delete key, 9 enter, 10, key in, 11 data input, 12 standard keyboard / ergonomic keyboard

1.5 The mouse
1 scroll up, 2 scroll down, 3 hold down, 4 repetitive strain injury, 5 touchpad (or mouse pad), 6 joystick, 7 roll, 8 optical, 9 single, 10 double, 11 on, 12 left button, 13 right button, 14 scroll wheel (or mouse wheel), 15 pointer

1.6 Scanning
1 connected, 2 original, 3 at / dpi, 4 preview, 5 adjust / brightness / contrast, 6 click, 7 text / OCR software, 8 file format, 9 image editing software, 10 all-in-one, 11 handheld, 12 flatbed, 13 high, 14 low

1.7 Some useful adjectives
1 b, 2 b, 3 c, 4 a, 5 c, 6 a, 7 c, 8 c, 9 a, 10 c, 11 b, 12 a, 13 a, 14 c, 15 c, 16 b
Answer key (cont.)

1.8 Printing
A: 1 cartridge, 2 replacement, 3 cover, 4 via, 5 out of / reload, 6 jammed, 7 feed, 8 out, 9 mono, 10 printheads (or print nozzles), 11 double-sided (or two-sided), 12 collate, 13 portrait, 14 landscape

B: 2 laser, 3 laser, 4 laser, 5 inkjet, 6 laser, 7 laser, 8 inkjet

C: 1 T, 2 F (the colours are cyan, magenta, yellow and black), 3 T, 4 F (they’re much slower than that), 5 F, 6 T, 7 F, 8 T, 9 T, 10 F

1.9 Mobile phones
Part 1: (from the top) earpiece / screen / keypad / star key / hash key / microphone

Part 2: 1 networks, 2 operators, 3 tariffs, 4 pay-as-you-go, 5 top up, 6 users, 7 contract, 8 SIM card, 9 installed, 10 roaming.

Part 3: 1 b, 2 a, 3 a, 4 b, 5 c, 6 b, 7 a, 8 a, 9 c, 10 c, 11 b, 12 c, 13 d, 14 d, 15 b

1.10 Other devices
1 h, 2 a, 3 g, 4 b, 5 d, 6 c, 7 e, 8 f, 9 b, 10 a, 11 b, 12 b, 13 c, 14 c, 15 b

1.11 Inside a computer
A: 1 processor, 2 chips, 3 dual core, 4 speed, 5 megahertz, 6 megabytes, 7 motherboard, 8 upgraded

B: 1 mains electricity, 2 transformer, 3 surge protector / spikes, 4 disconnect / supply / shock, 5 fan / overheating

1.12 Data storage
Part 1: 1 hard drive, 2 free space, 3 capacity, 4 burn, 5 eject, 6 drawer, 7 card / stick

Part 2: 2 e, 3 c, 4 d, 5 a, 6 g, 7 f

1.13 Connectivity
Part 1: 1 b, 2 a, 3 c, 4 b, 5 c, 6 a, 7 c, 8 b, 9 a

Part 2: 1 wireless, 2 devices, 3 enabled, 4 signals, 5 data, 6 developed, 7 telecommunications

1.14 Networks
LAN: 1 Local, 2 server, 3 terminals, 4 log onto, 5 intranet, 6 satellite, 7 WAN, 8 network card

Network topologies: 1 star, 2 hierarchical, 3 ring, 4 line or bus

1.15 Electronic payments
A: cash / outlets / central / goods / touch / receipts / funds / debit

B: 1 f, 2 c, 3 b, 4 h, 5 a, 6 d, 7 e, 8 g

C: 1 b, 2 a, 3 e, 4 d, 5 c

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
1.16 Review crossword

A:
1 b, 2 a, 3 a, 4 c, 5 c, 6 a, 7 b, 8 a, 9 c, 10 b, 11 b, 12 a, 13 b, 14 c

B:
1 installed, 2 launch, 3 renamed, 4 running / close, 5 start menu, 6 window, 7 drag and drop, 8 search / find, 9 user / password, 10 free up / uninstalling, 11 save

2.1 Software: the basics
A: 1 b, 2 a, 3 a, 4 c, 5 c, 6 a, 7 b, 8 a, 9 c, 10 b, 11 b, 12 a, 13 b, 14 c

B: 1 installed, 2 launch, 3 renamed, 4 running / close, 5 start menu, 6 window, 7 drag and drop, 8 search / find, 9 user / password, 10 free up / uninstalling, 11 save

2.2 Using software: useful verbs
Set 1: 1 f, 2 e, 3 d, 4 b, 5 c, 6 a

Set 2: 1 d, 2 f, 3 b, 4 a, 5 e, 6 c

Set 3: 1 b, 2 c, 3 e, 4 a, 5 f, 6 d

Set 4: 1 c, 2 a, 3 b, 4 e, 5 f, 6 d

2.3 The control panel
2 adding, 3 setting up, 4 format, 5 displayed, 6 background, 7 digital, 8 wallpaper, 9 image, 10 screen saver, 11 wireless, 12 performance, 13 properties, 14 tasks, 15 default

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
2.4 Applications
A: 1 c, 2 d, 3 f, 4 b, 5 a, 6 i, 7 g, 8 e, 9 h

B:

NOTES
A security code (no. 8) can also be called a product registration code or product licence code.
A bootleg (no. 10) can also be called a pirate copy.

2.5 Some useful adjectives
A: 1 b, 2 a, 3 a, 4 c, 5 a, 6 c, 7 a, 8 b, 9 c
B: 1 e, 2 d, 3 b, 4 a, 5 c

2.6 Word processing 1
A:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>top margin</td>
</tr>
<tr>
<td>11</td>
<td>bottom margin</td>
</tr>
<tr>
<td>1</td>
<td>left-hand margin</td>
</tr>
<tr>
<td>12</td>
<td>right-hand margin</td>
</tr>
<tr>
<td>3</td>
<td>heading (or title)</td>
</tr>
<tr>
<td>5</td>
<td>body text</td>
</tr>
<tr>
<td>6</td>
<td>paragraph break</td>
</tr>
<tr>
<td>7</td>
<td>indent</td>
</tr>
<tr>
<td>8</td>
<td>illustration</td>
</tr>
<tr>
<td>9</td>
<td>illustration border (or frame)</td>
</tr>
<tr>
<td>10</td>
<td>page number</td>
</tr>
<tr>
<td>4</td>
<td>page border (or edge of the page)</td>
</tr>
</tbody>
</table>

B: 1 upper case (or capital letters), 2 lower case (or small letters), 3 plain text, 4 bold, 5 italic, 6 bold italic, 7 underline, 8 strikethrough, 9 outline, 12 shadow

C: 1 b, 2 c, 3 b, 4 a, 5 b, 6 a
2.7 Word processing 2
A: 1 b, 2 a, 3 a, 4 c, 5 b, 6 b, 7 a

B: 1 e, 2 c, 3 a, 4 m, 5 g, 6 j, 7 p, 8 s, 9 d, 10 i, 11 u, 12 o, 13 t, 14 r, 15 k, 16 l, 17 w, 18 f, 19 v, 20 x, 21 b, 22 n, 23 q, 24 h

C: 1 true, 2 false (three columns and four rows), 3 true (also known as "white on black" or "WoB"), 4 false (it’s the other way round), 5 true, 6 false (they're black).

2.8 Word processing 3
A: 1 b, 2 d, 3 e, 4 h, 5 c, 6 j, 7 i, 8 f, 9 a, 10 g

B: 1 e, 2 a, 3 c, 4 f, 5 g, 6 h, 7 d, 8 b

C: 1 false (it’s been rotated 90 degrees anti-clockwise), 2 false, 3 true, 4 true

D: 1 c, 2 c, 3 b, 4 a, 5 a, 6 c, 7 a, 8 c, 9 b, 10 a

2.9 Image editing
A: 1 d, 2 i, 3 j, 4 f, 5 g, 6 b, 7 a, 8 c, 9 e, 10 h

B: 1 false, 2 true, 3 true, 4 false (the word is thumbnails), 5 true

2.10 Graphic design
1 import, 2 export, 3 frame, 4 gradient, 5 kerning, 6 object, 7 layers, 8 overlaps, 9 blurred, 10, effect, 11 feathering, 12 full bleed, 13 slug, 14 stretched, 15 to press, 16 proofs, 17 presses, 18 separation, 19 plates, 20 converted, 21 reprographics

2.11 Spreadsheets
A: 1 a, 2 c, 3 c, 4 b, 5 c, 6 b, 7 a, 8 c, 9 c, 10 c, 11 b, 12 a

B:

<table>
<thead>
<tr>
<th>symbol</th>
<th>verb</th>
<th>noun</th>
<th>everyday speech</th>
</tr>
</thead>
<tbody>
<tr>
<td>+</td>
<td>add</td>
<td>addition</td>
<td>&quot;five plus three equals eight&quot;</td>
</tr>
<tr>
<td>-</td>
<td>subtract</td>
<td>subtraction</td>
<td>&quot;five minus three equals two&quot;</td>
</tr>
<tr>
<td>*</td>
<td>multiply</td>
<td>multiplication</td>
<td>&quot;five multiplied by three equals fifteen&quot;</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>&quot;five times three equals fifteen&quot;</td>
</tr>
<tr>
<td>/</td>
<td>divide</td>
<td>division</td>
<td>&quot;fifteen divided by three equals five&quot;</td>
</tr>
<tr>
<td>^</td>
<td>raise to the power of</td>
<td></td>
<td>&quot;ten to the power of five is 100,000&quot;</td>
</tr>
</tbody>
</table>

C: 1 true, 2 false (descending), 3 false (ascending), 4 true

D: 1 text, 2 values, 3 boxes, 4 series, 5 appearance
2.12 Presentation software  
1 b, 2 a, 3 c, 4 c, 5 c, 6 a, 7 a, 8 b, 9 a, 10 c  

2.13 Problems with software  
**Prepositions:** 1 on / of, 3 to, 5 in, 6 on, 7 in, 8 to, 9 on, a from, d on, e down, g with, h to / on  
**Matching:** 1 b, 2 g, 3 e, 4 f, 5 d, 6 h, 7 i, 8 c, 9 a  

2.14 Which program?  
*(Features generally associated with application types – some versions may have different features.)*  

<table>
<thead>
<tr>
<th>word processor</th>
<th>spreadsheet</th>
<th>image editor</th>
<th>media player</th>
</tr>
</thead>
<tbody>
<tr>
<td>select text</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>save as JPEG</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>insert table</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>play</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>touch up</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>import photo</td>
<td>x</td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>exit</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>copy from CD</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>check internet for updates</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>copy block of cells</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>insert text box</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>page set-up</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>optimise for internet</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>uninstall</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>add border</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>insert bullet points</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>convert to MP3</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>paste into new document</td>
<td>x</td>
<td>x</td>
<td></td>
</tr>
<tr>
<td>check spelling</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>change text direction</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>flip, crop and rotate</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>sort</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>alter formula values</td>
<td>x</td>
<td></td>
<td></td>
</tr>
<tr>
<td>create playlist</td>
<td></td>
<td></td>
<td>x</td>
</tr>
<tr>
<td>print</td>
<td>x</td>
<td>x</td>
<td>x</td>
</tr>
<tr>
<td>clear all cells</td>
<td></td>
<td></td>
<td>x</td>
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<tr>
<td>maximise window</td>
<td>x</td>
<td>x</td>
<td>x</td>
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<tr>
<td>insert column break</td>
<td>x</td>
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<tr>
<td>convert to greyscale</td>
<td>x</td>
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<tr>
<td>open</td>
<td>x</td>
<td>x</td>
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</table>

2.15 Revision quiz  

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For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
3.1 The internet: the basics
A: 1 network, 2 over, 3 servers, 4 access, 5 provider, 6 discussion

B:

<p>| | | | | | |</p>
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<tbody>
<tr>
<td>6/7</td>
<td>close down your browser</td>
<td></td>
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</tr>
<tr>
<td>1/2</td>
<td>connect to your ISP</td>
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<tr>
<td>6/7</td>
<td>disconnect from the internet</td>
<td></td>
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<tr>
<td>3</td>
<td>enter a web address (also known as a URL)</td>
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<tr>
<td>1/2</td>
<td>launch your browser (for example, Internet Explorer, Netscape Navigator or Mozilla Firefox)</td>
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<tr>
<td>4</td>
<td>perhaps wait for a few seconds while the web-page downloads</td>
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<tr>
<td>5</td>
<td>view the page</td>
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C: 1 b, 2 c, 3 b, 4 c, 5 b, 6 b, 7 a, 8 b, 9 a, 10 c, 11 b, 12 a, 13 c, 14 b, 15 a

3.2 Internet browsers
A: 1 c, 2 f, 3 i, 4 d, 5 g, 6 e, 7 j, 8 b, 9 a, 10 k, 11 h

B:
1. False. They are similar, but there are some minor differences.
2. True
3. True
4. False – they can be deleted (in Internet Explorer, go to Tools / Internet Options / Delete Files)
5. True
6. True
7. False. Many are advertisements, but information about program updates etc. is also sometimes displayed as pop-ups.
8. True

3.3 Search engines
A: 1 keywords, 2 matches / database, 3 returns / hyperlinks, 4 sponsored, 5 click on / view, 6 refine / criteria / media

B: 1 b, 2 a, 3 d, 4 c, 5 e

3.4 Things on the net
A: 1 f, 2 j, 3 g, 4 b, 5 d, 6 a, 7 e, 8 c, 9 h, 10 i

B: 1 e, 2 c, 3 a, 4 b, 5 d (but note that a, b and c are sometimes confused with each other)

3.5 Internet terms
1 b, 2 b, 3 b, 4 c, 5 a, 6 c, 7 a, 8 b, 9 c, 10 c, 11c, 12 b, 13 a
3.6 E-commerce

A:

8. You usually have to allow at least two working days for delivery.
3. Choose an item, and add it to your shopping basket.
6. Click Confirm. Now it’s too late to change your mind!
4. When you have finished shopping, click “proceed to checkout”.
7. Usually, you will receive an invoice by email.
5. Enter your name, address and card details.
1. Before you can start shopping, you usually have to sign in to the site. (If you don’t already have an account, you have to create one.)
2. Browse the website, and decide what you want to buy.

B: 1 secure server / encrypted, 2 bid / outbid, 3 padlock, 4 online / system / down

C: 1 over, 2 to, 3 in, 4 of, 5 by, 6 into, 7 on, 8 out

D:
Name
Title: Ms
Forename(s): Anne Mary
Surname: Jones
Billing address
Line 1: Apartment 17
Line 2: Bellevue Apartments
Line 3: 213 Wood Street
Town / City: Chicago
State / Province / Country: Illinois
Zip Code / Postcode: IL 60611
Country: USA
Date of birth: 27/03/1965
Card type: Visa debit
Card number: 4044 5055 6066 7077
Daytime telephone number (inc. country code): +1 888 999 0000
Email address: amj999@hotmail.com
Confirm email address: amj999@hotmail.com

E: When you pay by debit card, the money is taken almost immediately from your bank account. When you pay by credit card, you don’t have to pay anything until you receive a bill from the credit card company.

3.7 Internet security

A: 1 c, 2 b, 3 c, 4 b, 5 a, 6 c, 7 c, 8 a, 9 c, 10 a

B: 1 d, 2 a, 3 c, 4 e, 5 b
3.8 Email
A: 1 false (the recipient is Bernard), 2 true, 3 true, 4 false, 5 true, 6 true, 7 false, 8 false, 9 true, 10, true
B: 1 browse, 2 open, 3 field, 4 attach, 5 send, 6 inboxes, 7 size

3.9 Email comprehension 1
A: 1 false, 2 true, 3 false, 4 true, 5 false, 6 false, 7 false, 8 false – some business emails are very informal, other are very formal. It depends on the situation.
B: 1 a/w, 2 glitch (informal word), 3 file format, 4 queries on this, 5 resend, 6 cc, 7 get in touch with, 8 fingers crossed

3.10 Email comprehension 2
A: 1 true, 2 false, 3 true, 4 true, 5 false, 6 false, 7 true, 8 true. Some of the language is quite informal, but the email begins and ends with Dear… and Best regards, and the tone is not particularly friendly.
B: as requested, 2 big names, 3 reformat, 4 I understand that…, 5 low-res, 6 by Friday afternoon, 7 arises, 8 that won’t keep

3.11 Useful verbs crossword

```
  1 post
  2 open
  3 block
  4 connect
  5 across – enable, 5 down – enter
  6 update
  7 reformat
  8 resolve
  9 turn (on)
 10 disable
 11 upload
 12 download
 13 send
 14 bid
 15 across – allow, 15 down – access
 16 cc (used as a verb)
 17 make
 18 switch
```

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
Answer key (cont.)

3.12 Revision wordsearch

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email  hacker  portal
attachment  hits  reload
blog  hyperlink  secure
broadband  inbox  spam
browser  keyword  spyware
chatroom  launch  surf
cookies  multimedia  toolbar
disconnect  newsgroup  update
domain  offline  virus
encryption  padlock  webmail
firewall  password  website

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
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