

**VOCABULARY WORKBOOK**

**CHECK YOUR ENGLISH  
VOCABULARY FOR**

**Computers  
and Information  
Technology**

Third Edition

Jon Marks

All you need to improve your vocabulary

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CHECK YOUR ENGLISH VOCABULARY FOR

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COMPUTERS  
AND  
INFORMATION TECHNOLOGY

Jon Marks

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# Introduction

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## **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.

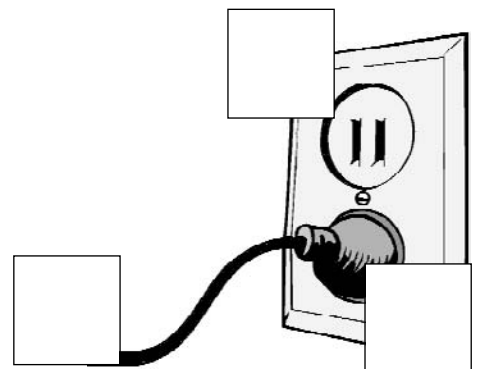
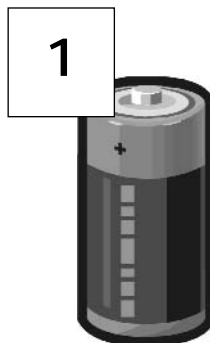
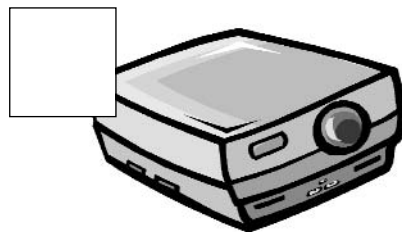
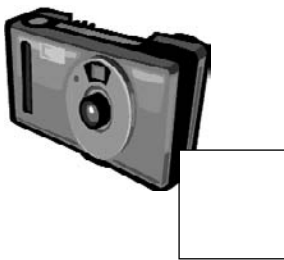
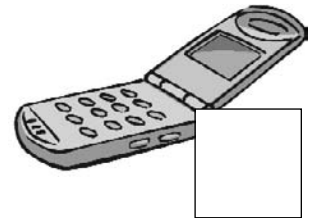
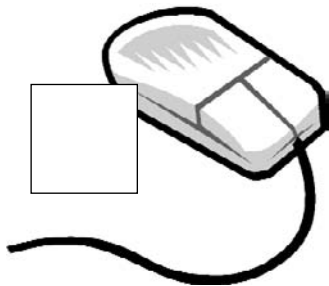
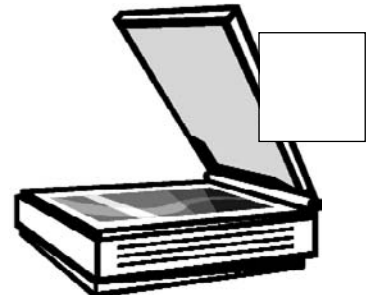
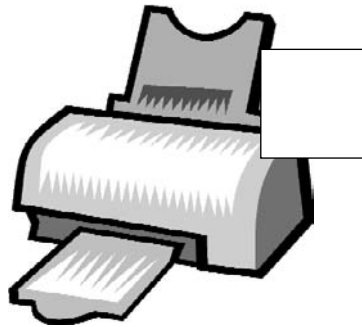
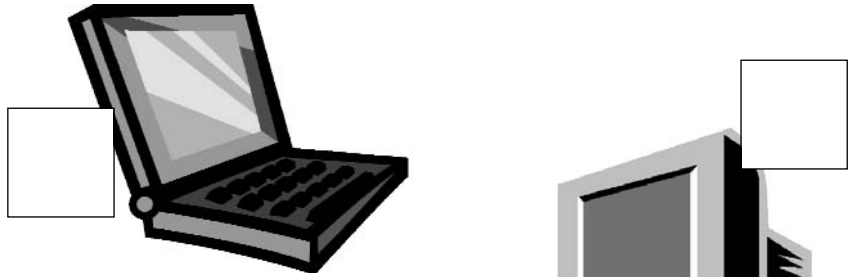
A good general dictionary will be very helpful, providing pronunciation guides and more contexts. For vocabulary relating specifically to computers, *Dictionary of Computing* (A&C Black, ISBN 978 07475 6622 9) will be a useful reference source.

---

# 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




---

## 1.2 Some useful verbs

---

### 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                  |
- 

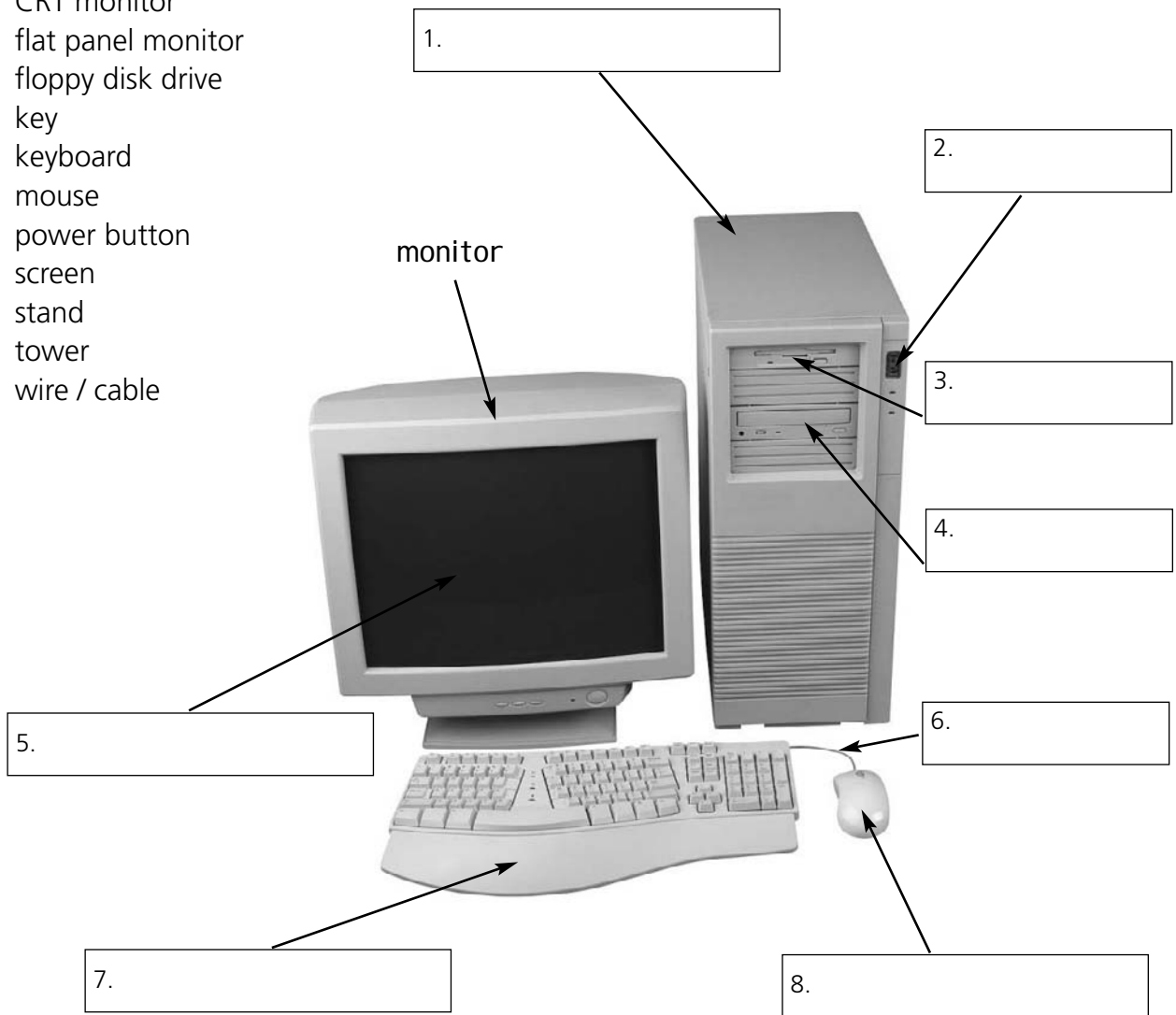
### B. Choose the best verb.

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
- wire / cable



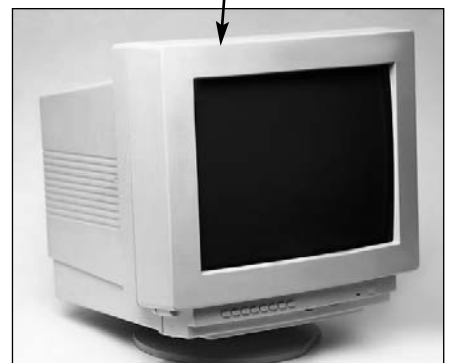
9.



10.



11.



12.

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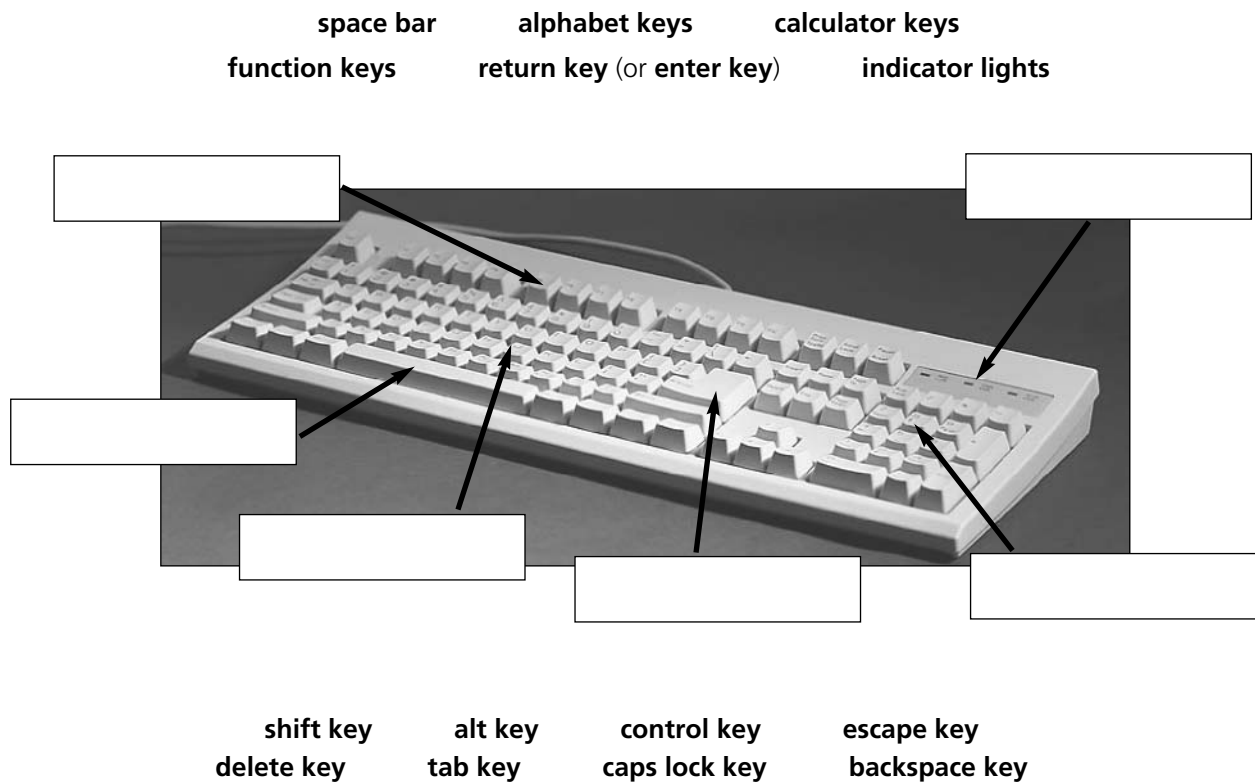
**Rearrange the letters to make things which can be part of a workstation.**

- tucmepor \_\_\_\_\_ computer \_\_\_\_\_  
13. triopen \_\_\_\_\_  
14. nasecnr \_\_\_\_\_  
15. kesd \_\_\_\_\_  
16. hacir \_\_\_\_\_  
17. nopelethe \_\_\_\_\_

**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 \_\_\_\_\_.  
a. Bluebeard<sup>®</sup>                      b. Blueberry<sup>®</sup>                      c. Bluetooth<sup>®</sup>
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



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 \_\_\_\_\_.

You can say "key" or "button"

**standard keyboard**  
key in (or type in)

**ergonomic keyboard**  
enter data input



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.

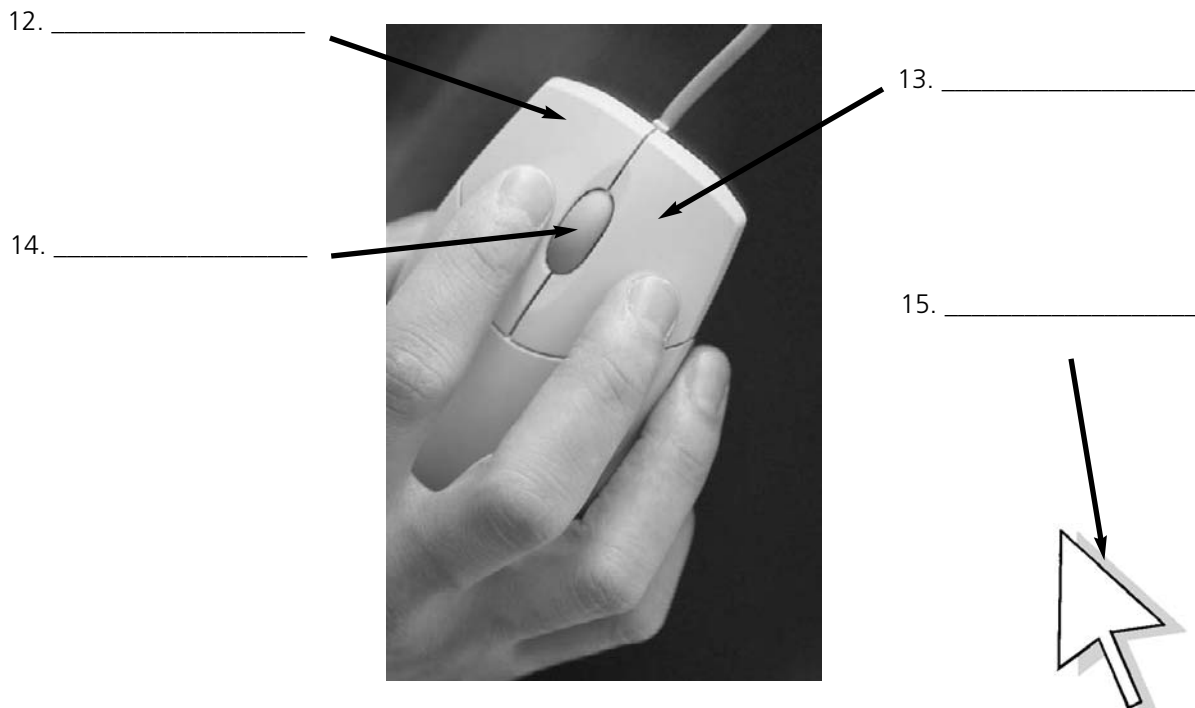
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## 1.5 The mouse

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<b>pointer</b>	<b>on</b>	<b>optical</b>	<b>roll</b>
<b>scroll up</b>	<b>scroll down</b>	<b>touchpad</b>	<b>left button</b>
<b>right button</b>	<b>joystick</b>	<b>single</b>	<b>double</b>
<b>scroll wheel</b>	<b>hold down</b>	<b>repetitive strain injury</b>	

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.



**A wheel mouse**

---

## 1.6 Scanning

---

adjust  
brightness  
flatbed  
low  
text

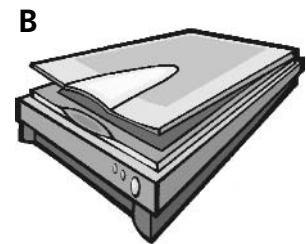
all-in-one  
connected  
handheld  
OCR software  
dpi

at  
contrast  
high  
original

preview (or prescan)  
file format  
image editing  
click

### *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"**

---

## 1.7 Some useful adjectives

---

### 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 its 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 Toyko 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

---

## 1.8 Printing

---

### A. Put the words in the spaces.

cartridge

collate

cover

feed

double-sided

landscape

mono

out

out of

portrait

jammed

print-heads

reload

replacement

via

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
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

X


**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 |



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## 1.9 Mobile Phones

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earpiece

hash key

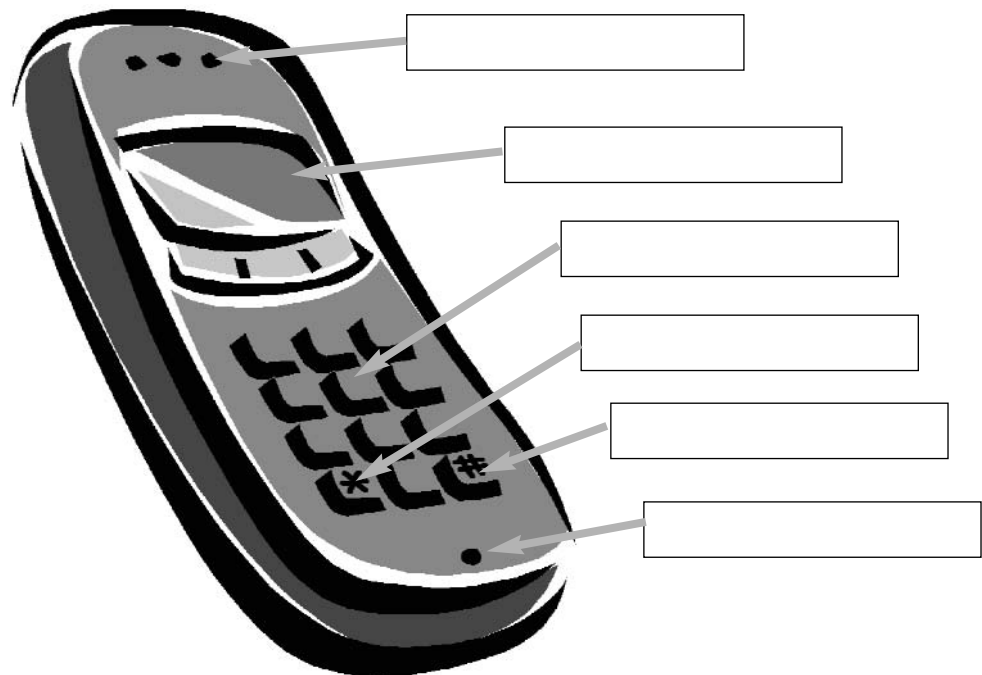
keypad

microphone

(or mouthpiece)

screen

star key



---

### Mobile Phone networks

**contract**

**installed**

**networks**

**operators**

**pay-as-you-go**

**SIM card**

**roaming**

**tariffs**

**top up**

**users**

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

When you buy a cell phone, you have a choice of <sup>3</sup>\_\_\_\_\_. The most popular is "<sup>4</sup>\_\_\_\_\_", with customers paying for their calls in advance. They can <sup>5</sup>\_\_\_\_\_ their accounts in shops, over the internet, and at cash machines. Heavy <sup>6</sup>\_\_\_\_\_ may prefer a <sup>7</sup>\_\_\_\_\_. 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 <sup>8</sup>\_\_\_\_\_ already <sup>9</sup>\_\_\_\_\_. If you take the phone abroad, you may be able to use it on a local network. This is called "<sup>10</sup>\_\_\_\_\_". 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

---

## 1.10 Other devices

---

### 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



---

## 1.11 Inside a computer

---

### A. Processors and memory

**chips**                      **dual core**                      **megabytes**                      **megahertz**  
**motherboard**                      **processor**                      **speed**                      **upgraded**

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

A computer's memory is measured in <sup>6</sup>\_\_\_\_\_. 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".

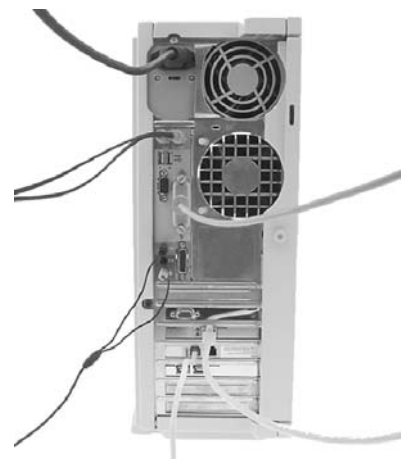
The processor and memory modules are located on the <sup>7</sup>\_\_\_\_\_. Changing a computer's processor is not generally practical, but the memory can usually be <sup>8</sup>\_\_\_\_\_.

---

### B. Power

**disconnect**                      **fan**                      **mains electricity**  
**overheating**                      **shock**                      **spikes**  
**supply**                      **surge protector**                      **transformer**

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 \_\_\_\_\_.



## 1.12 Data storage

**burn**

**capacity**

**card**

**drawer**

**eject**

**free space**

**hard drive**

**stick**

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 problems.)**

1. I want to make a copy of a music CD.

2. I want to store some files. I may need to update them in the future.

3. I want to back up data from my computer. I want to update it every day.

4. My computer's having problems with reading and writing CDs.

5. I want to add 100MB of extra storage to my computer.

6. I want to send a copy of a small file to a friend. He has an old computer.

7. My computer's running slowly.

a. You need an **external hard drive**.

b. Use a **CD-R**.

c. Try a **USB flash drive**.

d. Perhaps you need a new internal CD drive.

e. Put them on a **CD-RW**.

f. Perhaps you need to **defragment** the hard drive.

g. You could put it on a **floppy disk**.

---

## 1.13 Connectivity

---

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®

**data  
signals**

**developed  
wireless**

**devices  
telecommunications**

**enabled**

Bluetooth® technology enables <sup>1</sup>\_\_\_\_\_ communication between <sup>2</sup>\_\_\_\_\_ such as laptop computers, mobile phones and PDAs. Bluetooth® <sup>3</sup>\_\_\_\_\_ devices use short-range radio <sup>4</sup>\_\_\_\_\_ to exchange <sup>5</sup>\_\_\_\_\_ quickly and easily. The technology was <sup>6</sup>\_\_\_\_\_ by a group of computer and <sup>7</sup>\_\_\_\_\_ companies including IBM, Intel, Nokia and Ericsson.

# 1.14 Networks

## LAN

intranet

Local

log onto

network card

satellite

server

terminals

WAN (Wide Area Network)

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.

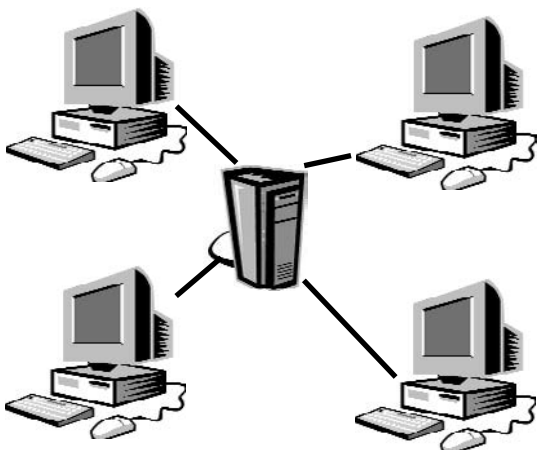
## Network topologies

line (or bus)

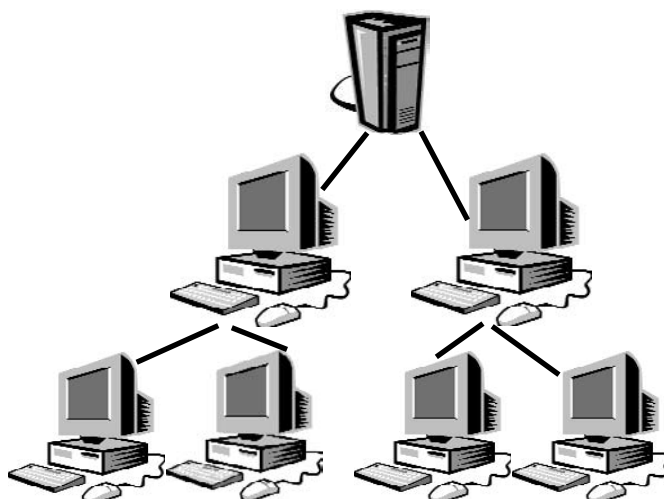
ring

star

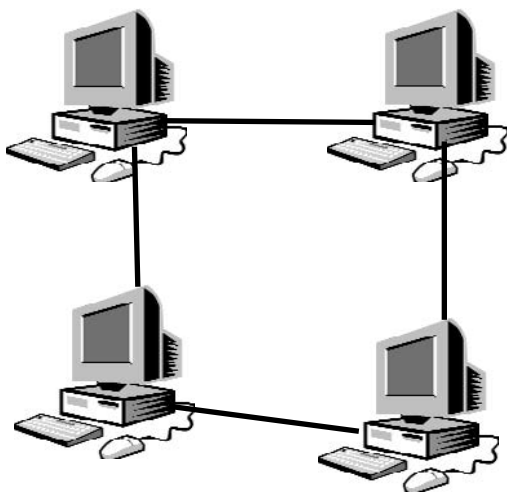
hierarchical



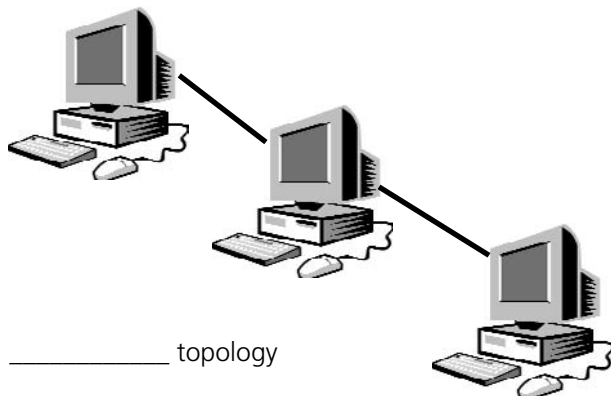
1. \_\_\_\_\_ topology



2. \_\_\_\_\_ topology



3. \_\_\_\_\_ topology



4. \_\_\_\_\_ topology

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## 1.15 Electronic payments

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### A. EPOS and EFTPOS

#### Cross out the incorrect word

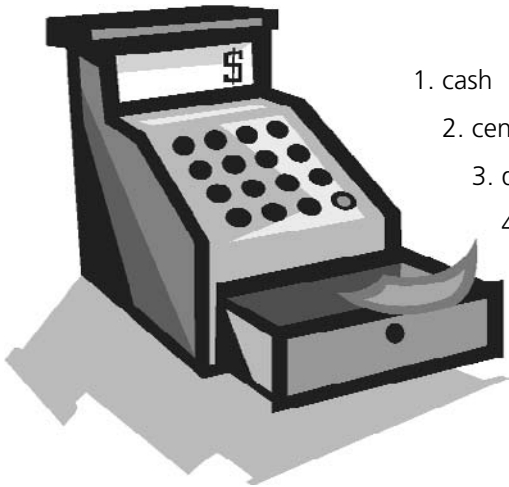
EPOS (electronic point of sale) terminals are **cash / money** registers found in retail **openings / outlets** such as shops and restaurants. They are connected to a **central / centre** computer, and data about **objects / goods** and services sold is entered into the terminals via keyboards, barcode 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.



- |            |                 |
|------------|-----------------|
| 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.                      |



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## 1.16 Review crossword

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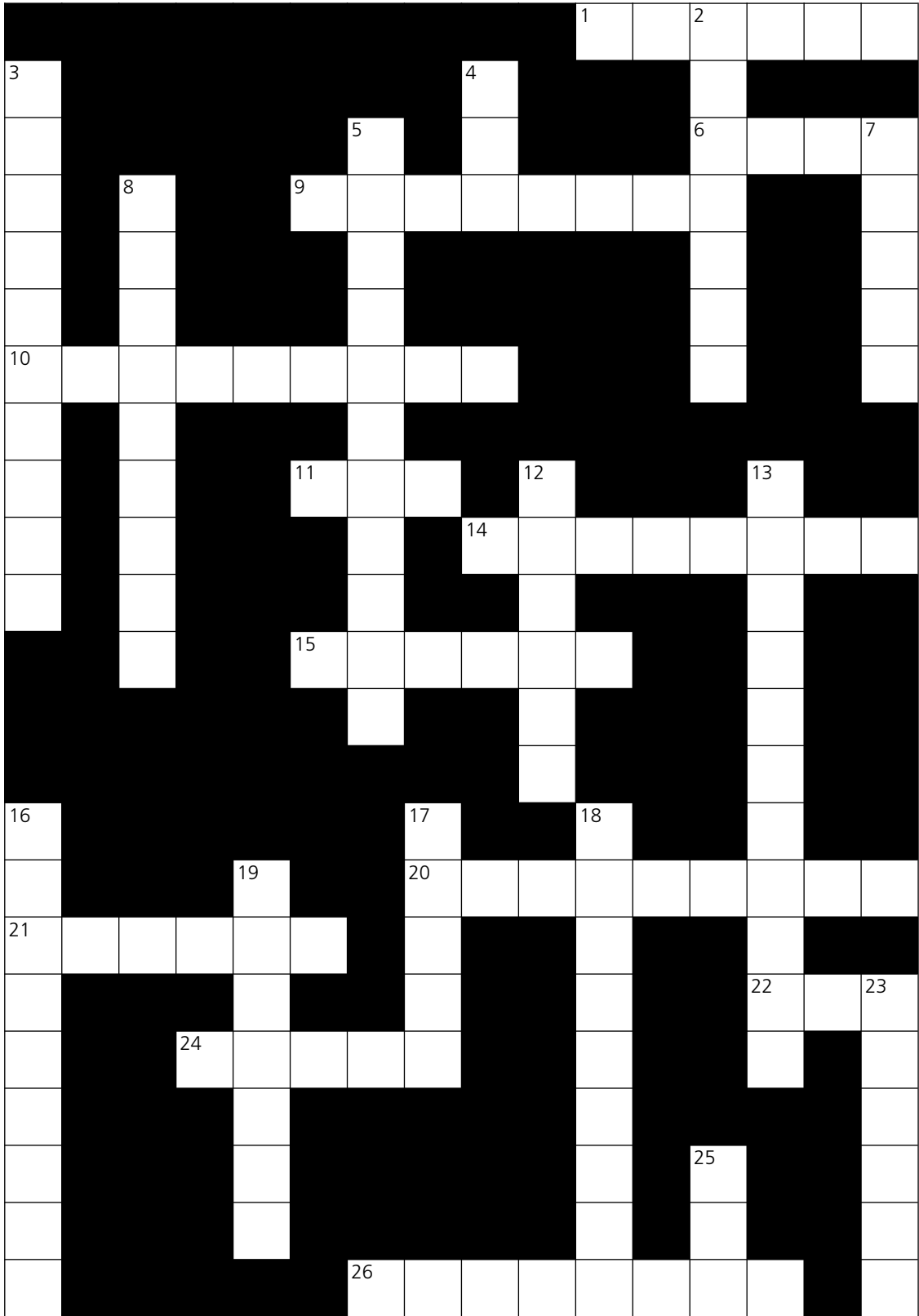
**All the words can be found in Units 1.1 to 1.15**

### 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)



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## 1.17 Your computer

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### *Can you answer these questions in English?*

1. What kind of computer do you have?

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---

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

---

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

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

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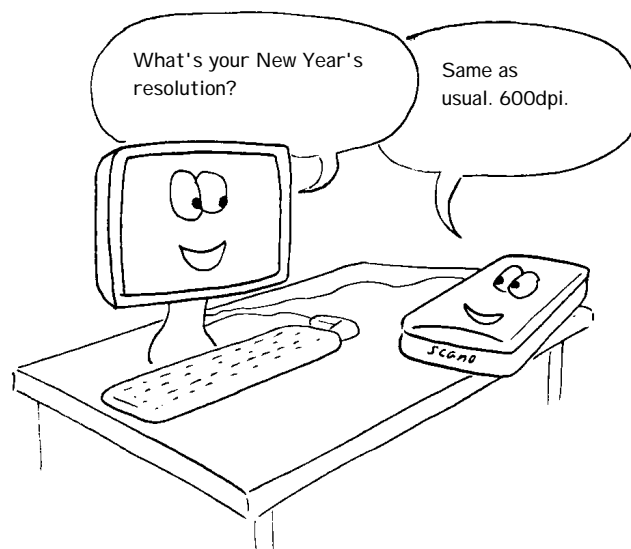
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5. Do you use computer networks? If so, how do you connect to the networks you use?

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# Section 2: Software

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## 2.1 Software: the basics

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### **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.**

close  
drag and drop  
find  
free up  
installed  
launch  
password  
renamed  
running  
save  
search  
start menu  
uninstalling  
user  
window

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.

---

## 2.2 Using software: useful verbs

---

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

### Set 1

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

### Set 2

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

### Set 3

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

### Set 4

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

**Write the words into the spaces.**

adding  
default  
format  
properties  
tasks

background  
digital  
image  
screen saver  
wallpaper

customising  
displayed  
performance  
setting up  
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.



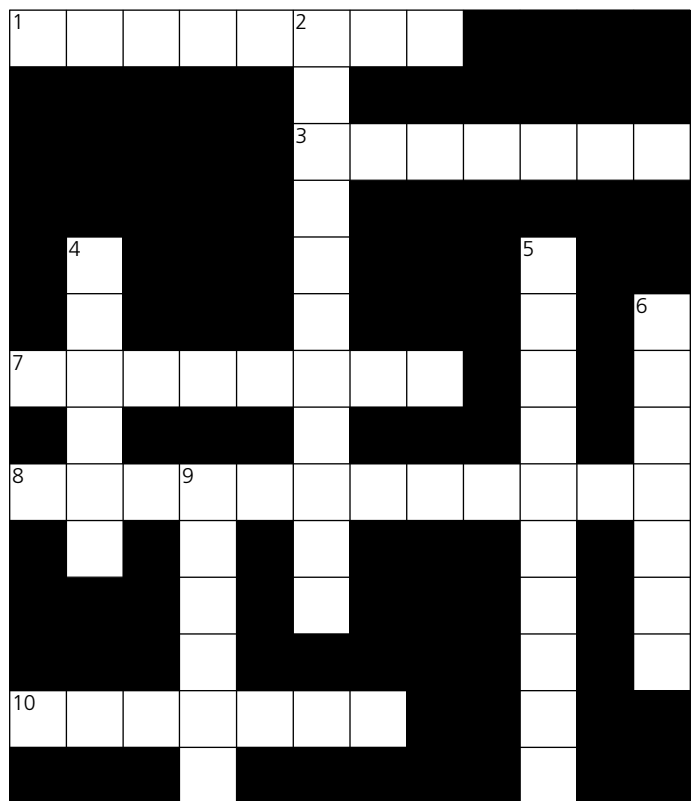
## 2.4 Applications

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

- |                            |                         |
|----------------------------|-------------------------|
| 1. word processor          | a. Adobe Photoshop      |
| 2. spreadsheet             | b. Internet Explorer    |
| 3. virus protection        | c. Microsoft Word       |
| 4. browser                 | d. Microsoft Excel      |
| 5. image editor            | e. Microsoft PowerPoint |
| 6. media player            | f. Norton AntiVirus     |
| 7. email software          | g. Outlook Express      |
| 8. presentation software   | h. Adobe PageMaker      |
| 9. graphic design software | 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)



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## 2.5 Some useful adjectives

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### A. Choose the best words.

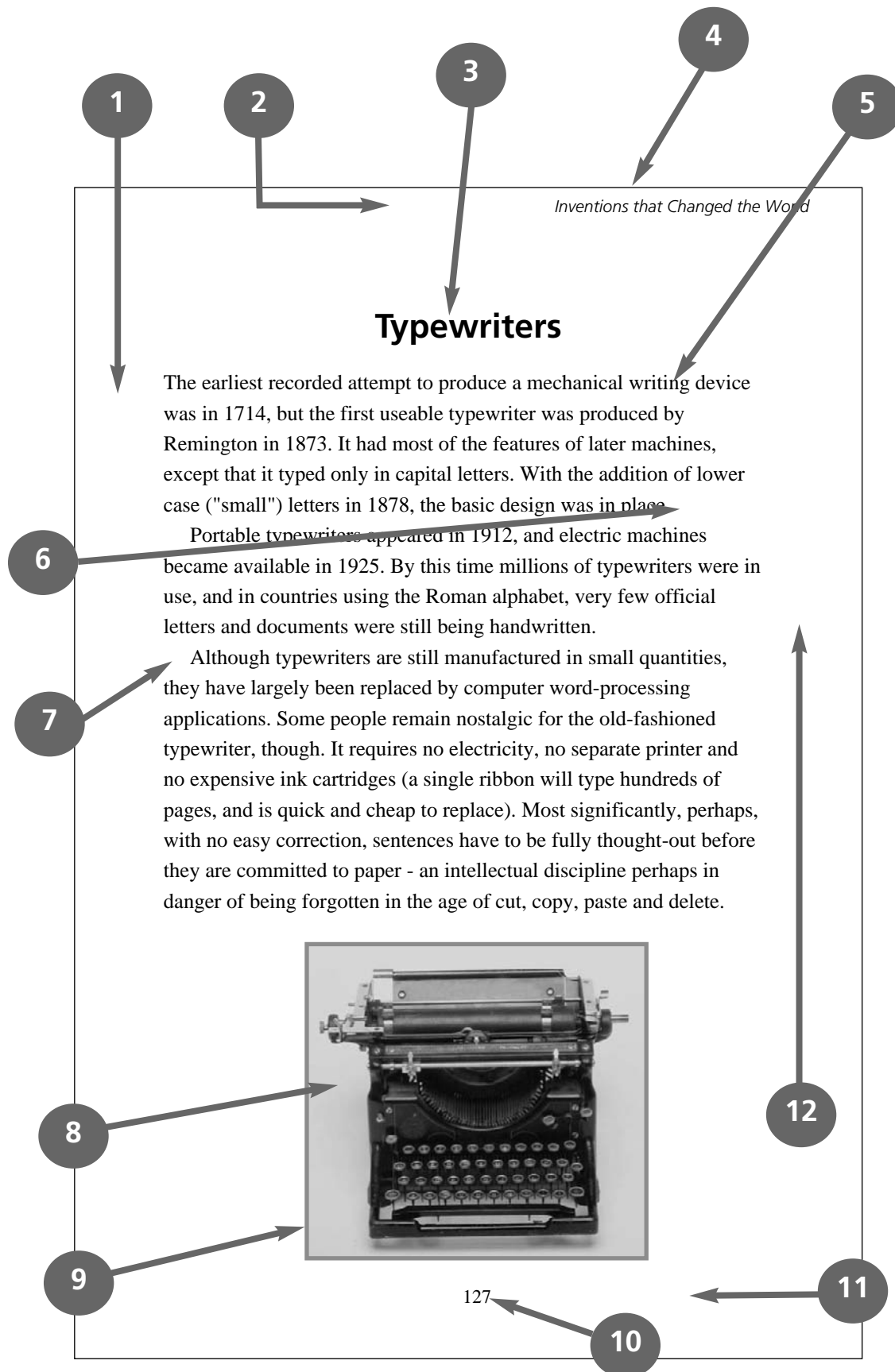
1. Software which is easy to use is...  
a. user-easy                      b. user-friendly                      c. usable
2. Software which is obvious to use is...  
a. intuitive                      b. guessable                      c. comprehensible
3. Software which is not obvious to use is...  
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



**A. Write the numbers next to the words.**

2	top margin
	bottom margin
	left-hand margin
	right-hand margin
	heading (or title)
	body text
	paragraph break
	indent
	illustration
	border (or frame)
	page number
	page border (or edge of the page)

**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

## 2.7 Word processing 2

### Sunnydays Coach Tours

**Winter / Spring Tours**

<p><b>Dec 1st: Paris</b> Five nights in a four star hotel just 200 metres from the Eiffel Towers. All meals included. Depart London 10 am.</p> <p><b>Dec 7th: Amsterdam</b> 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.</p> <p><b>Dec 11th / Dec 16th: Christmas Markets in Vienna</b> 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.</p> <p><b>Dec 29th: New Year in Verona</b> 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.</p> <p><b>January 13th to March 10th: Skiing in the French Alps</b> Avoid the airport crowds – go by coach! Departures Saturdays 9am London. Drop-off points throughout SW France. Wide range of accommodation packages available.</p>	<p><b>March 20th / March 27th: Berlin</b> 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</p> <p><b>April 4th: Easter in San Sebastian</b> Enjoy the traditional Easter celebrations in one of northern Spain's most elegant and atmospheric cities. 6 nights half board in a three star sea-front hotel. Depart London 8.30 am.</p> <p><b>April 11th / April 17th : The Tulip Fields of Holland</b> 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 April 11th, and London 9 am April 17th.</p> <p><b>April 24th: Barcelona</b> 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</p>
---	---



### A. Choose the best words.

- "Winter / Spring Tours" is the \_\_\_\_\_.  
a. under-heading                      b. sub-heading                      c. below-heading
- The body text is divided into two \_\_\_\_\_.  
a. columns                              b. pillars                              c. strips
- The body text is \_\_\_\_\_.  
a. left-aligned                              b. centred                              c. justified
- The illustration isn't original artwork. It's \_\_\_\_\_.  
a. screen art                              b. free art                              c. clipart
- The clipart has been given \_\_\_\_\_.  
a. an under shadow                      b. a drop shadow                      c. a sub-shadow
- This poster has been given a 10% grey background \_\_\_\_\_.  
a. wash                                      b. fill                                      c. colour
- The design of this poster is \_\_\_\_\_.  
a. a bit amateurish                      b. highly professional                      c. state-of-the-art

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## 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.

**Departure times**

Bristol	London	Dover
8.15	10.30	12.45
14.00	16.15	18.30
17.45	19.00	21.15

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    | a. produces form letters and address labels                             |
| 2. spell checker | b. counts the number of words, lines and paragraphs                     |
| 3. auto format   | c. finds all instances of a word or phrases in a document               |
| 4. template      | d. checks the text for spelling errors                                  |
| 5. find          | e. automatically changes the styles of headings, lists etc.             |
| 6. replace       | f. shows how a document has been altered                                |
| 7. print preview | g. records a sequence of commands, and applies them when required       |
| 8. track changes | h. a pre-formatted blank document – just type your text into the fields |
| 9. mail merge    | i. shows how the document will look in print                            |
| 10. macro        | 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. 24<sup>th</sup>

g. A<sub>2</sub>

h. Jane stared at the screen. The document had disappeared! She hadn't made a back-up copy. Hours of work wasted!

---

---

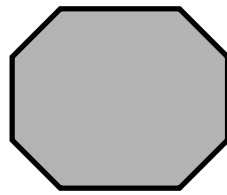
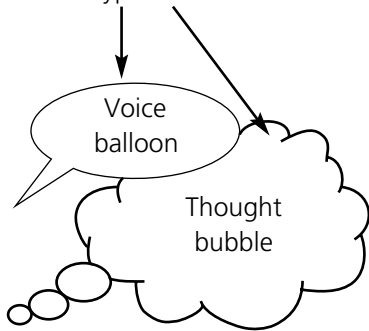
### C. True or false?

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

2. This text box has no border. \_\_\_\_\_

3. This is an AutoShape with a 2pt black border and a 30% grey fill. \_\_\_\_\_

4. These are types of callout. \_\_\_\_\_



Jane stared at the screen. The document had disappeared! She hadn't made a back-up copy. Hours of work wasted!

**ROTATED TEXT**

### D. Choose the best words.

1. Making changes to a text is called \_\_\_\_\_.

**a.** altering

**b.** renewing

**c.** editing

2. To change normal text to italic, first you must \_\_\_\_\_ the text you want to format.

**a.** choose

**b.** take

**c.** select

3. A very pale image behind the text is called \_\_\_\_\_.

**a.** an ink mark

**b.** a watermark

**c.** a grey mark

4. To divide the text into two pages, insert a \_\_\_\_\_.

**a.** page break

**b.** page stop

**c.** page change

5. The numbers at the bottom of the page are \_\_\_\_\_.

**a.** page numbers

**b.** sheet numbers

**c.** paper numbers

6. An extra note at the bottom of the page (usually in a smaller font size) is called a \_\_\_\_\_.

**a.** bottom note

**b.** foot

**c.** footnote

7. In word processing, to put things into alphabetical order is to \_\_\_\_\_.

**a.** sort

**b.** organise

**c.** order

8. A list of contacts, addresses etc. is called \_\_\_\_\_.

**a.** an archive

**b.** a list

**c.** a database

9. Producing a document on your computer and sending it direct to a printing press is \_\_\_\_\_.

**a.** computer publishing

**b.** desktop publishing

**c.** electronic publishing

10. Cut or copied text is temporarily stored in the \_\_\_\_\_.

**a.** clipboard

**b.** clip

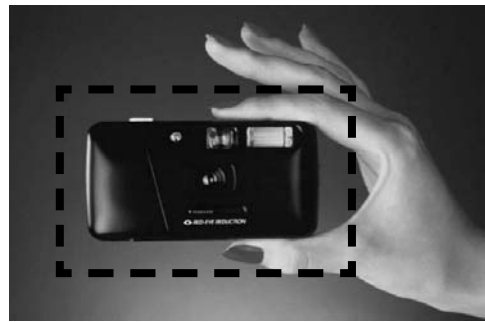
**c.** clipart



## 2.9 Image editing

### A. Match the word with the definition.

- |               |  |
|---------------|--|
| 1. crop       | a. turn an image   |
| 2. sharpen    | b. reverse an image  |
| 3. soften     | c. improve the appearance of an image                      |
| 4. zoom in    | d. remove part of an image                                 |
| 5. zoom out   | e. copy part of an image to another point in that image    |
| 6. flip       | f. view part of the image in more detail                   |
| 7. rotate     | g. view more of the image in less detail                   |
| 8. touch up   | h. convert a vector image to a bitmap image (see B5 below) |
| 9. clone      | i. make the image less blurred                             |
| 10. rasterize | 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.



*greyscale*



*black and white*



*high contrast*



*high brightness*

---

## 2.10 Graphic design

---

Choose the best words from each pair in **bold**.

1. It's usually possible to <sup>1</sup> **import / introduce** Adobe PageMaker files into Adobe InDesign. The majority of graphic design applications can <sup>2</sup> **export / send off** documents as PDF files, or as HTML web pages.



2. This box has a black <sup>3</sup> **frame / outside**, also known as a "stroke". Inside the frame, the fill is a <sup>4</sup> **fade / gradient** from dark grey to light grey.

The difference between the two versions of "wave", is that <sup>5</sup> **curling / kerning** has been applied to the top version.

3. A frame, graphic or block of text is known as <sup>6</sup> **an object / a thing**. These are arranged in <sup>7</sup> **levels / layers** – the top layer <sup>8</sup> **overlaps / overruns** the layer below.

4. This image is <sup>9</sup> **blurred / soft** at the edges (see unit 1.6 for the original).

This <sup>10</sup> **result / effect** is also known as <sup>11</sup> **feathering / birding**.



5. <sup>12</sup> **Full bleed / total bleed** means that the page is printed right up to the edges – there are no white margins. The <sup>13</sup> **snail / slug** area is the area outside the area to be printed where instructions for the printer are written.

6. This image has been <sup>14</sup> **pulled / stretched** (see unit 2.8 for the original).



7. Before a document goes <sup>15</sup> **to press / for printing**, it's essential to check the <sup>16</sup> **examples / proofs** for errors.

8. Like desktop printers, most colour printing <sup>17</sup> **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 <sup>18</sup> **separation / division**. These separations are then turned into <sup>19</sup> **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 <sup>20</sup> **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 <sup>21</sup> **reprographics / reproduction**.



**B. Add the arithmetic operator symbols to the table below.**

\*      /      ^      -      +

symbol	verb	noun	everyday speech
	add	addition	"five plus three equals eight"
	subtract	subtraction	"five minus three equals two"
	multiply	multiplication	"five multiplied by three equals fifteen" "five times three equals fifteen"
	divide	division	"fifteen divided by three equals five"
	raise to the power of		"ten to the power of five is 100,000"

**C. Answer true or false.**

0.75 → 7.5

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

188  
102  
65  
12

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

0.005  
0.05  
5,000  
5,055.5

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

apples  
bananas  
pears  
pineapples

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 <sup>1</sup> **text** / language, numerical <sup>2</sup> **values** / details and formulas. It's also possible to add pop-up comment <sup>3</sup> **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 <sup>4</sup> **list** / series of months, numbers etc.
- You can improve the <sup>5</sup> **looks** / appearance of a spreadsheet very quickly by using the **AutoFormat** feature.



## 2.13 Problems with software

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.

1. ____	2. ____	3. ____	4. ____	5. ____	6. ____	7. ____	8. ____	9. ____
---------	---------	---------	---------	---------	---------	---------	---------	---------

## 2.14 Which program?

**Match the operations with the application types.**

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

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?

---

---

---



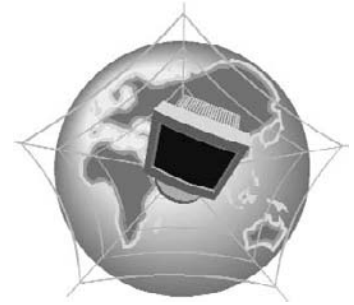
# Section 3: The Internet

---

## 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 <sup>1</sup> **network** / **net** of interconnected computers. These computers communicate with each other <sup>2</sup> **over** / **through** existing telecommunications networks – principally, the telephone system. The World Wide Web (usually known as just "the Web") is the billions of web pages that are stored on large computers called web <sup>3</sup> **servers** / **services**.

To <sup>4</sup> **see** / **access** the web, you need a computer and a modem. You then connect over your telephone line to an internet service <sup>5</sup> **port** / **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 <sup>6</sup> **discussion** / **talking** 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).**

- |                          |   |
|--------------------------|---|
| <input type="checkbox"/> | close down your browser   |
| <input type="checkbox"/> | connect to your ISP   |
| <input type="checkbox"/> | disconnect from the internet  |
| <input type="checkbox"/> | enter a web address (also known as a URL*) into the address field                           |
| <input type="checkbox"/> | launch your browser (for example, Internet Explorer, Netscape Navigator or Mozilla Firefox) |
| <input type="checkbox"/> | perhaps wait for a few seconds while the web-page downloads                                 |
| <input type="checkbox"/> | view the page   |

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

#### Web addresses

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

---

---

**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. Refresh <sup>1</sup> / Reload <sup>2</sup>       | 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. Favourites <sup>1</sup> / Bookmarks <sup>2</sup> | 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.   |

<sup>1</sup> Microsoft Internet Explorer; <sup>2</sup> 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.

***What's the difference between a web directory and a search engine?***

**Web directories (for example, Excite, Lycos) list categories and sub-categories with links to websites. Search engines (for example, Google, Altavista) search the Web for web pages according to the instructions that you give them.**

### **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.**

- |                            |   |
|----------------------------|---|
| 1. "English vocabulary"    | a. Pages where both words appear.   |
| 2. English + vocabulary    | b. Pages containing the phrase <i>English vocabulary</i> .                                      |
| 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 <i>English</i> except the ones which also contain <i>vocabulary</i> . |

---

## 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                     |

---

## 3.5 Internet terms

---

### **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).

account                      add                      browse                      checkout  
confirm                      delivery                      details                      invoice  
shopping basket                      sign in

	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 _____.
1	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.

bid                      down                      encrypted                      online  
outbid                      padlock                      secure server                      system

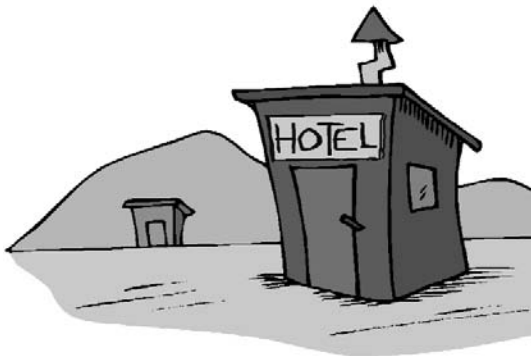
1. Sites that ask for your credit card number or other personal information should use a \_\_\_\_\_, so the data you send is \_\_\_\_\_.
2. A: "Have you ever bought anything on an auction site like eBay?"  
B: "No. Once I made a \_\_\_\_\_ on something, but I was \_\_\_\_\_ a few seconds before the auction closed."
3. The \_\_\_\_\_ symbol means that a web-page is secure.
- 4: I couldn't book my flight \_\_\_\_\_ because the airline's \_\_\_\_\_ was \_\_\_\_\_.



---

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## Booking a hotel online



### C. Choose the best words.

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

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

## Filling in an e-form

### D. Write the information into the fields.

27/03/1965

213 Wood Street

4044 5055 6066 7077

Anne Mary

amj999@hotmail.com

Apartment 17

Bellevue Apartments

Chicago

Illinois

Jones

Ms

USA

Visa Debit

IL 60611

1 888 999 0000

<b>Name</b>	
<b>Title</b> <input type="text"/>	<b>Forename(s)</b> <input type="text"/>
<b>Surname</b> <input type="text"/>	
<b>Billing address</b>	
<b>Line 1</b>	<input type="text"/>
<b>Line 2</b>	<input type="text"/>
<b>Line 3</b>	<input type="text"/>
<b>Town / City</b>	<input type="text"/>
<b>State<sup>1</sup> / Province / County<sup>2</sup></b>	<input type="text"/>
<b>Zip Code<sup>1</sup> / Postcode<sup>2</sup></b>	<input type="text"/>
<b>Country</b>	<input type="text"/>
<b>Date of birth</b>	<input type="text" value="dd/mm/yyyy"/>
<b>Delivery address</b>	
<i>If different to billing address, <a href="#">click here</a></i>	
<b>Card type</b>	<input type="text"/>
<b>Card number</b>	<input type="text"/>
<b>Daytime telephone number (inc. country code)</b>	<input type="text" value="+"/>
<b>email address</b>	<input type="text"/>
<b>confirm email address</b>	<input type="text"/>

<sup>1</sup> USA   <sup>2</sup> United Kingdom

**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. <b>virus</b>                                | a. collects and sends private information from the infected computer to a third party  |
| 2. <b>spyware</b>                              | b. an undesirable program which can replicate itself across a network  |
| 3. <b>trojan horse</b>                         | c. allows a hacker to access private information when he/she wishes  |
| 4. <b>keystroke logger</b> or <b>keylogger</b> | d. a program which adds itself to an executable file, and can cause considerable damage to the data on the infected computer |
| 5. <b>worm</b>                                 | e. records characters that are typed into a computer   |

From:	anna@goodmail.com
To:	bernard@ciaociao.it
Cc:	carol@freemail.co.uk
Bcc:	dave@norsemal.no
Subject:	arriving in Rome

Hi Bernard

I'll be arriving in Rome just after midday tomorrow (Friday). You don't need to pick me up at the airport – I can get a taxi to the city centre.

See you soon!

Anna

**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.**

**attach**

**browse**

**field**

**inboxes**

**open**

**send**

**size**

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

Some email <sup>6</sup>\_\_\_\_\_ will only receive attachments up to a certain <sup>7</sup>\_\_\_\_\_ 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.

---

## 3.9 Email comprehension 1

---

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](mailto: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... \_\_\_\_\_

---

## 3.10 Email comprehension 2

---

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 \_\_\_\_\_

## 3.11 Useful verbs crossword

**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*)

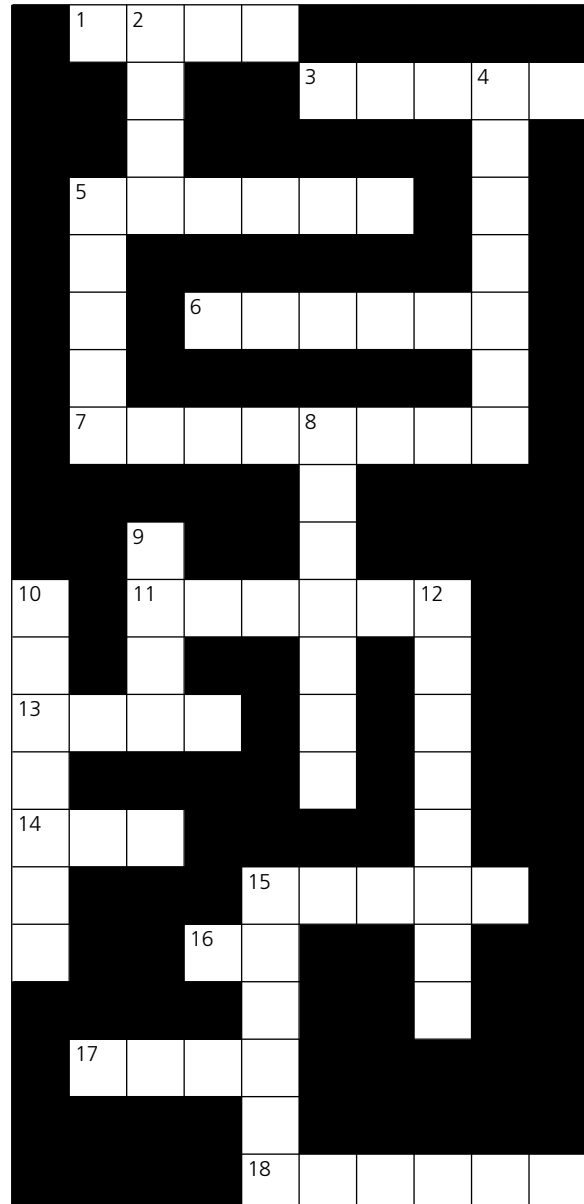
11. \_\_\_\_\_ your webpage to a web server

12. \_\_\_\_\_ some clipart from the internet

13. \_\_\_\_\_ an attachment with an email

14. \_\_\_\_\_ for something on eBay

15 →. \_\_\_\_\_ pop-ups (*permit*)



15. ↓ \_\_\_\_\_ the internet (*use*)

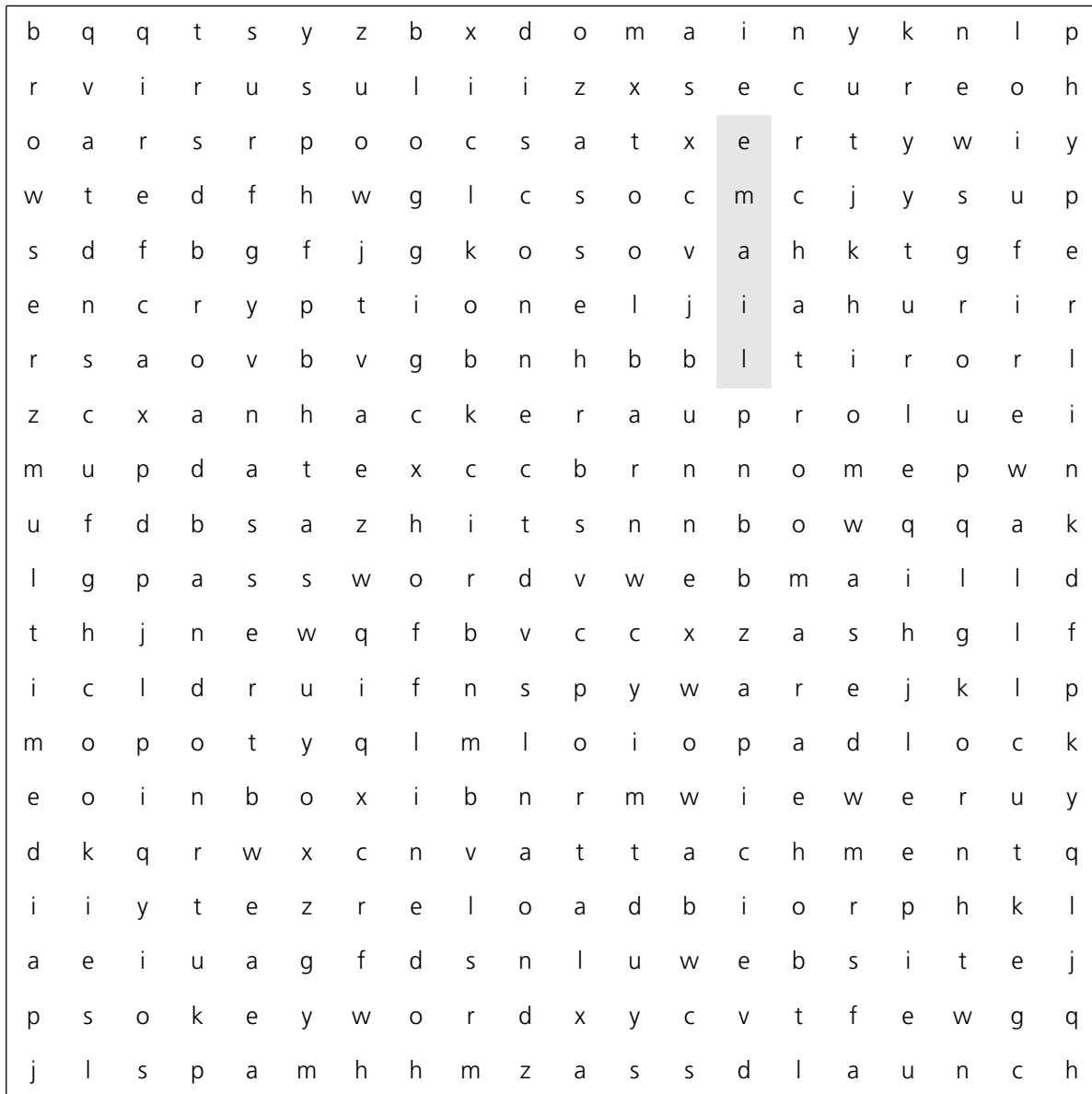
16. \_\_\_\_\_ the email to everybody else on the team (*send a copy of*)

17. \_\_\_\_\_ a bid for something on eBay

18. \_\_\_\_\_ to a different ISP (*change*)

## 3.12 Revision wordsearch

**There are 33 words connected with internet in this grid. Can you find them all?  
(Look down and across.)**



_____ <i>email</i> _____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____



---

## 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



## 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 print-heads (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

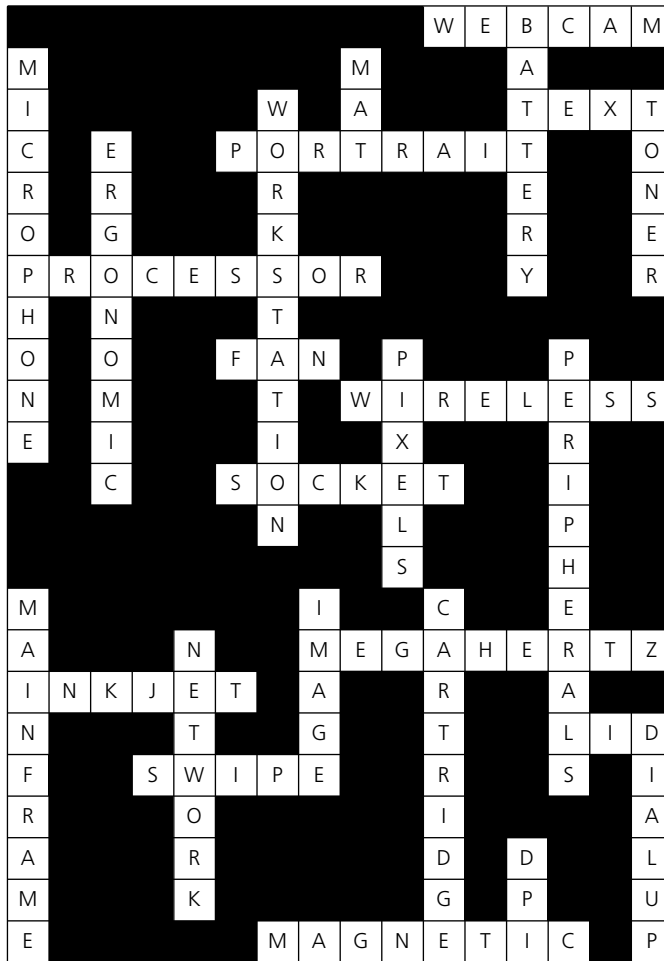
### 1.15 Electronic payments

**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

**1.16 Review crossword**



**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, 5e, 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

---

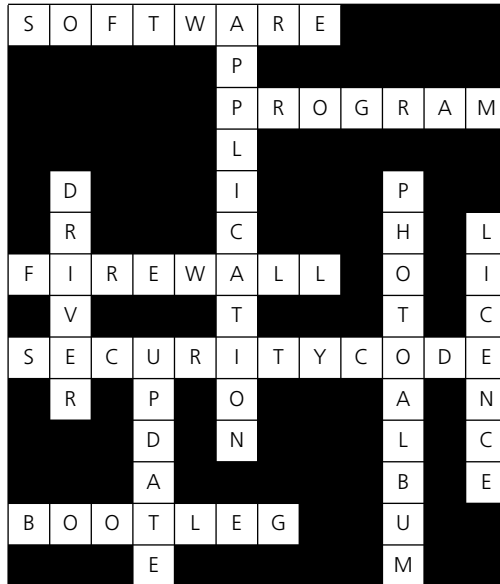
## Answer key (cont.)

---

### 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

<b>A:</b>	2	top margin
	11	bottom margin
	1	left-hand margin
	12	right-hand margin
	3	heading (or title)
	5	body text
	6	paragraph break
	7	indent
	8	illustration
	9	illustration border (or frame)
	10	page number
	4	page border (or edge of the page)

**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:**

symbol	verb	noun	everyday speech
+	add	addition	"five plus three equals eight"
-	subtract	subtraction	"five minus three equals two"
*	multiply	multiplication	"five multiplied by three equals fifteen" "five times three equals fifteen"
/	divide	division	"fifteen divided by three equals five"
^	raise to the power of		"ten to the power of five is 100,000"

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

**D:** 1 text, 2 values, 3 boxes, 4 series, 5 appearance

---

## Answer key (cont.)

---

### 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.)

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

### 2.15 Revision quiz

1. Windows (95/98/2000/ME/XP), Mac (OS9, OSX etc), Linux, 2. The recycle bin, 3. Wallpaper, 4. The control panel, 5. An image editor, 6. A media player, 7. Freeware, 8. Capital letters in highlighted bold italic underline, 9. Arial 9 point double spaced, 10. A template, 11. The clipboard, 12. It's a mirror image of the original, 13. Softening an image, 14. Thumbnails, 15. To sort, 16. A cell, 17. A slideshow, 18. A bug, 19. It compresses files, 20. Drivers, 21. Columns and rows, 22. Dollar sign, 23. ampersand, 24. asterisk (or multiply sign), 25. hash, 26. brackets, 27. forward slash (or divide sign), 28. backward slash, 29. question mark, 30. plus sign

### 3.1 The internet: the basics

**A:** 1 network, 2 over, 3 servers, 4 access, 5 provider, 6 discussion

**B:**

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

**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



---

## Answer key (cont.)

---

### 3.6 E-commerce

A:

8	You usually have to allow at least two working days for <sup>1</sup> <u>delivery</u> .
3	Choose an item, and <sup>2</sup> <u>add</u> it to your <sup>3</sup> <u>shopping basket</u> .
6	Click <sup>4</sup> " <u>confirm</u> ". Now it's too late to change your mind!
4	When you have finished shopping, click "proceed to <sup>5</sup> <u>checkout</u> ".
7	Usually, you will receive an <sup>6</sup> <u>invoice</u> by email.
5	Enter your name, address and card <sup>7</sup> <u>details</u> .
1	Before you can start shopping, you usually have to <sup>8</sup> <u>sign in</u> to the site. (If you don't already have an <sup>9</sup> <u>account</u> , you have to create one.)
2	<sup>10</sup> <u>Browse</u> 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<sup>1</sup> / Province / County<sup>2</sup>: Illinois

Zip Code<sup>1</sup> / Postcode<sup>2</sup>: 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.

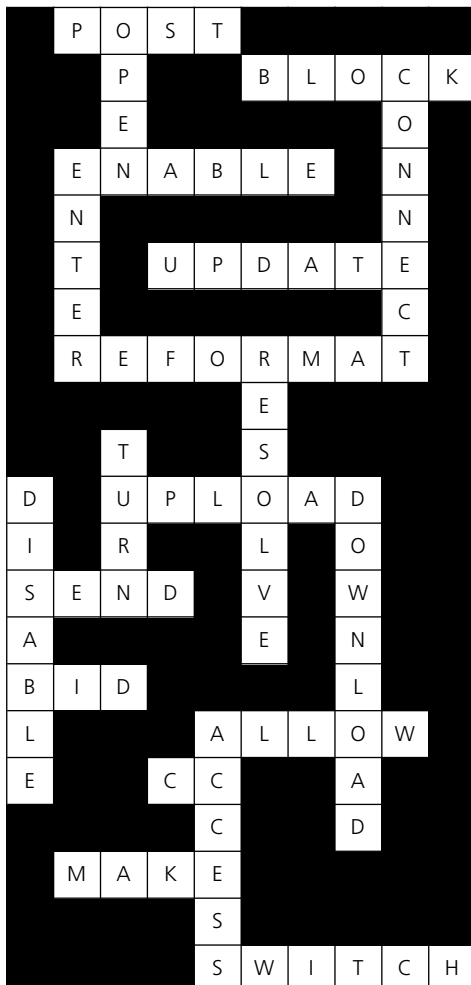
**B:** 1 a/w, 2 glitch (informal word), 3 file format, 4 queries on this, 5 resend, 6 cc, 7 get in touch with, 8 fingers crossed

### 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

---

## Answer key (cont.)

---

### 3.12 Revision wordsearch

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

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