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**CAREER  
PATHS**

# Computing

Virginia Evans - Jenny Dooley Will Kennedy

Book

1



**Express Publishing**

## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Types of Computers	Magazine article	computer, desktop, laptop, notebook, personal computer, portable, power, server, tablet, workstation	Making a suggestion
2	Monitors	Article	aspect ratio, contrast, CRT, display, HD, LCD, monitor, resolution, response time, screen	Making comparisons
3	Keyboards	Blog post	Alt key, Caps Lock, Control key, diacritical mark, function key, keyboard, numeric keypad, QWERTY, Shift key, type	Asking about knowledge
4	Mice	Product listing	ball mouse, click, button, cordless mouse, laser mouse, LED mouse, mouse, scroll, scroll wheel, USB	Making a recommendation
5	Inside the Computer	Magazine article	case, CD drive, disk drive, fan, hard drive, heat sink, motherboard, port, power supply, processor	Describing a problem
6	Data Storage Devices	Advertisement	burn, capacity, CD-R, flash drive, flash memory, GB, kB, MB, memory	Asking for a recommendation
7	Printers	Email	cartridge, dpi, ink, inkjet, laser printer, ppm, print, printer, toner, two-sided	Agreeing
8	Scanners	Article	all-in-one, automatic document feeder, color depth, copy, flatbed, optical resolution, ppi, scan, scan area, scanner	Describing features
9	Cameras	Advertisement	compression, digital camera, digital zoom, JPEG, megapixel, optical zoom, pixel count, SD card, white balance	Asking for an opinion
10	Smartphones	User manual	app, built-in feature, cell phone, GPS, MP3 player, service, smartphone, sync, touchscreen	Giving instructions
11	The User Interface	User guide	cursor, desktop, dropdown menu, folder, GUI, icon, organize, right-click, select, user	Asking for help
12	Email 1	Article	address book, drafts folder, email, email address, email client, inbox, junk mail, sent folder, trash folder, webmail	Explaining confusion
13	Email 2	Email	attach, Bcc, Cc, create, forward, recipient, reply, reply all, subject	Making an apology
14	Email 3	Article	attachment, bounce back, configure, domain name, exceed, maximum, POP3 server, SMTP server, spam, time out, typo	Identifying a problem
15	Instant Messaging	Email	available, busy, chat, contact list, file transfer, IM, one-to-one, provider, real-time, screen name,	Expressing concern

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## Get ready!

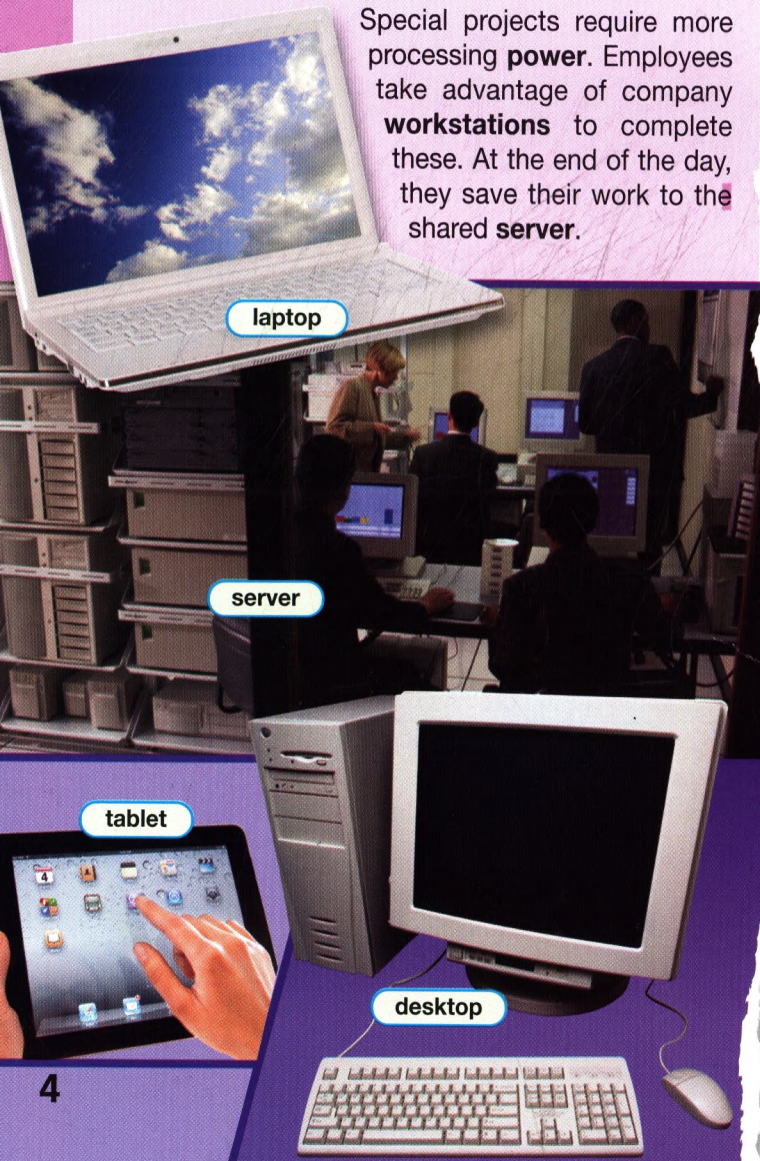
- 1 Before you read the passage, talk about these questions.
- 1 What are some common types of computers?
  - 2 What do office employees use computers for?

## Computers in the Workplace

**Computers** are an important part of an employee's day. In many offices, every worker has their own **personal computer**. They prepare reports and other documents on it. They also check email and access the Internet with it. Usually this machine is a **desktop** computer. However, nowadays employees are using **laptops** more often, too. Employees can take these smaller **notebook** computers to meetings and to business talks.

An especially **portable** computer is the **tablet**. With a tablet an employee can keep in touch with co-workers from almost anywhere.

Special projects require more processing **power**. Employees take advantage of company **workstations** to complete these. At the end of the day, they save their work to the shared **server**.



## Reading

- 2 Read the magazine article. Then, choose the correct answers.
- 1 What is the main purpose of the article?
    - A to promote the use of laptops in the workplace
    - B to describe the kinds of computers employees use
    - C to remind employees to save their work data
    - D to recommend tablet computers over other kinds
  - 2 Which of the following is NOT an advantage of laptop and tablet computers?
    - A Unlike desktop computers, laptops and tablets are portable.
    - B They are smaller than desktop computers.
    - C Employees can take laptops and tablets to meetings.
    - D Employees can get the most processing power from laptops and tablets.
  - 3 Which kind of computer works well for more demanding projects?
    - A workstations
    - B tablets
    - C desktops
    - D notebooks

## Vocabulary

- 3 Match the words or phrases (1-5) with the definitions (A-E).

- |                  |                        |
|------------------|------------------------|
| 1 __ laptop      | 4 __ power             |
| 2 __ workstation | 5 __ personal computer |
| 3 __ server      |                        |

- A a computer for use by one person
- B a small, mobile computer
- C part of a computer network that stores and processes information
- D the processing ability of a computer
- E a more powerful computer for special tasks

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 desktop / tablet

- A People use their \_\_\_\_\_ computer in a single location.  
 B A \_\_\_\_\_ is lightweight and can be moved.

2 portable / computer

- A People use a \_\_\_\_\_ to create and process documents.  
 B A \_\_\_\_\_ device is one which is easy to use in many places.

5 Listen and read the magazine article again. What types of computers are being used more often nowadays?

## Listening

6 Listen to a conversation between an employee and a co-worker. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman recently bought a tablet.  
 2 \_\_\_ The woman is still using her laptop.  
 3 \_\_\_ The man wants to replace his old desktop computer.

7 Listen again and complete the conversation.

**Employee:** Good morning, Sally. Wow! Is that your new 1 \_\_\_\_\_ ?  
**Co-worker:** It is. I just got it 2 \_\_\_\_\_ .  
**Employee:** Is it comfortable to use?  
**Co-worker:** 3 \_\_\_\_\_. It fits perfectly in my hand.  
**Employee:** It looks that way. What about 4 \_\_\_\_\_ ? Are you still using it?  
**Co-worker:** Not at all. I can do everything on the tablet, and it's easier to use.  
**Employee:** Really? Maybe I should get one. I need to 5 \_\_\_\_\_ my old laptop.  
**Co-worker:** 6 \_\_\_\_\_. I don't need my laptop for anything now.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*Is that your new ... ?  
 What about your ... ?  
 Maybe I should ... ?*

**Student A:** You are an office employee. Talk to Student B about:

- his or her new computer
- your computer
- replacing your computer

**Student B:** You are a co-worker. Talk to Student A about the advantages of your new tablet.

## Writing

9 Use the conversation from Task 8 to complete the computer request form below.

### Computer Request Form

What kind of computer are you requesting?

\_\_\_\_\_

What kind of computer do you currently have?

\_\_\_\_\_

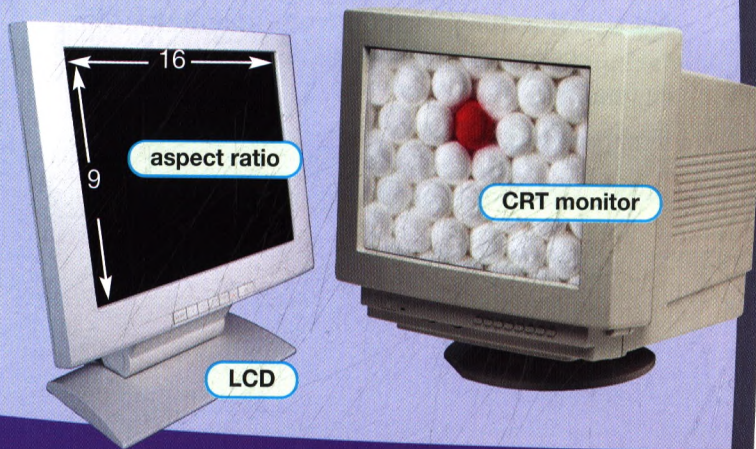
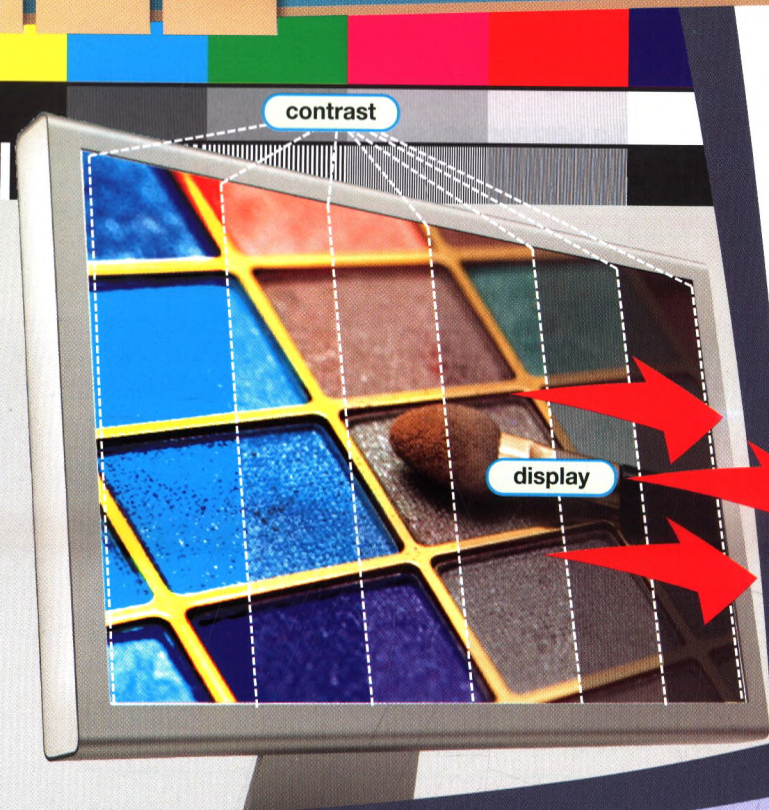
Please explain why you want this computer.

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





Shoppers' News

## Top picks: Computer Monitors

Do you still have a **CRT monitor**? Then you're missing out on a better **display**. We have two suggestions.

For low price monitors, Gold Computers is the best choice. Their wide-screen monitor has a 16:9 **aspect ratio**. It features a 1920 x 1080 **resolution**. Unfortunately, this model has poor **contrast** controls.

If you want the best graphics, Crystal Monitors is the best pick. Their VX100 **LCD** has a 20-inch **screen**. The color range is the widest on the market. It also supports **HD**. With a **response time** of seven milliseconds, it's also good for gaming. This monitor is well worth the \$400 price tag.

### Get ready!

1 Before you read the article, talk about these questions.

- 1 What do you look for in a computer monitor?
- 2 What are some differences between old and new monitors?

### Reading

2 Read the article. Then, choose the correct answers.

- 1 What is the main idea of the article?
  - A to list common monitor problems
  - B to recommend monitor purchases
  - C to show improved models of monitors
  - D to review new HD monitors
- 2 Which of the following is NOT listed as a feature of the Gold Computers monitor?
  - A low price
  - B 16:9 aspect ratio
  - C a 20-inch screen
  - D poor contrast control
- 3 What makes the VX100 good for gaming?
 

A the aspect ratio	C the resolution
B the response time	D the contrast

### Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |             |                    |
|-------------|--------------------|
| 1 __ HD     | 5 __ contrast      |
| 2 __ LCD    | 6 __ monitor       |
| 3 __ CRT    | 7 __ aspect ratio  |
| 4 __ screen | 8 __ response time |

- A the difference between light and dark
- B the relation between height and width
- C a monitor with greater resolution
- D a display that uses liquid crystals
- E the front surface of a monitor
- F a monitor with vacuum tubes
- G an electronic device that displays information
- H a measurement of how long it takes for pixels to refresh



4 Choose the sentence that uses the underlined part correctly.

- 1 A The aspect ratio is five milliseconds.  
B The monitor's resolution is 1024 × 768.
- 2 A Old CRT displays often flickered.  
B A computer monitor prints documents.

5 Listen and read the article again. What are some features to look for in today's computer monitors?

## Listening

6 Listen to a conversation between a store clerk and a customer. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The monitors have equal resolutions.
- 2 \_\_\_ The second monitor has a faster response time.
- 3 \_\_\_ The woman wants a monitor that works well for video games.

7 Listen again and complete the conversation.

**Clerk:** 1 \_\_\_\_\_ Computer Express. What can I help you find today?

**Customer:** Thanks. I'd like to know the difference between 2 \_\_\_\_\_ monitors.

**Clerk:** Well, the XR model has a better resolution and excellent contrast.

**Customer:** I bet it's 3 \_\_\_\_\_ graphics.

**Clerk:** Right. On the 4 \_\_\_\_\_, the ClearShot model has a faster response time.

**Customer:** Hmm. 5 \_\_\_\_\_ a gamer, so that's less important.

**Clerk:** The first one is probably a 6 \_\_\_\_\_, then.

**Customer:** I agree. Thanks so much.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*I'd like to know the difference between ...*  
*This one has a ...*  
*On the other hand ...*

**Student A:** You are a store clerk. Talk to Student B about:

- the difference between two computer monitors
- your recommendation

**Student B:** You are a customer. Talk to Student A about what product you should buy.

## Writing

9 Use the article and the conversation from Task 8 to complete the description of a computer monitor.

# Computer Mart



**FX1000**

24-inch \_\_\_\_\_ screen

The FX1000 computer \_\_\_\_\_ is very versatile. The wide-screen \_\_\_\_\_ has a 16:9 \_\_\_\_\_. It features full HD support with its 1920 x 1080 \_\_\_\_\_. The superb color and \_\_\_\_\_ make it an excellent choice.

If you're a gamer, why not try the ST300? Its \_\_\_\_\_ is seven milliseconds, making it a great choice.

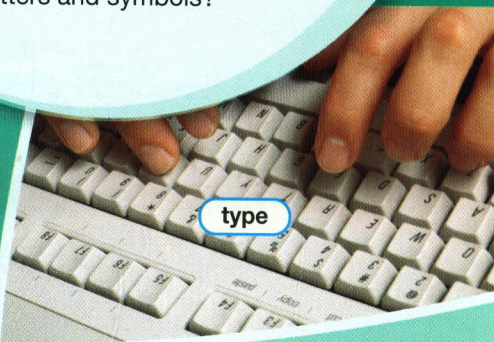
## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are the functions of the keys on a standard keyboard?
- 2 What are different ways of typing capital letters and symbols?

## Typing Tips

by Steve Gray



diacritical mark

Function keys



QWERTY

Control key

Caps Lock

Shift key

Alt key

numeric keypad

These tips will help you get the most out of any **QWERTY** keyboard!

- Always use the **numeric keypad** to enter numbers quickly.
- Only use the **Caps Lock** when **typing** multiple capital letters in a row. Use the **Shift key** to capitalize just one letter. This will save you keystrokes.
- The Shift key also creates **diacritical marks**. For certain marks you need to use the **Alt key**, too.
- Learn your computer's shortcuts. Enter them with the **Control key** or a **function key**. They save time and energy!

## Reading

2 Read the blog post. Then, complete the table.

Key	Use(s)
Caps Lock	1 _____
Shift key	2 _____
Control key	3 _____

## Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- |   |              |   |                   |
|---|--------------|---|-------------------|
| 1 | __ Shift key | 4 | __ numeric keypad |
| 2 | __ QWERTY    | 5 | __ type           |
| 3 | __ Alt key   | 6 | __ keyboard       |

- A a key that gives an alternative function to another key when both are pressed at the same time
- B used for typing upper-case letters
- C a panel of keys used for entering data into a computer
- D a keyboard with a standard layout
- E a small keypad that features digits 0-9
- F to enter data into a computer using a keyboard

**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

**1** Caps Lock / Control key

- A The \_\_\_\_\_ is used to give another key an alternate function.  
 B The \_\_\_\_\_ is used to type capital letters.

**2** function key / diacritical mark

- A A \_\_\_\_\_ denotes special pronunciation of a letter.  
 B The \_\_\_\_\_ is assigned a purpose by a piece of software.

**5** Listen and read the blog post again. What are ways to improve typing efficiency?

## Listening

**6** Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The word has an accent mark in it.  
 2 \_\_\_ The accent mark requires using the alt key.  
 3 \_\_\_ The woman memorized the code.

**7** Listen again and complete the conversation.

- Employee 1:** Hey, Jane – do you have a **1** \_\_\_\_\_ ?  
**Employee 2:** Sure. What is it?  
**Employee 1:** I'm working on this memo. But I don't know how to **2** \_\_\_\_\_ .  
**Employee 2:** What are you **3** \_\_\_\_\_ to type?  
**Employee 1:** I need to put an **4** \_\_\_\_\_ over an e. Do you know how to do that?  
**Employee 2:** Yeah, I've done that before. You enter a **5** \_\_\_\_\_ while pressing the Alt key.  
**Employee 1:** Can you tell me the code?  
**Employee 2:** I don't remember. But you can **6** \_\_\_\_\_ online.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

- I need to ...*  
*Do you know how to ... ?*  
*You enter ...*

**Student A:** You are an employee using a computer. Talk to Student B about:

- typing a special symbol
- what keys are used
- where to find the code

**Student B:** You are an employee. Talk to Student A about typing special symbols.

## Writing

**9** Use the conversation from Task 8 to complete the note below.

Ū	!	DŽ	Dž	dž	Lj	Lj	lj	NJ	Nj	nj
Ǻ	ǻ	Ǫ	ǫ	Ǿ	ǿ	Ǟ	ǟ	Ǡ	ǡ	Ǣ
ú	Û	ü	Ù	ù	ə	Ā	ā	Ā	ā	Æ
æ	Č	č	Ķ	ķ	Q	q	Ō	ō	Ĵ	DZ
Dz	dz	Ć	Ĉ	ĉ	Á	á	É	é	Ó	ó
À	à	Â	â	È	è	Ê	ê	Ì	ì	Î
î	Ö	ö	Ô	ô	Ř	ř	Ŕ	ŕ	Û	ü
Û	û	Ǻ	ǻ	Ǫ	ǫ	Ǟ	ǟ	Ǡ	ǡ	Ǣ

Eric,

I got your message about typing accent marks.

I know that you have to use \_\_\_\_\_  
 \_\_\_\_\_ Alt key.

I'm afraid I'm not sure \_\_\_\_\_  
 \_\_\_\_\_.

Maybe you should \_\_\_\_\_.

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common types of mice?
- 2 Why is a reliable mouse important to computer users?

## Reading

2 Read the product listing. Then, choose the correct answers.

- 1 What is the purpose of the product list?
  - A to account for sales numbers
  - B to describe the price of items
  - C to explain how to use a mouse
  - D to list items available for sale
- 2 Which is NOT offered by the company?
 

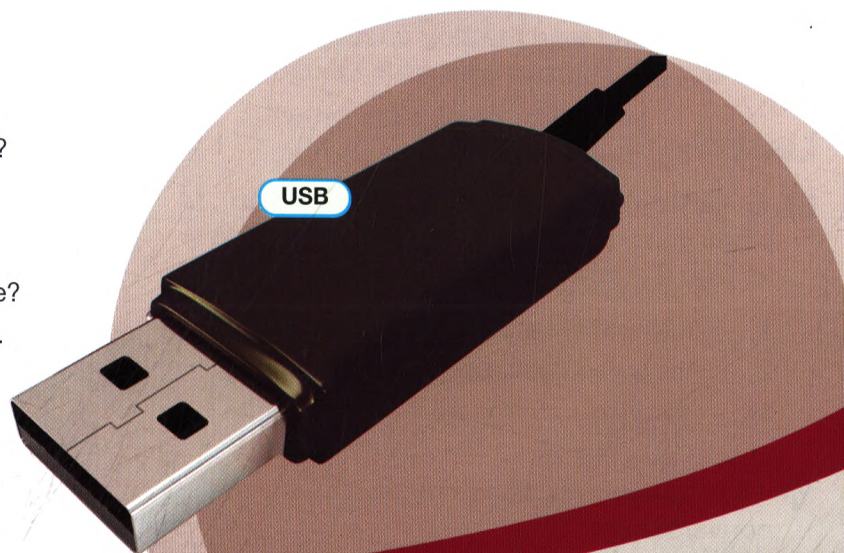
A LED mice	C 3-D mice
B USB mice	D cordless mice
- 3 What is true of the standard ball mouse?
  - A It is delivered with fluid for cleaning.
  - B It has right- and left-click buttons.
  - C It connects using USB technology.
  - D It comes in several colors.

## Vocabulary

3 Match the words or phrases (1-5) with the definitions (A-E).

- |               |                |
|---------------|----------------|
| 1 __ cordless | 4 __ click     |
| 2 __ mouse    | 5 __ LED mouse |
| 3 __ USB      |                |

- A a mouse that uses light for tracking
- B a type of connection technology
- C a device for interacting with a computer
- D to select using a mouse button
- E without connecting wires



## Melissa's Technology Accessories

Available Products

Product type: Computer mice

button

scroll wheel

## Mechanical mice

button

1. Standard **ball mouse**: This mouse includes right and left **easy-click buttons**. It's our most affordable option and best seller.
2. **Color-change mouse**: This ball mouse comes with interchangeable colored covers. Customers can choose from seven available colors.

## Cordless Mice

1. **LED mouse**: This mouse uses a **scroll wheel** for easy **scrolling**. It also comes with cleaning fluid for the plastic LED cover.
2. **Laser mouse**: This mouse uses a **USB** connection. Non-USB mice, including 3-D mice, are no longer available.

**Note: All cordless mice from Melissa's Technology Accessories include a 30-day warranty. Returned items MUST be accompanied by a receipt.**

**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

**1** scroll wheel / scroll

**A** The \_\_\_\_\_ on the mouse was broken.

**B** \_\_\_\_\_ down the page to see all the information.

**2** laser mouse / button

**A** The \_\_\_\_\_ was stuck and wouldn't click.

**B** A \_\_\_\_\_ is more expensive than a ball mouse.

**5** Listen and read the product listing again. What is the least expensive and most common type of mouse?

## Listening

**6** Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman thinks laser mice don't track well.
- 2 \_\_\_ The woman uses a cordless mouse.
- 3 \_\_\_ The man recommends a USB mouse.

**7** Listen again and complete the conversation.

- Employee 1:** I just **1** \_\_\_\_\_ my mouse to work right!
- Employee 2:** Really? **2** \_\_\_\_\_ are you using?
- Employee 1:** Just a regular ball mouse, but it isn't tracking well. The ball **3** \_\_\_\_\_. Sometimes the button won't even click.
- Employee 2:** **4** \_\_\_\_\_ you try a laser mouse. Mine works really well.
- Employee 1:** Are they hard **5** \_\_\_\_\_?
- Employee 2:** No, they're really simple. And **6** \_\_\_\_\_ cordless.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*I just can't get ...*

*I recommend ...*

*They're usually ...*

**Student A:** You are an employee using a computer. Talk to Student B about:

- the type of mouse you use
- difficulties with using your mouse
- questions about other kinds of mice

**Student B:** You are a co-worker. Talk to Student A about what kind of mouse you recommend.

## Writing

**9** Use the product listing and the conversation from Task 8 to complete this product feedback form for a new mouse.

### Melissa's Technology Accessories

#### Customer Feedback Form

What type of mouse did you purchase?

\_\_\_\_\_

Have you used this mouse type before? Y / N

Are you satisfied with your purchase? Y / N

Why or why not? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

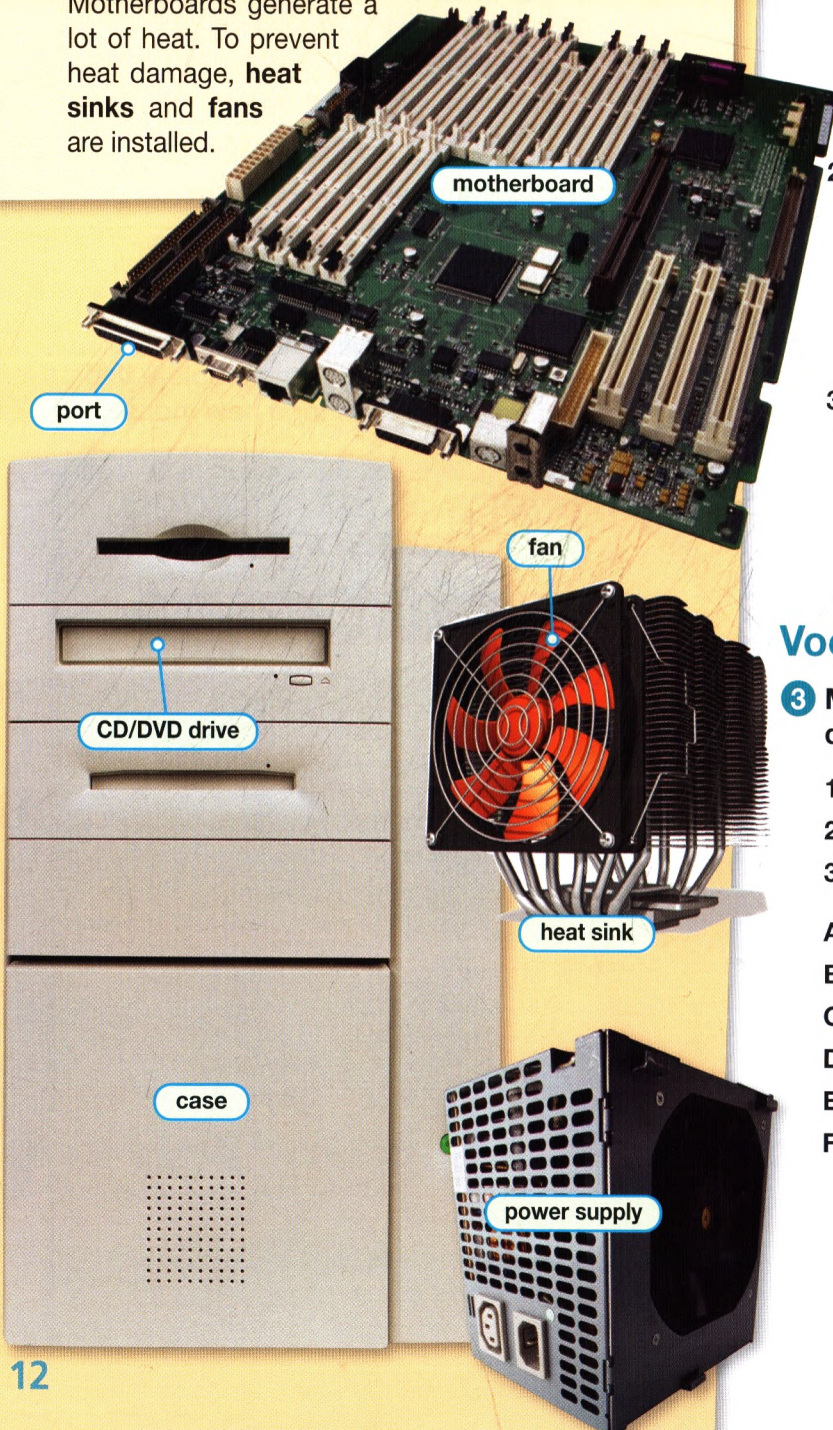
## What's in Your Computer?

Have you ever wondered what's under your computer **case**? Don't take it apart — just read on to find out.

The **hard drive** is the main part that stores data. A **disk drive** is for reading and copying data. The first drives used floppy disks, but today we use **CD/DVD drives**.

One of the most important parts is the **motherboard**. It contains the central **processor** and electrical connections. These receive energy from the **power supply** and distribute it. The board also includes other components like **ports**.

Motherboards generate a lot of heat. To prevent heat damage, **heat sinks** and **fans** are installed.



## Get ready!

**1** Before you read the passage, talk about these questions.

- 1 What are some parts inside a computer?
- 2 What is the purpose of a motherboard?

## Reading

**2** Read the magazine article. Then, choose the correct answers.

- 1 What is the purpose of the article?
  - A to explain how to fix a computer
  - B to describe computer components
  - C to show how devices communicate
  - D to teach how to construct a computer
- 2 Which part generates the most heat?
  - A the hard drive
  - B the disk drive
  - C the motherboard
  - D the ports
- 3 How are motherboards protected?
  - A by heat sinks and fans
  - B by installing power supplies
  - C by switching to CD drives
  - D by adding second processors

## Vocabulary

**3** Match the words or phrases (1-6) with the definitions (A-F).

- |                 |                   |
|-----------------|-------------------|
| 1 __ fan        | 4 __ power supply |
| 2 __ disk drive | 5 __ motherboard  |
| 3 __ heat sink  | 6 __ processor    |

- A a part that reduces heat
- B a mechanical part used to move air
- C a part that interprets and runs programs
- D the means of providing energy
- E the central circuit board
- F a part that allows data to be read and copied

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 hard drive / CD drive

- A A \_\_\_\_\_ is used for reading and copying data.  
 B A computer with a larger \_\_\_\_\_ will have extra storage.

2 port / case

- A A motherboard has at least one USB \_\_\_\_\_.  
 B The components of a computer are contained in a \_\_\_\_\_.

5 Listen and read the magazine article again. What are some components of a motherboard?

## Listening

6 Listen to a conversation between a computer store employee and a customer. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The fan will not turn on.  
 2 \_\_\_ The woman suspects the power supply is broken.  
 3 \_\_\_ The woman must open the case.

7 Listen again and complete the conversation.

- Employee:** Good afternoon. How 1 \_\_\_\_\_ help you?  
**Customer:** Hello. I have a problem with my computer. The fan is 2 \_\_\_\_\_.  
**Employee:** I see. Is it new?  
**Customer:** No, I've had it 3 \_\_\_\_\_ a year.  
**Employee:** Maybe the heat sink is broken. 4 \_\_\_\_\_ make the fan work too hard.  
**Customer:** 5 \_\_\_\_\_. Can you replace it?  
**Employee:** I'll have to open the case 6 \_\_\_\_\_. Can you leave it overnight?  
**Customer:** Sure. I'll be back tomorrow afternoon. Thanks.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

- I have a problem ...*  
*Maybe it's ...*  
*I'll have to ...*

**Student A:** You are a computer store employee. Talk to Student B about:

- how you can help him or her
- what the computer problem could be
- what you need to do to investigate

**Student B:** You are a customer. Talk to Student A about a problem with your computer.

## Writing

9 Use the conversation from Task 8 to complete the customer survey.

### Computer Express

#### Customer Survey

Please describe your computer problem.

I bought a new \_\_\_\_\_. When I got it home, the \_\_\_\_\_ wouldn't open.

Was the employee helpful? If so, please explain.

Yes, the employee was very \_\_\_\_\_.

She told me what the problem could be.

She needed to open the \_\_\_\_\_, so I left the computer with her.

Was your problem resolved?

Yes. When I picked up the computer, the disk \_\_\_\_\_ was fixed.

## Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What are some different types of memory storage devices?
  - 2 What is the general storage capacity of different memory storage devices?

## Computer World

All **memory** storage devices are on sale! Transfer data from desktops to laptops and back.

**CD-Rs** have ten percent off, too. **Burn** important data before it's lost! Each disk has a **capacity** of 700 **MB**.

Do you need rewritable devices? Invest in **flash memory**. Computer World **flash drives** are fifty percent off. They have a capacity of 8 **GB**. And CyberStore drives with a 64 GB capacity just arrived.

**DVD-Rs** come in value packs and can store up to 4.7 GB.

Stop by the store to see even more specials!



## Reading

- 2 Read the advertisement. Then, choose the correct answers.
- 1 What is the purpose of the text?
    - A to describe changes in storage devices
    - B to give instructions on how to use storage devices
    - C to advertise types of storage devices
    - D to choose the best type of storage device
  - 2 Which of the following items are NOT for sale?
    - A flash drives
    - B CD-Rs
    - C laptops
    - D DVD-Rs
  - 3 Which device has the greatest capacity?
    - A CD-R
    - B DVD-R
    - C CyberStore flash drive
    - D Computer World flash drive

## Vocabulary

- 3 Match the words or phrases (1-7) with the definitions (A-G).

- |           |                   |
|-----------|-------------------|
| 1 __ GB   | 5 __ flash memory |
| 2 __ MB   | 6 __ DVD-R        |
| 3 __ burn | 7 __ memory       |
| 4 __ kB   |                   |

- A a unit of memory roughly equal to one million bytes
- B a unit of memory equal to 1,024 bytes
- C memory that retains data without a power supply
- D a unit of memory roughly equal to one billion bytes
- E to write data from a computer onto a disk
- F the part of a computer used for storage of data or program instructions
- G a disk used for storing data



**4 Write a word or phrase that is similar in meaning to the underlined part.**

- When he finished the project, he saved the data to the data storage device containing flash memory.  
\_ l \_ \_ \_ \_ r \_ \_ e
- The computer has a very large amount of storage space. \_ \_ p \_ \_ \_ t \_
- I burned the information to the disk used to store data. \_ D - \_ /DVD-R

**5 Listen and read the advertisement again. What is the capacity of each type of storage mentioned?**

## Listening

**6 Listen to a conversation between a store clerk and a customer. Mark the following statements as true (T) or false (F).**

- A CD-R cannot store all of the man's files.
- The man has 50 MB of files to save.
- The woman recommends a flash drive.

**7 Listen again and complete the conversation.**

**Clerk:** Hello. Can I help you find anything today?

**Customer:** I'm looking for a way to **1** \_\_\_\_\_.

**Clerk:** We have lots of data storage **2** \_\_\_\_\_. How were you planning to back up the data?

**Customer:** I thought I could burn all of the **3** \_\_\_\_\_ to CD-Rs.

**Clerk:** Hmm. How big are the files that you **4** \_\_\_\_\_?

**Customer:** I have about two gigabytes' worth of data to save.

**Clerk:** I don't think CD-Rs will have enough **5** \_\_\_\_\_.

**Customer:** Okay. What would you recommend then?

**Clerk:** Let me show you our **6** \_\_\_\_\_.

## Speaking

**8 With a partner, act out the roles below based on Task 7. Then, switch roles.**

**USE LANGUAGE SUCH AS:**

*Can I help you find ...?*

*I'm looking for ...*

*What would you recommend?*

**Student A:** You are a store clerk. Talk to Student B about:

- different data storage devices
- measurements of data
- which products will work well for certain jobs

**Student B:** You are a customer. Talk to Student A about storing files.

## Writing

**9 Use the advertisement and the conversation from Task 8 to complete the order form below.**

### Computer World

Customer Name: \_\_\_\_\_

Storage Needs: \_\_\_\_\_

Storage Devices Ordered

Capacity

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## Get ready!

## 1 Before you read the passage, talk about these questions.

- 1 What are some common types of printers?
- 2 Do you think some printers are better than others for certain jobs?

## Reading

## 2 Read the email. Then, choose the correct answers.

- 1 What is the main idea of the email?
  - A to inform that a new printer is needed
  - B to inform that the laser printer is broken
  - C to inform that the printer needs ink and toner
  - D to inform that a document was ruined by the printer
- 2 Which of the following is NOT mentioned as a feature of the office's current inkjet printer?
  - A slow ppm
  - B high dpi
  - C messy ink
  - D no two-sided printing
- 3 What is true of two-sided printing?
  - A It increases ppm.
  - B It cannot be used with toner.
  - C It decreases paper use.
  - D It is a common feature of inkjet printers.

Dear Ms. Bauer,

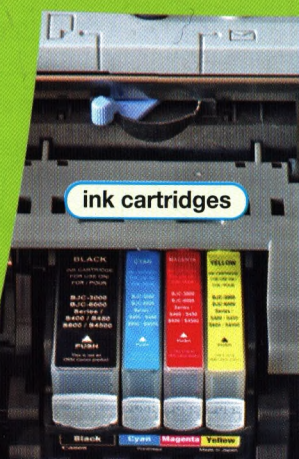
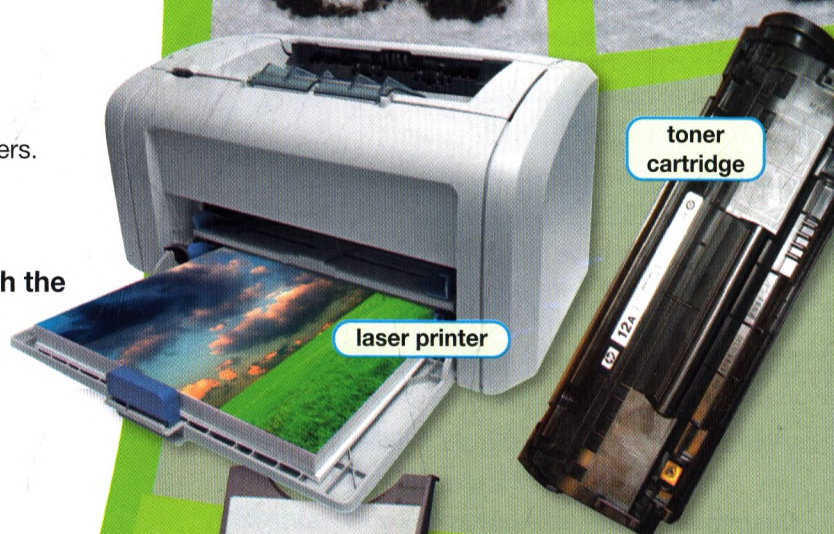
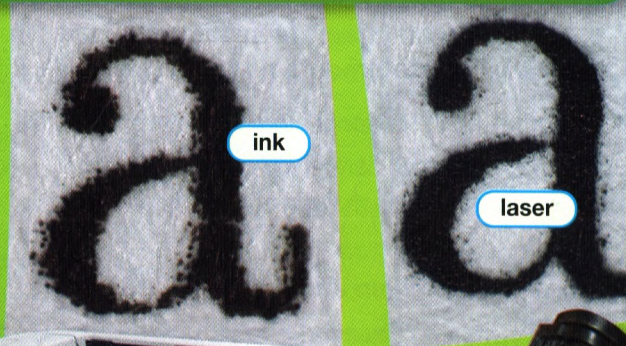
Please consider purchasing a new **printer** for our office. Our current **inkjet** printer doesn't **print** well. The **ink** dries slowly and the **dpi** is low.

A new **laser printer** is a good choice. They use **toner cartridges** instead of ink cartridges. Toner dries faster than ink, so they're less messy. Laser printers usually have a higher dpi as well.

Another advantage of laser printers is faster **ppm**. Our inkjet printer is very slow. Plus, laser printers have **two-sided** printing, so they use less paper.

If you need more information, please let me know.

Sincerely,  
Josh Smith



## Vocabulary

## 3 Match the words or phrases (1-8) with the definitions (A-H).

- |                 |                 |
|-----------------|-----------------|
| 1 ___ ink       | 5 ___ printer   |
| 2 ___ ppm       | 6 ___ toner     |
| 3 ___ cartridge | 7 ___ dpi       |
| 4 ___ print     | 8 ___ two-sided |

- A a device that prints
- B to print both sides of a page
- C measure of dots in an image
- D number of pages printed in 60 seconds
- E dry ink for printing
- F liquid pigment for printing
- G a storage container for ink or toner
- H to mark the surface of paper

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 ink / toner

- A A laser printer uses \_\_\_\_\_ .  
 B An inkjet printer uses \_\_\_\_\_ .

2 two-sided / cartridge

- A The \_\_\_\_\_ of the inkjet printer is out of ink.  
 B The page is \_\_\_\_\_ , because it is printed on both sides

5 Listen and read the email again. Why does the employee recommend a laser printer?

## Listening

6 Listen to a conversation between a manager and an employee. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman asks about the cost of toner.  
 2 \_\_\_ The man found a good printer online.  
 3 \_\_\_ The woman agrees to buy a new printer.

7 Listen again and complete the conversation.

- Employee:** Excuse me, Ms. Bauer. Did you get my 1 \_\_\_\_\_ about the printer?
- Manager:** Yes, and I 2 \_\_\_\_\_ we need a new one. However, I do have a question.
- Employee:** Sure. What's that?
- Manager:** How fast are laser printers 3 \_\_\_\_\_ inkjet printers?
- Employee:** They're three to four 4 \_\_\_\_\_ .
- Manager:** That's 5 \_\_\_\_\_ . And the one we have wastes a lot of time.
- Employee:** Yes, it does. I already found an affordable laser printer online.
- Manager:** Excellent. Send me 6 \_\_\_\_\_ and I'll pick one up.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

- Did you get ...?*  
*I agree that ...*  
*How are they ...?*

**Student A:** You are an employee. Talk to Student B about:

- a request for a printer
- the benefits of the printer
- a problem with the current printer

**Student B:** You are a manager. Talk to Student A about a request for a printer.

## Writing

9 Use the conversation from Task 8 to complete the form below.

**Jackson Manufacturing Inc**



## Purchase Request

.....

Item(s) or equipment requested:

\_\_\_\_\_

Reasons for request:

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

## What to Look For in a Scanner

**Scanners** have become common tools for the home office. Before you buy, consider the following.

The most common scanners are **flatbeds**. They are easy to use, and can come with a large **scan area**. You can even **scan** a 3-D object with some flatbeds.

If you have limited desk space, consider an **all-in-one** machine. This machine will scan, print, **copy** and fax. They often have a high **ppi optical resolution** and high **color depth**. Add an **automatic document feeder**, and you have a convenient, space-saving machine for the whole family.



all-in-one

### Get ready!

1 Before you read the passage, talk about these questions.

- 1 What do people use scanners for?
- 2 What are some features to look for in a scanner?

### Reading

2 Read the article. Then, choose the correct answers.

- 1 What is the main idea of the article?
  - A to discuss why flatbeds are better than all-in-ones
  - B to compare copiers and scanners
  - C to show how to choose a scanner
  - D to show how to fix a scanner
- 2 Which of the following is NOT listed as a feature of an all-in-one?
  - A good color depth
  - B multiple devices
  - C an automatic document feeder
  - D a large scan area
- 3 Why are all-in-one devices better than flatbed scanners in small offices?
  - A They combine multiple devices.
  - B They are more efficient.
  - C They have a larger scan area.
  - D They are less expensive.



scan area

optical resolution

flatbed

### Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- |                 |                                |
|-----------------|--------------------------------|
| 1 __ ppi        | 4 __ color depth               |
| 2 __ all-in-one | 5 __ optical resolution        |
| 3 __ scanner    | 6 __ automatic document feeder |

- A the ability to provide detail in an image
- B the number of pixels per inch
- C a single machine with several functions
- D a device for capturing documents digitally
- E an apparatus that sends paper through a scanner
- F the amount of pigments that can be represented

**4 Read the sentence pairs. Choose which word or phrase best fits each blank.**

**1 scan / copy**

- A** When you \_\_\_\_\_ a document it is digitized and stored on a hard drive.  
**B** To make a \_\_\_\_\_ of a document is to create a printed reproduction.

**2 flatbed / scan area**

- A** For maps, a large \_\_\_\_\_ is required.  
**B** A \_\_\_\_\_ scanner is the most common.

**5 Listen and read the article again. What are some features of scanners?**

**Listening**

**6 Listen to a conversation between two employees about a scanner. Mark the following statements as true (T) or false (F).**

- 1 \_\_\_ The new scanner is an all-in-one.  
 2 \_\_\_ The woman thinks the resolution is too low.  
 3 \_\_\_ The automatic document feeder holds a lot of paper.

**7 Listen again and complete the conversation.**

**Employee 1:** I noticed **1** \_\_\_\_\_ a new all-in-one. What's it like?  
**Employee 2:** Yeah, we **2** \_\_\_\_\_ it in. The optical resolution is great. Especially for an all-in-one.  
**Employee 1:** What else does it have?  
**Employee 2:** Well, it also has a high-capacity **3** \_\_\_\_\_ feeder.  
**Employee 1:** What **4** \_\_\_\_\_ ?  
**Employee 2:** It holds **5** \_\_\_\_\_ pages. It's pretty helpful for large documents.  
**Employee 1:** So you **6** \_\_\_\_\_ refill the paper as often?  
**Employee 2:** Yeah. Pretty convenient, right?  
**Employee 1:** Definitely!

**Speaking**

**8 With a partner, act out the roles below based on Task 7. Then, switch roles.**

**USE LANGUAGE SUCH AS:**

*What's it like?*  
*It has ...*  
*It's helpful ...*

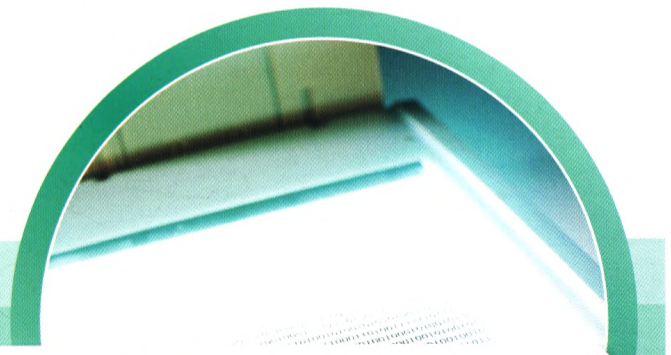
**Student A:** You are an employee. Talk to Student B about:

- the arrival of a new scanner
- the scanner's features
- what the features are good for

**Student B:** You are an employee. Talk to Student A about the scanner's features.

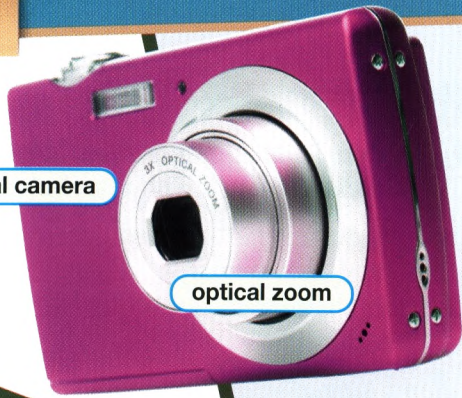
**Writing**

**9 Use the article and the conversation from Task 8 to complete the description of a scanner below.**



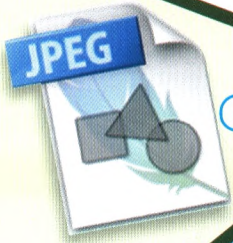
**Scanner type:** \_\_\_\_\_

**Features:** This scanner has a large scan \_\_\_\_\_ and is easy to use. For photos and other objects, the high optical \_\_\_\_\_ and excellent \_\_\_\_\_ depth make for great digital copies. Without an \_\_\_\_\_ you have to feed each document by hand, but the quality makes it worth the effort.

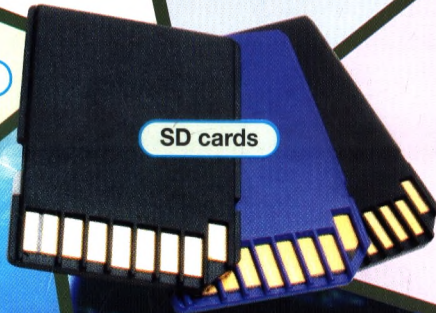


digital camera

optical zoom



JPEG



SD cards



digital zoom

## Camera Sale!

Are you looking for a new **digital camera**?

You'll find what you need at our huge camera sale!

Our CL-100 model comes with **digital zoom** and a high-capacity **SD card**. This card reduces image **compression**. It also allows for a high **pixel count**. This model is discounted twenty percent – this week only!

Our KL-100 series uses **optical zoom**. It also archives images digitally as **JPEG** files. This camera can store up to fifty **megapixels**. This model is discounted thirty percent – this week only!

Both of these models come with **white balance** software. This software keeps your images crisp and realistic.

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some features of digital cameras?
- 2 How do digital cameras store images?

## Reading

2 Read the advertisement. Then, mark the following statements as true (T) or false (F).

- 1  The KL-100 uses digital zoom.
- 2  Images can be stored as JPEG files.
- 3  SD cards increase image compression.

## Vocabulary

3 Match the words or phrases (1-5) with the definitions (A-E).

- |  |  |
|--|--|
| 1 <input type="checkbox"/> JPEG          | 4 <input type="checkbox"/> SD card     |
| 2 <input type="checkbox"/> pixel count   | 5 <input type="checkbox"/> compression |
| 3 <input type="checkbox"/> white balance |  |

- A a card that expands the available memory storage of a camera
- B a format for compressing images
- C the number of pixels in each image
- D the process of reducing the size of digital photos
- E the color balance on a digital camera

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 megapixel / digital camera

- A A \_\_\_\_\_ is one million pixels.
- B A \_\_\_\_\_ stores and records digital images.

2 optical zoom / digital zoom

- A \_\_\_\_\_ is a method of changing the field of view by physically moving lenses.
- B \_\_\_\_\_ is a method of cropping and magnifying the image without the movement of lenses.

- 5 Listen and read the advertisement again. What features do digital cameras have?

## Listening

- 6 Listen to a conversation between a store clerk and a customer. Mark the following statements as true (T) or false (F).

- 1  The man needs a digital camera for work.
- 2  The woman recommends a camera with optical zoom.
- 3  The man will need an SD card.

- 7 Listen again and complete the conversation.

**Customer:** Excuse me – can you help me choose a 1 \_\_\_\_\_ ?

**Clerk:** Of course. What are you planning to take pictures of?

**Customer:** I want to take pictures on my next family 2 \_\_\_\_\_ .

**Clerk:** Okay. I'd suggest a camera with 3 \_\_\_\_\_ and high storage capacity.

**Customer:** Can you show me some cameras with 4 \_\_\_\_\_ ?

**Clerk:** Sure. Would you like to look at 5 \_\_\_\_\_ as well?

**Customer:** Do you think I'll need one?

**Clerk:** Maybe. You will if you want to take 6 \_\_\_\_\_ fifty pictures at a time.

**Customer:** Then I definitely need one.

## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*Can you help me ...?*

*I'd suggest ...*

*Do you think ...?*

**Student A:** You are a customer. Talk to Student B about:

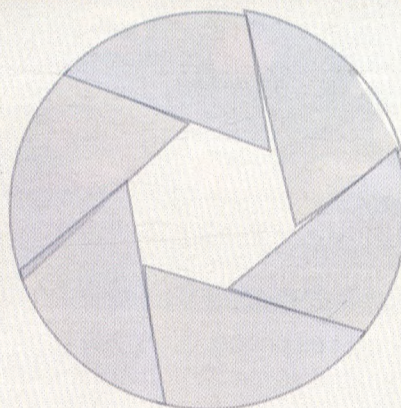
- digital cameras
- use and recommendations
- SD cards

**Student B:** You are a clerk. Talk to Student A about digital cameras and accessories.

## Writing

- 9 Use the advertisement and the conversation from Task 8 to complete the product description below.

### CL-100 Digital Camera



This camera comes with \_\_\_\_\_  
 \_\_\_\_\_ to provide focus for all of your pictures.  
 Images are stored on an \_\_\_\_\_  
 which can hold as many as 500 \_\_\_\_\_ .  
 Other features of this camera include \_\_\_\_\_  
 \_\_\_\_\_ software.

# 10 Smartphones

## Get ready!

- 1 Before you read the passage, talk about these questions.
  - 1 What are some common uses of smartphones?
  - 2 How have smartphones changed the way people communicate?



Congratulations on the purchase of your smartphone!

Unlike your old **cell phone**, this smartphone has extended **service** capabilities and the newest **built-in features** available.

The **touchscreen** makes information simple to access. Simply tap on the **apps** on the screen to open them.

Your smartphone is **GPS** capable. You can easily access maps and driving directions.

You can now easily transfer music and even pictures. Just **sync** your phone to your computer.

Another function of a smartphone is to use it as an **MP3 player**, so you can listen to your favorite songs anywhere.

## Reading

- 2 Read the section from a smartphone user manual. Then, choose the correct answers.
  - 1 What is the main purpose of the section?
    - A to describe how to use a smartphone
    - B to identify special features of a smartphone
    - C to compare different smartphones
    - D to offer solutions to common smartphone problems
  - 2 Which of the following is NOT mentioned as a feature of this smartphone?
    - A built-in camera
    - B MP3 player
    - C GPS
    - D touchscreen
  - 3 Which feature accesses maps?
    - A syncing
    - B touchscreen
    - C GPS
    - D MP3 player

## Vocabulary

- 3 Match the words (1-8) with the definitions (A-H).

- |                 |                  |
|-----------------|------------------|
| 1 __ built-in   | 5 __ touchscreen |
| 2 __ app        | 6 __ GPS         |
| 3 __ smartphone | 7 __ feature     |
| 4 __ sync       | 8 __ service     |

- A a phone with an advanced operating system
- B something which shows information which is accessed by touching icons
- C a program designed and downloaded for a specific purpose
- D a navigation or mapping system
- E to connect two devices to transfer files
- F included in the system
- G a characteristic or ability that is desirable
- H the ability to make and receive phone calls





4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 apps / smartphones

- A The newest \_\_\_\_\_ have many exciting features.  
 B Some \_\_\_\_\_ are free to download to your phone, but others must be bought.

2 built-in / MP3 player

- A Smartphones come with many features that are already \_\_\_\_\_.  
 B A(n) \_\_\_\_\_ is useful when you want to listen to music on the go.

5 Listen and read the user manual again. What are some key features of a smartphone?

## Listening

6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The man just got a smartphone.  
 2 \_\_\_ The woman does not know how to download apps.  
 3 \_\_\_ The man downloads a game.

7 Listen again and complete the conversation.

- Employee 1:** Hi, Bob. Do you know anything about 1 \_\_\_\_\_ ?  
**Employee 2:** Hey Susan. Yeah. Why do 2 \_\_\_\_\_ ?  
**Employee 1:** Oh, I just 3 \_\_\_\_\_. But I don't know how to download the apps.  
**Employee 2:** It's simple. You just find an 4 \_\_\_\_\_ you want, like a game or something.  
**Employee 1:** Then what do I do?  
**Employee 2:** Then you 5 \_\_\_\_\_ where it says 'download', and that's it!  
**Employee 1:** 6 \_\_\_\_\_. Thanks!

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

- Do you know ...?*  
*You just ...*  
*Then you ...*

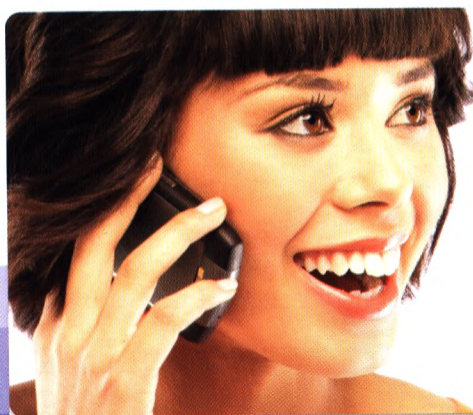
**Student A:** You are an employee who just bought a new smartphone. Talk to Student B about:

- purchasing a new smartphone
- features like apps
- how to download new apps

**Student B:** You are an employee. Talk to Student A about smartphones.

## Writing

9 Use the conversation from Task 8 to complete the instructions below about downloading an app.



### Downloading Apps



1. Tap the \_\_\_\_\_.  
 2. Choose \_\_\_\_\_.  
 3. Finally, \_\_\_\_\_.

Your app will download immediately.



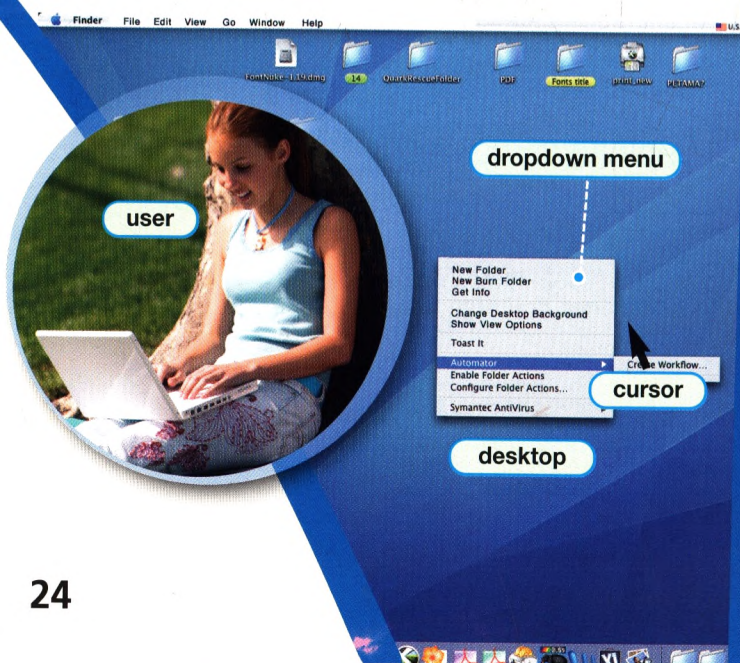
## Operating System User Guide

Users can **organize** files however they like. Our simple **GUI** (graphical user interface) makes this possible.

To arrange files on the **desktop**:

- 1 **Right-click** on the desktop. A **dropdown menu** will appear. Select 'New **folder**' with the **cursor**.
- 2 Name the folder. Pick a name that describes what will go in the folder.
- 3 **Select** any files that belong in the folder. Drag them to the **icon** for the folder.
- 4 Repeat the process until all files are in the new folder.

Once the folder is created, any new file can be saved to it. A folder can contain any number of sub-folders.



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 How does a user interface allow someone to interact with a computer?
- 2 How are files usually organized and accessed on a computer?

## Reading

2 Read the user guide. Then, choose the correct answers.

- 1 What is the purpose of the text?
  - A to explain how to organize files on a desktop
  - B to fix common problems with folders
  - C to define user interface terms
  - D to list the steps of creating files
- 2 According to the guide, what should a user do first?
  - A choose a name for a new folder
  - B select files that need to be moved
  - C choose an item from the dropdown menu
  - D create a folder for a set of similar files
- 3 Which of these is NOT mentioned as a step in organizing a desktop?
  - A creating folders for alike files
  - B removing sub-folders
  - C dragging files to folder icons
  - D right-clicking on the desktop

## Vocabulary

3 Fill in the blanks with the correct words from the word bank.

### Word BANK

cursor folder GUI  
right-click select desktop

- 1 You can use the \_\_\_\_\_ to select items.
- 2 The \_\_\_\_\_ allows users to interact with the computer visually.
- 3 Open the \_\_\_\_\_ to view the list of files.
- 4 The \_\_\_\_\_ gives easy access to folders, programs, and files.
- 5 \_\_\_\_\_ to bring up a dropdown menu.
- 6 Click on an icon to \_\_\_\_\_ it.

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 icon / user

A A(n) \_\_\_\_\_ operates a computer.

B A(n) \_\_\_\_\_ can represent a file, program, or folder.

2 organize / dropdown menu

A A(n) \_\_\_\_\_ provides a list of options when clicked on by a user.

B \_\_\_\_\_ a desktop by arranging the icons on it.

5 Listen and read the user guide again. What information does the guide provide?

## Listening

6 Listen to a conversation between two co-workers. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman can't locate a file.
- 2 \_\_\_ The man suggests creating a new folder.
- 3 \_\_\_ The file was placed in the wrong location on the desktop.

7 Listen again and complete the conversation.

Co-worker 1: How's the 1 \_\_\_\_\_ going?

Co-worker 2: Actually, I'm almost done. I need 2 \_\_\_\_\_ with something, though.

Co-worker 1: Sure. What is it?

Co-worker 2: I need the information from last week's 3 \_\_\_\_\_, but I can't find the file where the date is saved.

Co-worker 1: Oh, I'm pretty sure that's in the 'Results' 4 \_\_\_\_\_.

Co-worker 2: Where is that?

Co-worker 1: 5 \_\_\_\_\_ the 'Company Documents' folder. Then open the 'Test Results'. It should be in there.

Co-worker 2: Ah! Here it is. 6 \_\_\_\_\_!

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*I need your help with ...*

*Where do I find ...?*

*Click on ...*

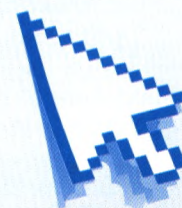
**Student A:** You work with Student B. Talk to him or her about:

- the status of a project
- where files are located
- how they can be opened

**Student B:** You work with Student A. Talk to him or her about the location of files.

## Writing

9 Use the conversation from Task 8 to complete the user guide below.



### How to find and open a file

- 1 From the \_\_\_\_\_, click on the \_\_\_\_\_.
- 2 Choose \_\_\_\_\_.
- 3 Right-click the \_\_\_\_\_.
- 4 From the \_\_\_\_\_, choose \_\_\_\_\_.

## Get ready!

- 1 Before you read the passage, talk about these questions.
  - 1 What are some tools for keeping emails organized?
  - 2 Why is it important to keep email organized?



## Reading

- 2 Read the article. Then, choose the correct answers.
  - 1 What is the main purpose of the article?
    - A to explain how emails work
    - B to explain how to avoid junk mail
    - C to explain how to organize emails
    - D to explain the importance of webmail
  - 2 Which of the following is NOT a tip in the article?
    - A Look in the sent folder for messages you wrote.
    - B Move junk mail to the trash folder.
    - C Keep your address book updated.
    - D Open webmail and email client addresses.
  - 3 Where will an email be if it is written, but not delivered?
    - A the inbox
    - B the sent folder
    - C the drafts folder
    - D the trash folder

## Taming Your Inbox

by Pat Wilburn

Are you overwhelmed by your **inbox**? You're not alone. Most people consider **junk mail** an annoyance. And keeping your **email address** secret from spammers seems impossible. But don't despair. We have some tips to make **emails** easy.

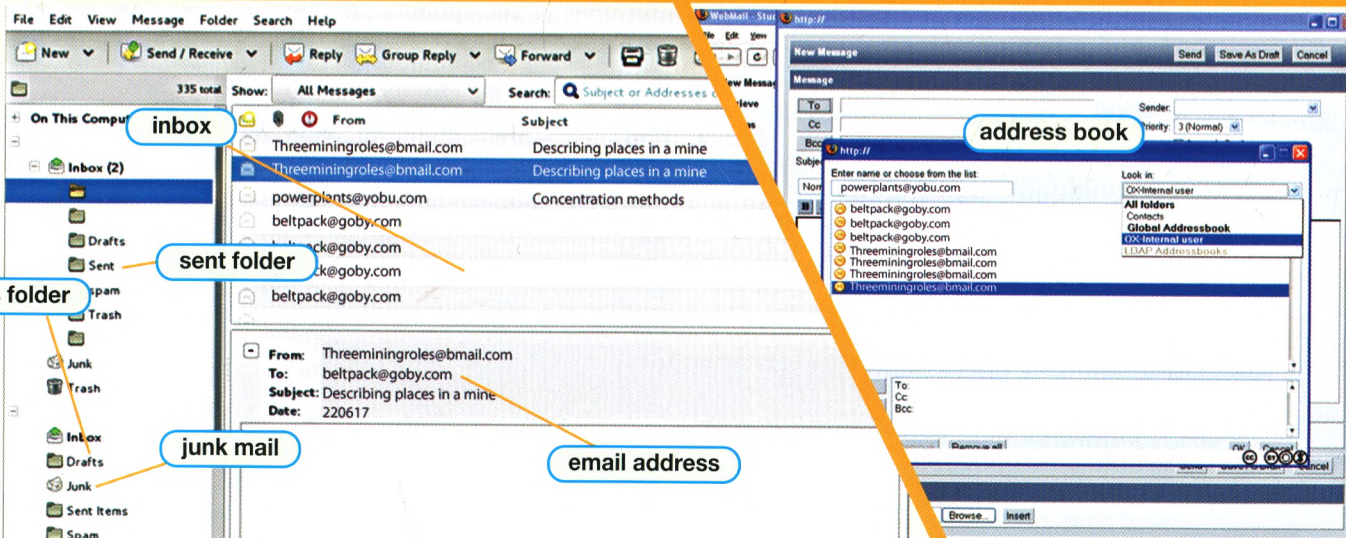
- 1 Use the folders provided by your **email client**:
  - Move unwanted messages to the **trash folder**.
  - Make sure to check your **drafts folder** often. If a message is stored here, you haven't sent it yet.
  - Messages you sent are in the **sent folder**. Look there to review a message you wrote.
  - **Webmail** providers also allow you to customize folders.
- 2 Update your **address book**. This helps separate spam from important mail.

## Vocabulary

- 3 Match the words or phrases (1-6) with the definitions (A-F).
 

1 __ email	4 __ drafts folder
2 __ email client	5 __ address book
3 __ junk mail	6 __ trash folder

  - A a storage place for unfinished messages
  - B a system for handling electronic messages
  - C an electronic message sent by computer
  - D a place where contact information is listed
  - E a storage place for unwanted messages
  - F unnecessary or unwelcome messages



**4 Choose the sentence that uses the underlined part correctly.**

- 1 **A** A drafts folder is a place for storing sent messages.  
**B** Webmail is a Web-based system for handling messages.
- 2 **A** An inbox is a general storage place for received mail.  
**B** The email client is a storage location for unwanted mail.
- 3 **A** Enter the client's email address in the 'To' field.  
**B** Messages from people in your address book go to the junk mail folder.
- 4 **A** Messages in the trash folder have been written, but not sent.  
**B** Check the sent folder to see when you sent the email.

**5 Listen and read the article again. What is an important method for keeping emails organized?**

**Listening**

**6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).**

- 1  The man has already checked the junk folder.
- 2  The email is located in the sent folder.
- 3  The woman suggests checking the drafts folder.

**7 Listen again and complete the conversation.**

**Employee 1:** I can't find the email **1** \_\_\_\_\_ to Mr. Williams.

**Employee 2:** **2** \_\_\_\_\_ already check the sent folder?

**Employee 1:** I did. I can't understand why it **3** \_\_\_\_\_.

**Employee 2:** That's strange. Are you sure you sent it? Did you look in the drafts folder?

**Employee 1:** **4** \_\_\_\_\_ the drafts folder?

**Employee 2:** Unfinished messages are stored there.

**Employee 1:** Oh! It *is* there! Does **5** \_\_\_\_\_ I never sent it?

**Employee 2:** It does. You **6** \_\_\_\_\_ to call Mr. Williams.

**Speaking**

**8 With a partner, act out the roles below based on Task 7. Then, switch roles.**

**USE LANGUAGE SUCH AS:**

*I can't ...*  
*Did you already ...?*  
*I can't understand ...*

**Student A:** You are an employee using email. Talk to Student B about:

- problems finding an email
- where you have looked for it
- other places you might find the email

**Student B:** You are a co-worker. Talk to Student A about how to find an email.

**Writing**

**9 Use the conversation from Task 8 to complete the instruction below about finding an email.**

Karen,

I got your message about the missing email. Here's what you should do.

1 Check the \_\_\_\_\_.  
If you \_\_\_\_\_.

2 If it's not there, check the \_\_\_\_\_.

I hope that helps!

Mike

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are different ways to send emails?
- 2 What do different email functions do?



**From:** <James Marven> jmarven@alliancecorp.net  
**To:** All staff  
**Date:** 25 March  
**Subject:** Email Protocol

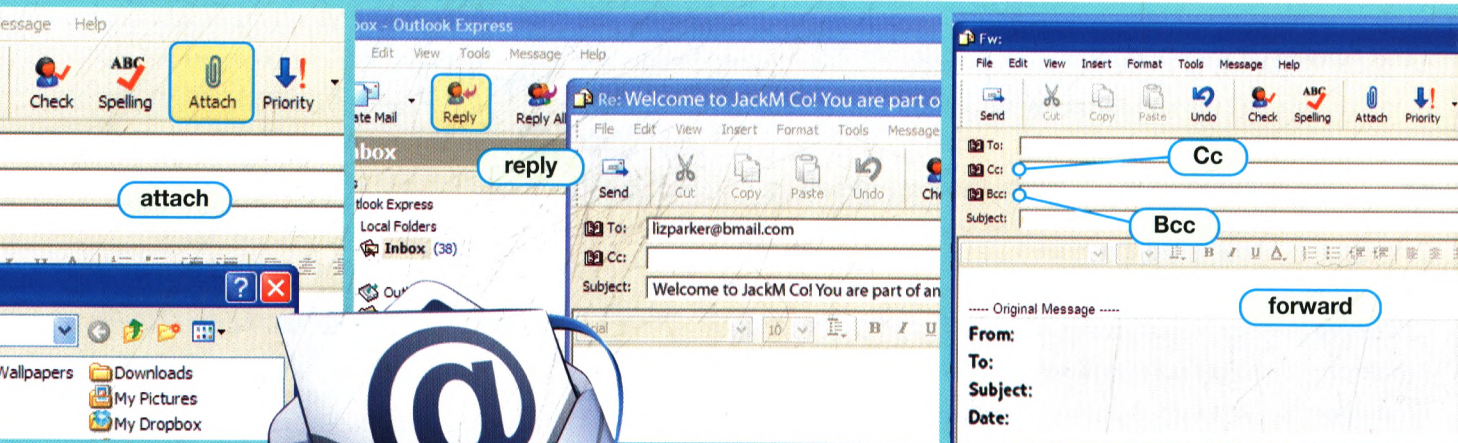
Hello All,

We've had problems with email security. This message is a reminder of our company's email protocol. Please **forward** this to any employees I've missed.

- Don't **attach** clients' paperwork to emails.
- Be careful when **creating** new emails. Be sure you have the correct **recipient**.
- It's okay to **Cc** co-workers on corporate emails. But if clients are included, **Bcc** everyone.

If you have questions about these guidelines, please **reply** to this email. Please do not **reply all**!

James



## Reading

2 Read the email. Then, mark the following statements as true (T) or false (F).

- 1 \_\_\_ This email should be forwarded to clients.
- 2 \_\_\_ Use Bcc when emailing multiple clients.
- 3 \_\_\_ Employees should not Cc co-workers on corporate emails.

## Vocabulary

3 Match the words or phrases (1-5) with the definitions (A-E).

- 1 \_\_\_ Bcc      3 \_\_\_ recipient      5 \_\_\_ forward  
 2 \_\_\_ create      4 \_\_\_ reply all

- A to send a response email to a group  
 B to open a new email document  
 C a copy of an email in which other recipients are hidden  
 D to send an exact copy of an email to another person  
 E the person to whom an email is sent

**4** Read the sentence pairs. Choose which word best fits each blank.

**1** attach / reply

- A** To send documents, you can \_\_\_\_\_ them to an email.  
**B** Did you \_\_\_\_\_ to the email yet?

**2** Cc / subject

- A** I always \_\_\_\_\_ the accountants when discussing money with clients.  
**B** The \_\_\_\_\_ shows what an email will be about.

**5** Listen and read the email again. What rules do employees need to follow when sending emails?

## Listening

**6** Listen to a conversation between a manager and an employee. Mark the following statements as true (T) or false (F).

- 1** \_\_\_ The woman did not receive an email about protocol.  
**2** \_\_\_ A client complained about an email.  
**3** \_\_\_ The woman accidentally forwarded a client's paperwork.

**7** Listen again and complete the conversation.

**Manager:** Hey, Erica – can you come in here **1** \_\_\_\_\_ ?

**Employee:** Sure. What is it?

**Manager:** Did you see the **2** \_\_\_\_\_ this morning? It was about email protocol.

**Employee:** I **3** \_\_\_\_\_ it. Why?

**Manager:** One of our clients complained. An email you sent released sensitive information.

**Employee:** I **4** \_\_\_\_\_ . What email was it?

**Manager:** You **5** \_\_\_\_\_ an email to several people yesterday. The client's form was attached to it.

**Employee:** I remember that email. I'm **6** \_\_\_\_\_ . Tell the client it won't happen again.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*Did you see ... ?*

*I'm so sorry.*

*Always remember to ...*

**Student A:** You are a manager. Talk to Student B about:

- an email they sent
- a client complaint
- an error Student B made

**Student B:** You are an employee. Talk to Student A about an email error.

## Writing

**9** Use the conversation from Task 8 to write an email to an employee about email security.



**From:** <James Marven> jmarven@alliancecorp.net  
**To:** <Rebecca Valdez> rvaldez@webmail.org  
**Date:** Mon Jan 27 9:42 AM

Rebecca,  
 Yesterday, you \_\_\_\_\_ .  
 It had \_\_\_\_\_ to it.  
 In the future, \_\_\_\_\_ .  
 Also, check \_\_\_\_\_ .  
 Sincerely,  
 James Marven

## Common Email Problems

**Problem:** My email will not send.

**Solution:** **Configure** the program correctly. Check to make sure there are no **typos** in the **SMTP server** field. Check to see if the **attachment** is too large. If it **exceeds** the **maximum** size, the email will not send.

**Problem:** I cannot receive email.

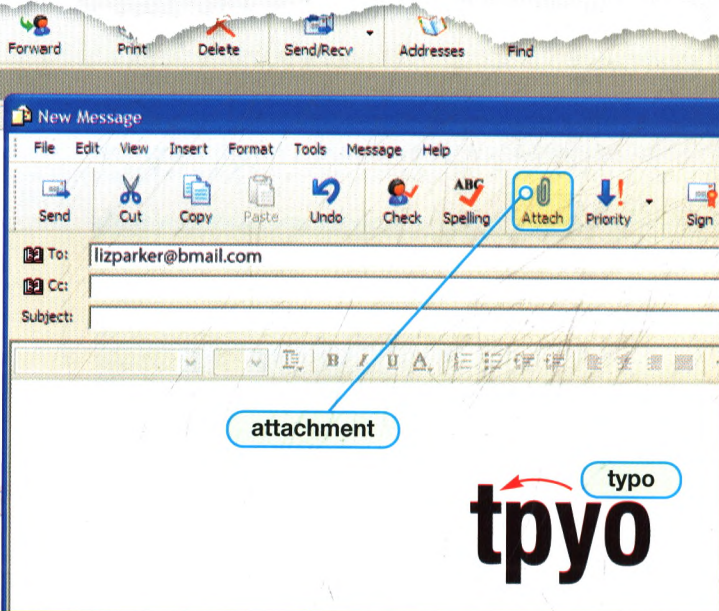
**Solution:** Configure the program correctly. Check to make sure there are no typos in the **POP 3 server** field.

**Problem:** My emails **bounce back**.

**Solution:** Type the recipient's address correctly, including the **domain name**. Recipients' **spam** filters can also cause this problem.

**Problem:** The email program has **timed out**.

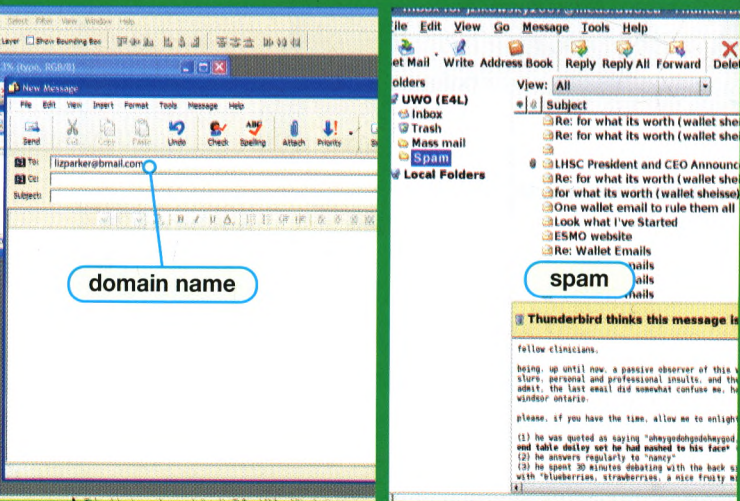
**Solution:** Check to make sure your Internet connection is working properly.



attachment

typo

tpyo



domain name

spam

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common problems with email?
- 2 What are some solutions to email problems?

## Reading

2 Read the article. Then, choose the correct answers.

- 1 What is the main purpose of the article?
  - A to review problems with email formatting
  - B to explain how to configure email programs
  - C to give advice on correcting email errors
  - D to describe how to send an attachment
- 2 Which of the following is NOT listed as a solution?
  - A restart the email program
  - B configure the program properly
  - C type the recipient's email address correctly
  - D make sure the attachment is not too large
- 3 Why might an email server time out?
  - A the Internet connection is not working
  - B the recipient's email address is wrong
  - C the program is not configured properly
  - D the spam filter is on

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |              |                  |
|--------------|------------------|
| 1 __ typo    | 5 __ attachment  |
| 2 __ spam    | 6 __ time out    |
| 3 __ exceed  | 7 __ bounce back |
| 4 __ maximum | 8 __ domain name |

- A to go over a preset limit
- B part of an email address
- C unwanted email containing advertisements
- D to be returned to the sender undelivered
- E a file sent along with an email
- F a typing mistake
- G the largest limit
- H to stop waiting on a response



4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 POP 3 server / SMTP server

- A Email programs use the \_\_\_\_\_ to send emails.
- B To receive emails, email programs use the \_\_\_\_\_.

2 configure / exceed

- A When you \_\_\_\_\_ a program, you make sure it is ready to work.
- B If attachments \_\_\_\_\_ the size limit, they will not send.

5 Listen and read the article again. Why should you always check for typos when working with emails?

## Listening

6 Listen to a conversation between a computer technician and an office employee. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The man cannot send an email.
- 2 \_\_\_ The woman identifies a typo as the problem.
- 3 \_\_\_ The man must delete the email.

7 Listen again and complete the conversation.

**Technician:** Hi, Jim. What's the 1 \_\_\_\_\_ ?  
**Employee:** Oh, hello, Cindy. I'm frustrated. I 2 \_\_\_\_\_ this email to send.  
**Technician:** Oh no! Do you want me to 3 \_\_\_\_\_ at it?  
**Employee:** That would be great. Here, you can sit in my chair.  
**Technician:** Thanks, Jim. Oh, I see 4 \_\_\_\_\_ . The attachment is too large.  
**Employee:** The attachment is too large?  
**Technician:** Yes, it exceeds the maximum 5 \_\_\_\_\_ .  
**Employee:** I guess I'll 6 \_\_\_\_\_ and send the email without it. Thanks, Cindy.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*What's the problem?  
 I can't get this ...  
 I see what's happening.*

**Student A:** You are a computer technician. Talk to Student B about:

- what email trouble he or she is having
- what you think the problem is
- how he or she can fix the problem

**Student B:** You are an employee in an office. Talk to Student A about an email problem.

## Writing

9 Use the conversation from Task 8 to complete the feedback form.

**Davis Computer Support**

# Customer Feedback Form

What was your problem today?

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Did a technician come to help you? Y / N

Did he or she resolve your issue? If so, please explain.

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## Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 How is instant messaging used?
  - 2 What are the benefits and risks associated with instant messaging in an office?

**file transfer**

Have an account? **Sign in**

Username

Password

**Sign in**  Remember me

[Forgot your Password?](#)

[Forgot your Username?](#)

**screen name**

**instant messaging**

**From:** <Annie Clark> aclark@alliancecorp.net  
**To:** Matt Pierce mpierce@alliancecorp.net, 452 others  
**Date:** Wed, Oct 16 3:29 PM  
**Subject:** Instant Messaging System

Hello All,

Alliance Corporate is installing an **IM (instant messaging)** system. We will use a private **provider**. It allows for **real-time one-to-one chat** between all employees.

You are required to use this system for inter-office communication. If you are with a client, set your status as **busy**. At all other times you must set your status to **available**.

The program will import your **screen name** and **contact list** from your email account. **File transfer** will still be conducted through email.

This system is only to be used between Alliance Corporation employees. It is intended for business use only.

Sincerely,  
 Annie Clark  
 C.E.O.

## Reading

- 2 Read the email. Then, choose the correct answers.
- 1 What is the purpose of the email?
    - A to inform employees about the new system
    - B to warn about the IM system shutting down
    - C to remind employees not to use IM
    - D to explain how to change information in the IM system
  - 2 Which of these is NOT mentioned as a feature of the IM system?
    - A update status to show availability
    - B send inter-office messages
    - C real-time chat
    - D transfer files
  - 3 How will IM screen names be assigned?
    - A Employees will choose their screen names.
    - B They will be imported from employee email accounts.
    - C They will use employee ID numbers.
    - D Managers will choose screen names for employees.

## Vocabulary

- 4 Fill in the blanks with the correct words or phrases from the word bank.

## WORD BANK

screen name    contact list    IM  
 provider    file transfer    busy

- 1 Keep the people you speak to regularly in your \_\_\_\_\_.
- 2 Using \_\_\_\_\_ allows two people to communicate instantly.
- 3 When you are unable to answer messages, set your IM status to \_\_\_\_\_.
- 4 Both parties in a chat must be using the same \_\_\_\_\_.
- 5 A(n) \_\_\_\_\_ is the name displayed to the person you are chatting with.
- 6 A(n) \_\_\_\_\_ allows users to send files over a network or over the Internet.

**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

**1 one-to-one / available**

- A** If you are in a chat with another individual the chat is \_\_\_\_\_.
- B** A(n) \_\_\_\_\_ status indicates that you are free to chat.

**2 real time / chat**

- A** With \_\_\_\_\_ you can talk to another individual through IM.
- B** Unlike email, instant messages take place in \_\_\_\_\_.

**5** Listen and read the email again. How will employees use IM for inter-office communication?

**Listening**

**6** Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman has not heard of the IM system.
- 2 \_\_\_ The man thinks that IM will distract employees from work.
- 3 \_\_\_ Some IM programs allow file sharing.

**7** Listen again and complete the conversation.

**Employee 1:** Hey, did you get this email about the new **1** \_\_\_\_\_?

**Employee 2:** Yeah, I just read it. What do you think about it?

**Employee 1:** It **2** \_\_\_\_\_! I can get up-to-date information without waiting for emails.

**Employee 2:** Yeah, that'll be nice. But overall I'm **3** \_\_\_\_\_ that IM is the best idea.

**Employee 1:** Oh really? Why?

**Employee 2:** I'm worried that people will use the system for **4** \_\_\_\_\_. Plus, it doesn't even have file transfer.

**Employee 1:** True. But some **5** \_\_\_\_\_ do offer file transfer. Maybe ours will do that later.

**Employee 2:** I guess we'll just have to **6** \_\_\_\_\_.

**Speaking**

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*Did you read ...?*

*What do you think about ...?*

*I'm worried that ...*

**Student A:** You are an office employee. Talk to Student B about:

- what the IM system should be used for
- messaging protocol

**Student B:** You are an office employee. Ask Student A about how to use the new IM system.

**Writing**

**9** Use the email and the conversation from Task 8 to complete the message below, answering questions about a new IM system.

File Edit Compose Action Log View Help

Miranda,

I got your email about the new IM system. To answer your questions:

**1) Can we contact clients on IM?**

\_\_\_\_\_

\_\_\_\_\_

**2) What should I do if I can't answer an IM?**

\_\_\_\_\_

\_\_\_\_\_

**3) What screen name and password do I use?**

\_\_\_\_\_

\_\_\_\_\_

Let me know if you have any other questions.

Sincerely,

John Stevens

- address book** [N-COUNT-U12] An **address book** is an organized list of email contacts.
- all-in-one** [ADJ-U8] An **all-in-one** machine is a single machine that combines printing, scanning, copying and faxing.
- Alt key** [N-COUNT-U3] The **Alt key** is a key that gives another key an alternative function when both keys are pressed at the same time.
- app** [N-COUNT-U10] An **app**, short for 'application', is a program designed for a specific use that can be purchased and downloaded wirelessly to a smartphone.
- aspect ratio** [N-COUNT-U2] The **aspect ratio** of a computer display is the ratio of its long side to its short side.
- attach** [V-T-U13] To **attach** is to include a downloadable document with an email.
- attachment** [N-COUNT-U14] An **attachment** is a file added to an email and sent along with it.
- automatic document feeder** [N-COUNT-U8] An **automatic document feeder** is a mechanized device that sends paper from a stack through a scanner or printer.
- available** [ADJ-U15] If you are **available**, you are online and capable of chatting on IM.
- ball mouse** [N-COUNT-U4] A **ball mouse**, also called a mechanical mouse, uses a rubber ball to track hand movements.
- Bcc (blind carbon copy)** [N-COUNT-U13] A **Bcc (blind carbon copy)** is a copy of an email sent to someone in which the identities of other recipients is hidden.
- bounce back** [V-T-U14] To **bounce back** is to return an email to the sender without it being delivered.
- built-in** [ADJ-U10] A **built-in** feature of a product is a feature the product already has at the time of purchase.
- burn** [V-T-U6] To **burn** a disk is to write data from a computer onto a disk.
- busy** [ADJ-U15] If you are **busy**, you are away from your computer or otherwise unavailable to chat.
- button** [N-COUNT-U4] A **button** is the part of a mouse that is pushed to select items on the computer screen.
- capacity** [N-UNCOUNT-U6] **Capacity** is the amount of storage space on a disk.
- Caps Lock** [N-COUNT-U3] The **Caps Lock** is a key on the keyboard that is used for typing all capital letters when it is pressed.
- cartridge** [N-COUNT-U7] A **cartridge** is a device that holds ink or toner in a printer and can be replaced.
- case** [N-COUNT-U5] A **case** is the outer protective enclosure that contains computer parts.
- Cc (carbon copy)** [N-COUNT-U13] A **Cc (carbon copy)** is a duplicate of an email that has been sent to another person.
- CD/DVD drive** [N-COUNT-U5] A **CD/DVD drive** is a device that reads and writes data to compact disks or digital video disks.
- CD-R/DVD-R** [N-COUNT-U6] A **CD-R/DVD-R** is a disk that can be used to store data.
- cell phone** [N-COUNT-U10] A **cell phone**, also known as a mobile phone, is a wireless device that can make and receive phone calls.
- chat** [V-T-U15] To **chat** is to communicate with instant messages.
- click** [V-T-U4] To **click** an item on the screen is to place the cursor on it and press the mouse button.
- color depth** [N-COUNT-U8] **Color depth** is the number of different colors that a scanner can represent.
- compression** [N-UNCOUNT-U9] **Compression** is the process of reducing the size of digital photos by changing the way data is encoded.

**computer** [N-COUNT-U1] A **computer** is an electronic instrument for storing and operating on data.

**configure** [V-T-U14] To **configure** a program is to prepare it so that it is ready for a specific task.

**contact list** [N-COUNT-U15] A **contact list** is a list of screen names in an IM/email program showing which of your contacts are available, busy, or offline.

**contrast** [N-UNCOUNT-U2] **Contrast** is the difference in level between black and white on a computer screen.

**Control key** [N-COUNT-U3] The **Control key** is a key that gives another key an alternative function when both keys are pressed at the same time.

**copy** [V-T-U8] To **copy** is to reproduce an object on paper.

**cordless** [ADJ-U4] If a mouse is **cordless**, it transmits information to a computer without using a cord or wire.

**create** [V-T-U13] To **create** is to open a new email document.

**CRT (cathode ray tube)** [N-COUNT-U2] A **CRT (cathode ray tube)** is a vacuum tube used in older computer monitors.

**cursor** [N-COUNT-U11] A **cursor** is a movable icon on a computer screen, indicating the point that will be affected by input from the user.

**desktop** [N-COUNT-U1] A **desktop** is a computer for use in a single location such as at home or at an office.

**desktop** [N-COUNT-U11] A **desktop** is the working area of a computer screen containing icons that typically represent files, programs, and a wastebasket.

**diacritical mark** [N-COUNT-U3] A **diacritical mark** is a symbol that is added to a letter to denote a special pronunciation.

**digital camera** [N-COUNT-U9] A **digital camera** is a camera that stores and records digital images.

**digital zoom** [N-UNCOUNT-U9] **Digital zoom** is a method of cropping and magnifying the center of an image without the movement of lenses.

**disk drive** [N-COUNT-U5] A **disk drive** is a computer part that allows data to be read from and copied to a disk.

**display** [N-COUNT-U2] A **display** is the image on a monitor screen.

**domain name** [N-COUNT-U14] A **domain name** is used to label webpages and is part of an email address.

**dpi** [N-COUNT-U7] **Dpi** refers to 'dots per inch', and is a measure of the density of dots used to print a digital image or text.

**drafts folder** [N-COUNT-U12] A **drafts folder** is a location for storing incomplete or unsent emails for later review.

**dropdown menu** [N-COUNT-U11] A **dropdown menu** is a menu of options that appears below an item when it is clicked on by a user.

**email** [N-COUNT-U12] An **email** is a message sent electronically over a computer network.

**email address** [N-COUNT-U12] An **email address** is the specific location where electronic mail is received.

**email client** [N-COUNT-U12] An **email client** is the program that allows a user to send, receive, store, and organize emails.

**exceed** [V-T-U14] To **exceed** is to go above a predetermined limit.

**fan** [N-COUNT-U5] A **fan** is a mechanical device used to move air rapidly in order to cool the inside of a computer.

**feature** [N-COUNT-U10] A **feature** is a characteristic or ability of a device that is outstanding and often desirable.

**file transfer** [N-UNCOUNT-U15] A **file transfer** is the act of transmitting files over the Internet or computer network.

**flash drive** [N-COUNT-U6] A **flash drive** is a data storage device containing flash memory.

# Glossary

**flash memory** [N-UNCOUNT-U6] **Flash memory** is memory that retains data without a power supply.

**flatbed** [N-COUNT-U8] A **flatbed** is a type of scanner with a large horizontal piece of glass and a lid.

**folder** [N-COUNT-U11] A **folder** is an icon on a computer screen that can be used to access related files.

**forward** [V-T-U13] To **forward** an email is to send an exact copy of the email to another person.

**function key** [N-COUNT-U3] A **function key** is a key which is given a particular function by a piece of software.

**GB (gigabyte)** [N-COUNT-U6] A **GB (gigabyte)** is a unit of memory equal to one billion bytes.

**GPS (Global Positioning System)** [N-UNCOUNT-U10] **GPS (Global Positioning System)** is a navigation or mapping system run by satellite, used to find exact locations.

**GUI (graphical user interface)** [N-COUNT-U11] A **GUI (graphical user interface)** is a visual way of interacting with a computer using menus, icons and windows.

**hard drive** [N-COUNT-U5] A **hard drive** is the main device in a computer that stores data.

**HD (high definition)** [ADJ-U2] If a computer display is **HD (high definition)**, it has a higher resolution than a standard display.

**heat sink** [N-COUNT-U5] A **heat sink** is a computer part that transfers heat to the air.

**icon** [N-COUNT-U11] An **icon** is a graphic symbol that denotes a file or program.

**IM (Instant messaging)** [N-COUNT-U15] **IM (Instant messaging)** is a form of text-based communication between two or more people using computers or other devices.

**inbox** [N-COUNT-U12] An **inbox** is the location where emails are received.

**ink** [N-UNCOUNT-U7] **Ink** is a pigmented liquid that is used in inkjet printers.

**inkjet** [N-COUNT-U7] An **inkjet** is a printer that sprays ink to create a printed page.

**JPEG (Joint Photographic Experts Group)** [N-COUNT-U9] **JPEG (Joint Photographic Experts Group)** is a format for compressing images.

**junk mail** [N-UNCOUNT-U12] **Junk mail** is unsolicited, impersonal mail, often sent to many people at once.

**kB (kilobyte)** [N-COUNT-U6] A **kB (kilobyte)** is a unit of memory equal to 1,024 bytes.

**keyboard** [N-COUNT-U3] A **keyboard** is a panel of keys for entering data into a computer.

**laptop** [N-COUNT-U1] A **laptop** is a small computer that can be carried and used in many locations.

**laser mouse** [N-COUNT-U4] A **laser mouse** uses laser light to track hand movements.

**laser printer** [N-COUNT-U7] A **laser printer** is a printer that prints using a laser beam and toner.

**LCD (liquid crystal display)** [N-COUNT-U2] A **LCD (liquid crystal display)** is a display that uses liquid crystals to show output on a computer screen.

**LED mouse** [N-COUNT-U4] An **LED mouse** uses light emitting diodes to track hand movements relative to an underlying surface.

**maximum** [N-UNCOUNT-U14] The **maximum** is the highest level or value of something.

**MB (megabyte)** [N-COUNT-U6] A **MB (megabyte)** is a unit of memory roughly equal to one million bytes.

**megapixel** [N-COUNT-U9] A **megapixel** is one million pixels.

**memory** [N-UNCOUNT-U6] **Memory** is the part of a computer used for storage of data or program instructions.

**monitor** [N-COUNT-U2] A **monitor** is an electronic device that is used to display computer signals.

**motherboard** [N-COUNT-U5] A **motherboard** is the central circuit board of a computer.

**mouse** [N-COUNT-U4] A **mouse** is a device used to track hand movements and make selections on a computer screen.

**MP3 player** [N-COUNT-U10] An **MP3 player** is a device that plays music from digital files.

**notebook** [N-COUNT-U1] A **notebook** is a mobile computer for use in many places.

**numeric keypad** [N-COUNT-U3] A **numeric keypad** is a small keypad, located on the right-hand side of a standard keyboard, that features digits 0-9.

**one-to-one** [ADJ-U15] If a chat is **one-to-one**, it is between two individuals and conducted through instant messaging.

**optical resolution** [N-UNCOUNT-U8] **Optical resolution** is the built-in ability of a scanner to render detail.

**optical zoom** [N-UNCOUNT-U9] **Optical zoom** is a method of changing the field of view of a camera by physically moving lenses.

**organize** [V-T-U11] To **organize** is to arrange icons or files into a logical order.

**personal computer** [N-COUNT-U1] A **personal computer** (PC) is a computer for individual use.

**pixel count** [N-UNCOUNT-U9] A **pixel count** is the number of pixels in each image.

**POP 3 server** [N-COUNT-U14] A **POP 3 server** is a server using the Post Office Protocol to download/receive email.

**port** [N-COUNT-U5] A **port** is an outlet on a computer that allows it to communicate with other devices by means of a plug or cable.

**portable** [ADJ-U1] If a computer is **portable**, a person can carry or move it.

**power** [N-UNCOUNT-U1] **Power** is a measure or description of how fast a computer works.

**power supply** [N-COUNT-U5] A **power supply** is a device that provides energy to a computer.

**ppi** [N-COUNT-U8] **ppi** (pixels per inch) measures the density of pixels contained in an image.

**ppm** [N-COUNT-U7] **ppm** (pages per minute) is a measure of how fast a printer prints.

**print** [V-T-U7] To **print** a document is to mark the surface of a piece of paper with ink to form words or images.

**printer** [N-COUNT-U7] A **printer** is a machine that prints digital images and text onto paper.

**processor** [N-COUNT-U5] A **processor** is a computer part that allows programs to be interpreted and run.

**provider** [N-COUNT-U15] A **provider** is a service or company that provides a chat program.

**QWERTY** [ADJ-U3] A **QWERTY** keyboard uses the standard layout for English-language keyboards, with Q, W, E, R, T, and Y as the first keys from the left in the top row of letters.

**real-time** [ADJ-U15] A **real-time** text conversation is a conversation that is not delayed as in email.

**recipient** [N-COUNT-U13] A **recipient** is the person to whom an email is sent.

**reply** [V-T-U13] To **reply** is to send an email in response to an email you have received.

**reply all** [V-T-U13] To **reply all** is to send an email to a group of people in response to an email you have received.

**resolution** [N-UNCOUNT-U2] **Resolution** is the sharpness or definition of a display, measured in pixels.

- response time** [N-COUNT-U2] **Response time** is the time it takes (in milliseconds) for a pixel to go from white (active) to black (inactive) and back again.
- right-click** [V-T-U11] To **right-click** is to bring up alternate options or operations by clicking with the button on the right-hand side of the mouse.
- scan** [V-T-U8] To **scan** is to encode a document, image or object and reproduce it digitally.
- scan area** [N-COUNT-U8] A **scan area** is the measurement of the total area that can be captured from a scanner's surface.
- scanner** [N-COUNT-U8] A **scanner** is a machine that captures documents or images and converts them to a digital form.
- screen** [N-COUNT-U2] A **screen** is the surface part of a monitor that displays a computer's output.
- screen name** [N-COUNT-U15] A **screen name** is a name used for chatting or instant messaging.
- scroll** [V-I-U4] To **scroll** is to move information in a certain direction across a computer screen for viewing.
- scroll wheel** [N-COUNT-U4] A **scroll wheel** is a device on a mouse that allows the user to scroll.
- SD card** [N-COUNT-U9] An **SD card** is a card that expands the available storage memory of a phone or camera.
- select** [V-T-U11] To **select** is to use keystrokes or a mouse to mark something on a computer screen for a particular operation.
- sent folder** [N-COUNT-U12] A **sent folder** is a location where copies of emails sent to others are stored.
- server** [N-COUNT-U1] A **server** is a central computer that provides services or stores data for many other computers.
- service** [N-UNCOUNT-U10] **Service** is the ability to make and receive phone calls.
- Shift key** [N-COUNT-U3] The **Shift key** is a key used for typing upper-case letters or symbols when it is pressed at the same time as another key.
- smartphone** [N-COUNT-U10] A **smartphone** is a type of cellphone that has a more advanced computing and operating system that allows the user to access more information more quickly.
- SMTP server** [N-COUNT-U14] An **SMTP server** uses the Simple Mail Transfer Protocol to send email.
- spam** [N-UNCOUNT-U14] **Spam** is unwanted email, usually sent in bulk, and advertising products.
- subject** [N-COUNT-U13] A **subject** is a heading at the top of an email that identifies what the email is in regards to.
- sync** [V-T-U10] To **sync** two devices, like a smartphone and computer, is to connect them with a cable in order to transfer information from one to the other.
- tablet** [N-COUNT-U1] A **tablet** is a portable computer with a flat touch screen. A tablet is smaller than a laptop but larger than a cellphone.
- time out** [V-T-U14] To **time out** is to stop waiting for a response from a program after not having received any input for some period of time.
- toner** [N-UNCOUNT-U7] **Toner** is a powdered ink that is used in laser printers.
- touchscreen** [N-COUNT-U10] A **touchscreen** displays information which is accessed by simply touching icons viewed directly on the screen.
- trash folder** [N-COUNT-U12] A **trash folder** is a location where discarded emails are stored.
- two-sided** [ADJ-U7] If a printer has **two-sided** printing, it is able to print on both sides of a piece of paper automatically.



**type** [V-T-U3] To **type** data is to enter it into a computer using the keyboard.

**typo** [N-COUNT-U14] A **typo** is a mistake made when typing on the computer.

**USB** [ADJ-U4] If a device is **USB**, it can connect to a port in a computer using Universal Serial Bus technology.

**user** [N-COUNT-U11] A **user** is a person operating a computer.

**webmail** [N-UNCOUNT-U12] **Webmail** is a program for accessing and creating email using the Web.

**white balance** [N-UNCOUNT-U9] **White balance** is the control of how light-colored objects appear on a digital camera.

**workstation** [N-COUNT-U1] A **workstation** is a powerful computer for processing difficult tasks.

**CAREER  
PATHS**

# Computing

Virginia Evans - Jenny Dooley Will Kennedy

Book

2



**Express Publishing**

## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Word Processing: Uses	Guide	agenda, blank, business card, calendar, create, document, fax cover, memo, report, résumé, template, word processing	Expressing a lack of knowledge
2	Word Processing: Actions	Manual	close, copy, cut, delete, edit, open, paste, redo, save, save as, select, undo	Changing your mind
3	Word Processing: Formatting	Memo	bold, bullet, center, column, font, format, indent, italic, margin, spacing, spell check, underline	Making a suggestion
4	Spreadsheets: Uses	Email	analyze, balance sheet, budget, data, database, equation, function, sales invoice, spreadsheet, timecard, track, workbook	Asking about a general opinion
5	Spreadsheets: Actions	Webpage	calculate, chart, clear contents, clear formats, equal sign, filter, formula, formula bar, insert, sort, table, value	Clarifying instructions
6	Spreadsheets: Formatting	Troubleshooting guide	border, cell, column, lock, merge, printing area, row, set, shading, shrink to fit, split, wrap	Expressing opinion
7	Desktop Publishing 1	Advertisement	clip art, comprehensive layout, design, desktop publishing(DTP), online, on-screen, page layout, print, publish, WYSIWYG	Offering assistance
8	Desktop Publishing 2	Note	A4, convert, find/change, item style, kerning, leading, letter, master page, paper size, PDF, typography	Describing difficulty
9	Image and Design 1	Advice column	blurry, design, file format, layer, lossless compression, lossy compression, photo, pixel, raster graphic, sharpening, scaling, thumbnail, vector graphic	Asking about knowledge
10	Image and Design 2	Instructions	blur, clone, crop, recompose, red eye, resize, retouch, sharpness, stamp, straighten, trim	Politely disagreeing
11	Web Design and Web Development	Course descriptions	appearance, coding, content, CSS, functionality, navigation, usability, visibility, web design, web development	Expressing confusion
12	Web Browsing: Parts	User's guide	add-on, address bar, browser, bookmark, cookie, history, home page, search bar, tab, URL, webpage, website	Giving instructions
13	Web Browsing: Actions	Webpage	bookmark, disable, download, enable, enter, hang, link, load, log in, log out, refresh	Asking for help
14	Video Conferencing	Advertisement	audio input, bandwidth, codec, echo cancellation, face-to-face, multipoint, output device, video bridge, video conference, video conference system, visual input	Identifying a problem
15	Social Media	Email	advertise, blog, forum, friend, group, handle, link, profile, social media, social networking, trend	Making a prediction

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## Get ready!

1 Before you read the passage, talk about these questions.

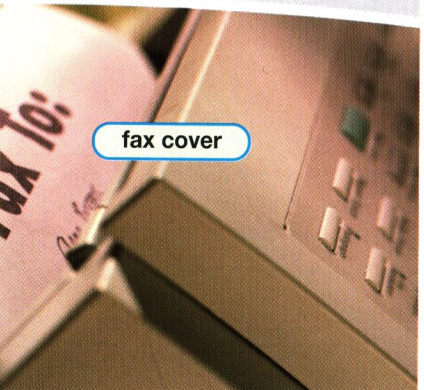
- 1 What kinds of documents are often produced using a word processing program?
- 2 Why are templates helpful when creating certain kinds of documents?

## WORD WIZARD Word Processing Program

Word Wizard is an award-winning **word processing** program. Everyone agrees it is easy, speedy and effective.

Starting from a **blank** page, you can **create** a simple **document** or use the many advanced features. This program makes it easy to edit, format or erase text. You can also save and print documents. In addition, there is a spell check, a grammar check, and a thesaurus. You will be amazed at all the versatile features it has to offer.

But Word Wizard does more than create a simple document. It has **templates** to meet every computer user's needs. Looking for a job? There is a template to create a very professional **résumé**. Are you starting your own business? Word Wizard has templates for colorful and eye-catching **business cards**. Word Wizard helps manage your business, too. Templates for meeting **agendas**, **fax covers**, **memos**, **calendars**, and **reports** save you time and money! Check our website for even more template options.



## Reading

2 Read the guide. Then, choose the correct answers.

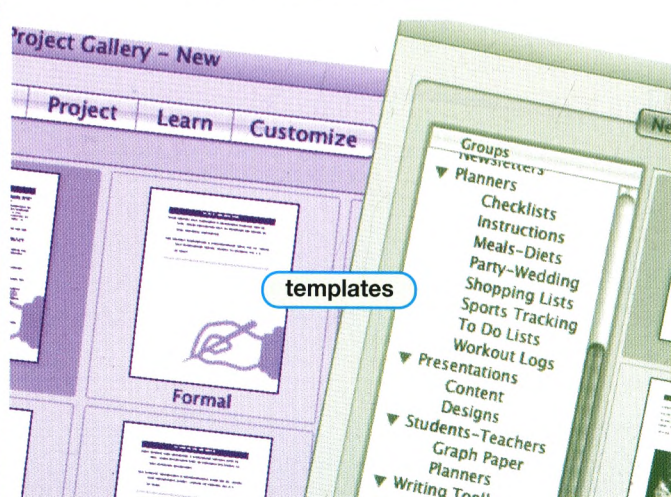
- 1 What is the main purpose of the text?
  - A to describe a program's capabilities
  - B to explain how to create a résumé
  - C to compare two word processing programs
  - D to give advice about creating business cards
- 2 Which of the following is NOT mentioned as a function of the word processing program?
  - A creating memos
  - B sending emails
  - C making business cards
  - D creating calendars
- 3 What is available at the Word Wizard website?
  - A additional templates
  - B printing discounts
  - C résumé writing tips
  - D document creation instructions

## Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- |             |                |
|-------------|----------------|
| 1 __ agenda | 4 __ template  |
| 2 __ memo   | 5 __ create    |
| 3 __ report | 6 __ fax cover |

- A the first sheet sent with a fax
- B a short letter
- C a description of a meeting or other information
- D to make something
- E a list of things to be addressed in a specific time
- F a preformatted file containing fields ready for information to be entered into them



templates

- 4 Fill in the blanks with the correct words or phrases from the word bank.

## WORD BANK

blank    résumé    calendar  
business card    memo    template

- The boss sent out a \_\_\_\_\_ regarding the company dress code.
- When you open a word processing document for the first time, it will be \_\_\_\_\_.
- A \_\_\_\_\_ helps you see what appointments you have for the week.
- The salesman gave the CEO his \_\_\_\_\_ so that the CEO could contact him.
- A good \_\_\_\_\_ shows the applicant's job experience.
- Use a \_\_\_\_\_ when creating certain documents so that you don't have to figure out the formatting on your own.

- 5 Listen and read the guide again. What are the benefits of the word processing program?

## Listening

- 6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- The man is creating a memo.
- The man's template will not open.
- The woman uses the templates frequently.

- 7 Listen again and complete the conversation.

**Employee 1:** Well, I need to type a 1 \_\_\_\_\_ and I'm starting from scratch. I can't get the format right.

**Employee 2:** Actually, this program has a 2 \_\_\_\_\_ for that.

**Employee 1:** Really? I had no idea. How do I 3 \_\_\_\_\_?

**Employee 2:** Click on the 4 \_\_\_\_\_.

**Employee 1:** Okay. Then what?

**Employee 2:** Well, 5 \_\_\_\_\_ a box that says 'Templates'.

**Employee 1:** So, I just click that?

**Employee 2:** Exactly. This has templates for all kinds of things, like 6 \_\_\_\_\_ and reports.

## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*What are you working on?*

*Really? I had no idea!*

*That's pretty handy.*

**Student A:** You are an employee. Talk to Student B about:

- a problem creating a document
- accessing templates
- using templates

**Student B:** You are an employee. Talk to Student A about templates.

## Writing

- 9 Use the conversation from Task 8 to complete the customer survey below.

## WORD WIZARD Word Processing

### Customer Survey

Overall, how satisfied are you with this program?

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What is your favorite feature?

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Would you recommend this product to a friend?

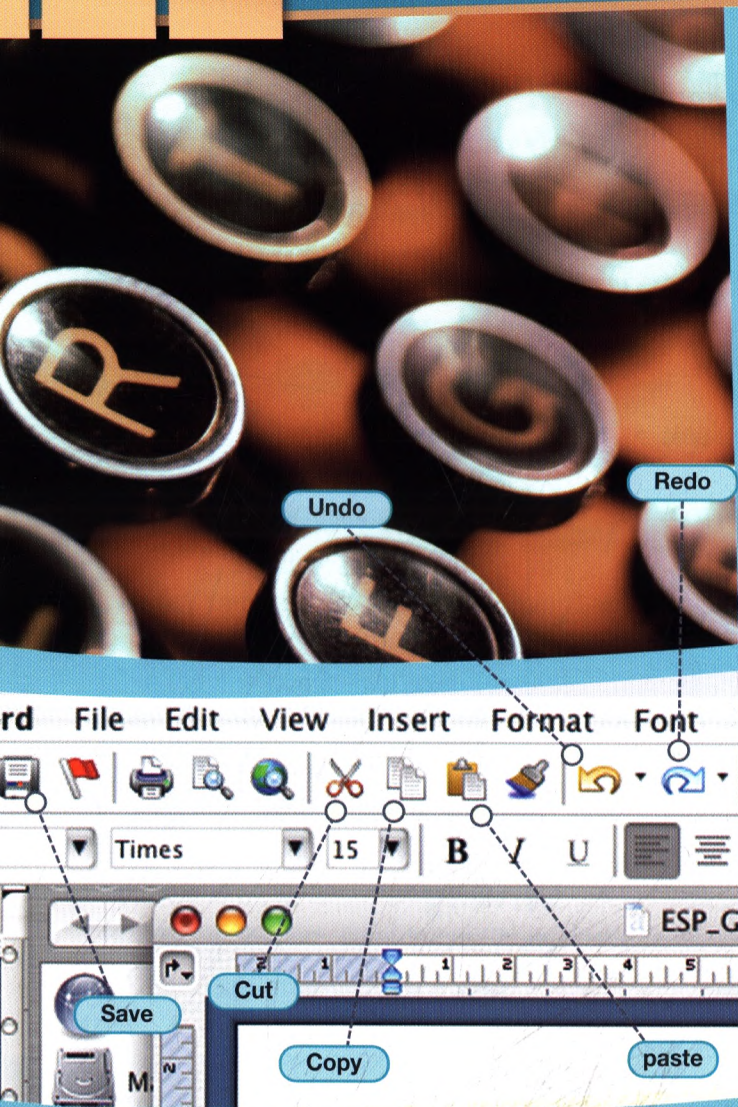
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Thank you for purchasing WritePress Office Edition. This guide will show you the basics of our newest word processing program. Let's get started!

**Open** WritePress and look at the start-up screen. To create a new blank document, click on the New Document icon. To open an existing document, click on Open.

Use the dropdown menus to **edit** your document. To **select** an area, drag your cursor over the text. Then open the Edit menu. You can **copy**, **cut**, and **paste** the selected text. To **delete** selected text, simply press the Delete button on your keyboard. If you make a mistake, the Edit menu has **Undo** and **Redo** functions.

To **save** your document, pull down the File menu and click Save. To save a file with a new name, click on **Save As**. Enter your new file name and choose the appropriate file extension. Then click Save. After saving, you can **close** your document.

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are the most common functions in word processing?
- 2 Why are word processing functions named after real-life actions?

## Reading

2 Read the manual. Then, choose the correct answers.

- 1 What is the main purpose of the text?
  - A to describe documents the program creates
  - B to give an overview of basic functions
  - C to explain changes to the new program
  - D to answer commonly asked questions
- 2 Where are the Cut and Paste functions?
  - A in the File menu
  - B in the Tools menu
  - C in the Insert menu
  - D in the Edit menu
- 3 Which of these functions is NOT mentioned in the guide?
  - A printing a document
  - B saving a document
  - C selecting text
  - D copying text

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |              |             |
|--------------|-------------|
| 1 __ open    | 5 __ redo   |
| 2 __ save as | 6 __ copy   |
| 3 __ close   | 7 __ select |
| 4 __ edit    | 8 __ delete |

- A to end or put away
- B to remove text from a document
- C to make changes to a document
- D to repeat an action
- E to access a document or program
- F to choose or mark text
- G to duplicate text
- H to assign a specific file name or type

**4** Read the sentences and choose the correct words or phrases.

- 1 Liz **saved/cut** her document to make sure she didn't lose her changes.
- 2 When you make a mistake, you often have to **undo/paste** it.
- 3 After finishing his work, John **selected/closed** the program.

**5** Listen and read the manual again. Why might you need to use the Cut function?

## Listening

**6** Listen to a conversation between an employee and a manager. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman is writing a company memo for her manager.
- 2 \_\_\_ The man will copy and paste information from an email.
- 3 \_\_\_ The woman already cut the quarterly projections.

**7** Listen again and complete the conversation.

**Employee:** Hey, Diane, I have a question about the memo I'm writing. **1** \_\_\_\_\_ the information about the merger?

**Manager:** Yeah, that's a good idea. Just **2** \_\_\_\_\_ that from the email.

**Employee:** Okay, great. Is there **3** \_\_\_\_\_ you want me to add?

**Manager:** Let me think about it. Did you include the **4** \_\_\_\_\_ for next quarter?

**Employee:** Yes, ma'am, it's in there already.

**Manager:** Fantastic. **5** \_\_\_\_\_ and send it out before the meeting today.

**Employee:** Okay. Thanks, Diane.

**Manager:** **6** \_\_\_\_\_, leave out the quarterly projections. We're going over it in the meeting anyway.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*Is there anything else ...?*

*Did you include ...?*

*On second thought, ...*

**Student A:** You are an employee. Talk to Student B about:

- a company memo
- what information is needed
- what types of changes to make

**Student B:** You are a manager. Talk to Student A about a company memo.

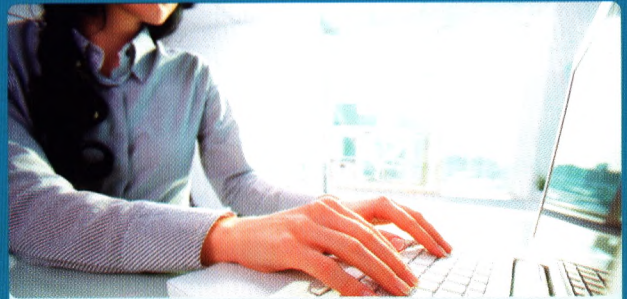
## Writing

**9** Use the conversation from Task 8 to complete the email below.

**From:** d.miller@harrisltd.com

**To:** s.torrey@harrisltd.com

**Subject:** Memo for October 24



Hi Steve,

I reviewed your draft of the memo. Please make the following changes:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Remember, the deadline is this afternoon.

Thanks,  
Diane



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways to draw attention to parts of a document?
- 2 What changes can word processing users make to the format of a page?

**bold**

**margin**

**spacing**

**Spreadsheets Tips**

For businesses, spreadsheets are an important tool. However, many people don't use them effectively. Follow these helpful hints:

- Filter out unnecessary data for focused calculations.
- To add new information to a table, insert cells.
- You can clear contents to delete information.

**bullets**

**column**

**MEMO**

To: Department Heads  
From: Lilliana Lopez Marquez  
Date: 13 January  
Subject: Budget Report - Format

Notice that all budget reports should use the same **format**. Please review these guidelines:

All **margins** of the document should be 2.5 cm.

Use the **font** type 'Arial' and 12 pt size. Set the **spacing** at 6 pt before and after each paragraph. Use single line spacing.

The title of your report should appear in **bold** text at the top right corner of the page. Please **underline** your name below the title.

Include the department's name at the **center** of the page.

Use **columns** for the budget, with the headings *Budgeted*, *Spent*, and *Remaining*. In the rows, use **italic** text to list budget categories.

**Indent** 1 cm at the beginning of each new paragraph.

At the bottom of the report, use **bullets** for important feedback.

Finally, please remember to use the **spell check**!

Cheers,  
Lilliana

Page 1 Sec 1 1/1 At 2.5cm Ln 1 Col 1 0/0 REC TRK EXT OVR

## Reading

2 Read the memo. Then, choose the correct answers.

- 1 What is the main idea of the text?
  - A to explain how to format a type of report
  - B to show the formatting errors in a report
  - C to suggest tips on producing reports faster
  - D to explain the types of reports to produce
- 2 What part of the budget report should employees center on the page?
  - A the employee's name
  - B paragraph headings
  - C the departmental name
  - D expenditure summaries
- 3 Which of the following is NOT a formatting instruction?
  - A Use italic text in rows.
  - B Enter the report title in bold.
  - C Include three columns for the budget.
  - D Underline the department name.

## Vocabulary

3 Match the words or phrases (1-10) with the definitions (A-J).

- |             |                  |
|-------------|------------------|
| 1 __ bold   | 6 __ spell check |
| 2 __ italic | 7 __ format      |
| 3 __ font   | 8 __ spacing     |
| 4 __ column | 9 __ bullet      |
| 5 __ margin | 10 __ center     |

- A the middle of a page
- B a vertical section of text on a page
- C the size of the blank areas between lines in a text
- D being darker and thicker than normal text
- E the size and shape of letters
- F the space around the edge of a page
- G being slanted
- H the layout and design of a page
- I a large dot at the start of a paragraph
- J an editing tool

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 indent / underline

A \_\_\_\_\_ at the start of a new paragraph.

B To draw attention to a word, you can \_\_\_\_\_ it.

2 spell check / format

A The \_\_\_\_\_ for different documents is specific.

B When I am finished writing, I always use the \_\_\_\_\_.

5 Listen and read the memo again. Which features mentioned are about the text itself, rather than the page or paragraph?

## Listening

6 Listen to a conversation between two employees. Check (✓) the suggestions the man makes.

- 1  Use bold, and underline section headings
- 2  Do not use bullet points
- 3  Use three columns
- 4  Use the spell check
- 5  Use one column

7 Listen again and complete the conversation.

Employee 1: Hi, Josh. What did you think of the report?

Employee 2: I thought the content was great. But the 1 \_\_\_\_\_ was confusing in a few places.

Employee 1: It was? What would make it clearer?

Employee 2: Well, maybe the section headings should be 2 \_\_\_\_\_, not just underlined. I couldn't tell the sections apart.

Employee 1: Okay, I'll use bold 3 \_\_\_\_\_ text next time. Anything else?

Employee 2: Yeah. There were two columns. Just one would be 4 \_\_\_\_\_ to read. And you should use the 5 \_\_\_\_\_ . I saw a few errors.

Employee 1: Oh, I usually do. I just 6 \_\_\_\_\_ this time. Thanks for your help.

Employee 2: Any time.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*I thought the ...*

*Maybe the ... should be ...*

*I like that ...*

**Student A:** You are an employee. Talk to Student B about:

- problems with the formatting of a report
- what formatting changes you recommend

**Student B:** You are a co-worker. Talk to Student A about formatting a report.

## Writing

9 Use the conversation from Task 8 to complete the email below.

Dear Carl,

Your report has several formatting errors. Please make the following changes:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Thanks,  
Michelle

## Get ready!

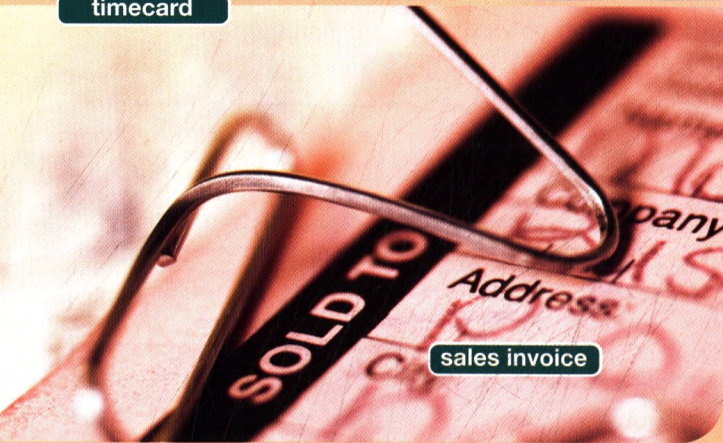
## 1 Before you read the passage, talk about these questions.

- 1 What are some common uses of spreadsheets?
- 2 What kind of information is generally analyzed in spreadsheets?

To: employees@nanaccounting.org  
 From: it@nanaccounting.org  
 Sub: New Spreadsheet Program



timecard



sales invoice

Hello everyone,

Please be aware that we installed a new **spreadsheet** program on your computers. We backed up all of the **data** from the old program. We also transferred the shared company **database**. None of your information should be lost in the transition. But, just to be safe, please make copies of your old **workbooks**.

This new program has all of the useful features of the old one. You can produce **balance sheets** and **sales invoices**. You will also be able to use the same **functions** and **equations**.

There are a few advantages to the new program. You will be able to **track** changes in the **budget** more easily. You will also be able to **analyze** your own **timecards** to calculate overtime hours.

Let's all work together to make this a smooth transition. The new spreadsheet program should help us work more effectively.

## Reading

## 2 Read the email. Then, choose the correct answers.

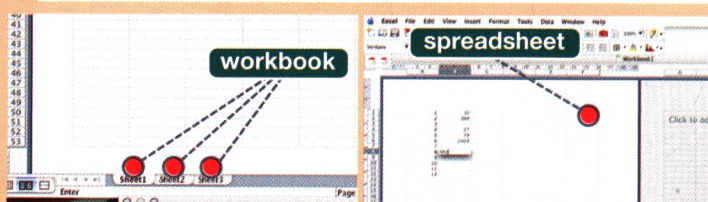
- 1 What is the main purpose of the email?
  - A to announce plans to purchase a new spreadsheet program
  - B to help employees transition smoothly to a new spreadsheet program
  - C to advertise a new type of spreadsheet software
  - D to explain how to back up spreadsheet data
- 2 Which of the following is NOT mentioned as a feature of the new spreadsheet software?
  - A It easily records changes in the budget.
  - B It can evaluate data from employees' timecards.
  - C It will be used to create a new shared database.
  - D It can use the same functions and equations as the old system.
- 3 What safety precaution should employees take to protect their data from being lost?
  - A access the shared company database
  - B track budget changes using the old system
  - C make paper copies of their timecards
  - D make copies of their workbooks

## Vocabulary

## 3 Match the words or phrases (1-6) with the definitions (A-F).

- |               |                  |
|---------------|------------------|
| 1 __ function | 4 __ analyze     |
| 2 __ data     | 5 __ equation    |
| 3 __ track    | 6 __ spreadsheet |

- A a mathematical formula in which both parts are equal
- B to carefully evaluate something
- C to follow changes or developments
- D a program that arranges information in rows and columns
- E information used to make calculations or for analysis
- F a previously set formula used to make calculations



**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

**1** timecard / database

- A An employee must correctly record their work hours on a \_\_\_\_\_.
- B Important information is often stored in a \_\_\_\_\_.

**2** workbook / budget

- A A \_\_\_\_\_ helps determine how a company spends money.
- B A \_\_\_\_\_ file created by a spreadsheet is often three pages long.

**5** Listen and read the email again. What are some uses for a spreadsheet?

## Listening

**6** Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The IT department sent an email explaining the new spreadsheet program.
- 2 \_\_\_ The man thinks the new program is an improvement on the old one.
- 3 \_\_\_ The woman must transfer equations from the old program to the new one.

**7** Listen again and complete the conversation.

**Employee 1:** I guess I should check my email more often. **1** \_\_\_\_\_ the new program?

**Employee 2:** It's definitely an upgrade. It **2** \_\_\_\_\_ overtime hours for us. We won't have to calculate them by hand anymore.

**Employee 1:** That sounds useful. Does it **3** \_\_\_\_\_ other advantages?

**Employee 2:** It also links directly to the **4** \_\_\_\_\_.

**Employee 1:** **5** \_\_\_\_\_ still have all our old equations?

**Employee 2:** Yes. The IT people **6** \_\_\_\_\_ them all over.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

- Do you like ...?*
- Does it ...?*
- It also links ...*

**Student A:** You are an employee. Talk to Student B about:

- getting a new spreadsheet program
- uses of the old program
- features of the new program

**Student B:** You are an employee. Talk to Student A about advantages of the new program.

## Writing

**9** Use the conversation from Task 8 to complete the IT department survey below.

Did you receive an email explaining how to use the new spreadsheet program? Y / N

What was the most helpful piece of advice included in the information sheet provided by the IT department?

---

---

---

---

On what parts of using the new spreadsheet would you like further instruction?

---

---

---

---

## Spreadsheet Tips

For businesses, spreadsheets are an important efficiency tool. But many people don't use them effectively. Follow these helpful hints to get the most out of your spreadsheet.

1. Check your **formula bar** to verify you are using the correct **formula**, such as an addition function. Incorrect formulas mean extra work. You might have to **calculate** your **values** again.
2. Use the **chart** creator to create an image of your data. This can help reveal mistakes or statistical patterns.
3. Remember, include an **equal sign** before every formula.
4. Use the **sort** function to reorder information. You can create your own sort functions.
5. **Filter** out unnecessary data for focused calculations.
6. To add new information to a **table**, **insert** cells within rows or columns.
7. You can **clear contents** to delete information from an area. **Clear formats** to reset your formatting options.

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common actions performed with a spreadsheet?
- 2 What are some ways to organize information in a spreadsheet?

## Reading

2 Read the webpage. Then, choose the correct answers.

- 1 What is the main purpose of the article?
  - A to convince readers to use spreadsheets
  - B to help readers use spreadsheets more successfully
  - C to explain how to filter unnecessary data
  - D to describe different types of charts

2 What are charts used for?

- A to make focused calculations
- B to add new information to a table
- C to reset formatting
- D to display information visually

3 Where would an addition function be displayed?

- A in the formula bar
- B in statistical charts
- C in tables
- D at the beginning of a row

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |                |                     |
|----------------|---------------------|
| 1 __ chart     | 5 __ clear formats  |
| 2 __ sort      | 6 __ equal sign     |
| 3 __ insert    | 7 __ clear contents |
| 4 __ calculate | 8 __ formula bar    |

- A a visual display of spreadsheet information
- B to erase information in a specified area
- C to add something in
- D to categorize or organize
- E to determine mathematical value
- F a display showing the equation used
- G to erase format settings
- H a mathematical symbol

**4** Choose the sentence that uses the underlined part correctly.

- 1 **A** A table does not display information in cells.  
**B** She wanted to display new information and filter out the old.
- 2 **A** The formula in column C is set to add columns A and B.  
**B** The value displays the equation at the top of the column.

**5** Listen and read the webpage again. What two things must you be careful about when using formulas?

## Listening

**6** Listen to a conversation between a supervisor and an employee. Mark the following statements as true (T) or false (F).

- 1  The woman will sort data to show highest expenses first.
- 2  The man wants to use a bar graph.
- 3  The project is due by Monday.

**7** Listen again and complete the conversation.

**Employee:** Do you also want the incomes column sorted by highest value?

**Supervisor:** No. **1** \_\_\_\_\_ to display the lowest values first. Also, I need you to create a table that **2** \_\_\_\_\_ incomes and only shows costs.

**Employee:** Do you want me to set up a formula **3** \_\_\_\_\_ total expenses?

**Supervisor:** Yes. I also **4** \_\_\_\_\_ to make a chart showing the breakdown of expenses.

**Employee:** **5** \_\_\_\_\_ a pie chart or a bar graph?

**Supervisor:** **6** \_\_\_\_\_ a pie chart.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*I need you to ...  
 Do you want ...?  
 How soon ...?*

**Student A:** You are a manager. Talk to Student B about:

- calculations needed on a worksheet
- how to prepare the worksheet for presentation
- deadlines for the project

**Student B:** You are an employee. Talk to Student A about how to prepare a worksheet for presentation.

## Writing

**9** Use the conversation from Task 8 to complete the checklist of tasks below.

**Spreadsheet Checklist for**

### Tuesday's Presentation

- 1) Filter out \_\_\_\_\_  
to \_\_\_\_\_
- 2) Set up \_\_\_\_\_  
to \_\_\_\_\_
- 3) Sort data in the \_\_\_\_\_  
to \_\_\_\_\_  
\_\_\_\_\_ first.
- 4) Sort the \_\_\_\_\_  
to \_\_\_\_\_  
\_\_\_\_\_ first.
- 5) Create \_\_\_\_\_  
showing \_\_\_\_\_

## Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What are some common problems spreadsheet users encounter?
  - 2 What kinds of tools do spreadsheet programs offer for visual presentation?

## Reading

- 2 Read the troubleshooting guide. Then, choose the correct answers.
- 1 What happens if a cell is locked?
    - A Its data is deleted.
    - B It can't be changed.
    - C It is merged with another cell.
    - D Its value is not calculated.
  - 2 Which of the following is NOT a display option?
    - A shading
    - B borders
    - C wrapping
    - D locking
  - 3 Which of the following refers to combining cells?
    - A merging
    - B splitting
    - C shading
    - D using borders

## Spreadsheet Tips

## Common Spreadsheet Problems

**Problem:** I can't see all the text in my cell.

- Solution:** You can either **wrap** the text or **shrink to fit**. Wrapping may change the cell size. Shrink to fit changes the data display size. Choose the option that best fits your worksheet design.

**Problem:** I can't make changes to a cell.

- Solution:** Make sure you didn't **lock** the cell. Locking prevents changes to an area.

**Problem:** My worksheet is difficult to read.

- Solution:** Use **shading** on alternate **rows** to help differentiate them. You may also put **borders** around some rows or **columns** for emphasis.

**Problem:** I only want to print part of my worksheet.

- Solution:** Set the **printing area** to include only the information you want to print.

**Problem:** I need to reorganize data that I have already input in cells.

- Solution:** You can **split** a cell to divide its information into separate cells. You can **merge** cells to combine them.

## Vocabulary

- 3 Match the words or phrases (1-8) with the definitions (A-H).

- |             |                    |
|-------------|--------------------|
| 1 __ wrap   | 5 __ border        |
| 2 __ split  | 6 __ shading       |
| 3 __ lock   | 7 __ shrink to fit |
| 4 __ column | 8 __ printing area |

- A to divide information among cells
- B cells selected for printing
- C a vertical arrangement of cells
- D to make lines of text appear on multiple lines of a cell
- E to disallow changes to a specified area
- F to change the font size in order to display more text or other data
- G coloring that sets some cells apart from others
- H a line separating a cell or group of cells from others

	IN	OUT	BREAK 1		
42					
43					
44					
4 row	16:08	22:32	17:26-31	19:13-17	20
46	16:00	22:32	17:43-46	19:29-33	21
47	16:15	22:46	17:46-50	19:26-33	20
48	16:02	22:32	17:47-53	19:37-43	21
49	16:05	22:32	18:10-13	20:08-16	21
50	8:29	16:16	11:18-25	13:05-09	14

**4 Choose the sentence that uses the underlined part correctly.**

- 1 **A** A cell is a group of boxes for storing information.
- B** To set the printing area, select the information you want to print.
- 2 **A** A row of cells is a horizontal grouping.
- B** To merge a cell is to separate its data into separate cells.

**5 Listen and read the troubleshooting guide again. What should you do if you can't see the information in a cell?**

### Listening

**6 Listen to a conversation between a manager and an employee. Mark the following statements as true (T) or false (F).**

- 1  The woman finds the worksheet difficult to read.
- 2  The woman suggests adding shading to some cells.
- 3  The man thinks the border is too dark.

**7 Listen again and complete the conversation.**

**Manager:** Well, the information is all correct, but it's **1** \_\_\_\_\_ to read.

**Employee:** I agree. But how do you think **2** \_\_\_\_\_ improve it?

**Manager:** I think **3** \_\_\_\_\_ could really help.

**Employee:** Can you **4** \_\_\_\_\_ to shade a row?

**Manager:** Sure. There are a few other things you probably **5** \_\_\_\_\_, too. You should merge some of these cells and split others.

**Employee:** Okay. I also thought a border **6** \_\_\_\_\_ around the column headings. But I wasn't sure how to do that either.

### Speaking

**8 With a partner, act out the roles below based on Task 7. Then, switch roles.**

**USE LANGUAGE SUCH AS:**

*I'm pretty new to ...*  
*I think ...*  
*We used ...*

**Student A:** You are a manager. Talk to Student B about:

- problems with his/her worksheet
- solutions to the problems
- familiarity with the program

**Student B:** You are an employee. Talk to Student A about how to improve your worksheet.

### Writing

**9 Use the troubleshooting guide and the conversation from Task 8 to write tips below for making worksheets easier to read.**

### Readability Tips for Worksheets

1) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

2) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

3) \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What does desktop publishing (DTP) software allow users to do?
- 2 What are different ways that DTP documents can be published?

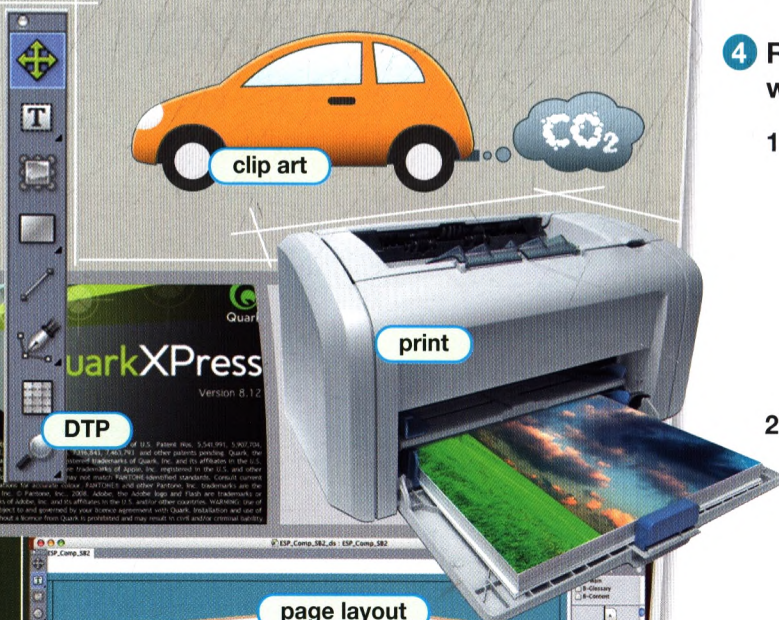
## Enter the world of graphic communications Creative Design Suite!

This program allows users to perform all aspects of **desktop publishing (DTP)**. Begin by using our software to **design** a **comprehensive layout**, or 'comp'. Use this to show your clients what they're going to get.

Next, use our software to create **page layouts** with text and images. These layouts can either be published electronically or in **print**. Electronic publications can be designed for reading **on-screen** (for example, on tablet computers) or **online**.

The program also comes pre-loaded with a large selection of **clip art**. This clip art pastes into your document to add color and excitement to your text. Additional clip art packages are also available for purchase.

Our **WYSIWYG** approach creates projects that look great on-screen or on paper. With CreativeDesign software you can design and **publish** any document you need.



## Reading

2 Read the advertisement. Then, mark the following statements as true (T) or false (F).

- 1  Electronic publications and printed publications use different types of software.
- 2  The program contains clip art for use in documents.
- 3  Electronic publications can be viewed only on tablet computers.

## Vocabulary

3 Fill in the blanks with the correct words or phrases from the word bank.

### WORD BANK

publish    print    layout  
WYSIWYG    clip art

- 1 \_\_\_\_\_ means that a printed document will appear exactly as it does on-screen.
- 2 A page \_\_\_\_\_ shows where all text, images, and so on will be placed.
- 3 To \_\_\_\_\_ is to print or electronically submit a document.
- 4 A \_\_\_\_\_ is a paper copy of a document.
- 5 \_\_\_\_\_ is the term for small images or icons that can be inserted into a document.

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 **comp / DTP**

- A A \_\_\_\_\_ program allows a user to design and publish a document using only a computer and a printer.
- B A \_\_\_\_\_ is an initial document that shows where all text and graphic elements will be placed.

2 **on-screen / online**

- A This document is designed to be viewed \_\_\_\_\_ on your tablet.
- B A webpage is an example of an \_\_\_\_\_ electronic document.

- 5 Listen and read the advertisement again. What special features of the software does the advertisement mention?

## Listening

- 6 Listen to a conversation between a customer and a sales clerk. Choose the correct answers.

- What is the purpose of the conversation?
  - A to compare desktop publishing programs
  - B to explain desktop publishing program capabilities
  - C to discuss the best publishing method
  - D to correct a desktop publishing error
- What materials does the man want to create?
  - A book layouts
  - B text documents
  - C brochures and posters
  - D video recordings

- 7 Listen again and complete the conversation.

**Salesclerk:** Hello, sir. Can I help you 1 \_\_\_\_\_ ?

**Customer:** Actually, yes. I need some 2 \_\_\_\_\_, but I'm not sure exactly what kind I need.

**Salesclerk:** Okay. What kind of tasks do you need to perform?

**Customer:** I need to design some 3 \_\_\_\_\_ for my business.

**Salesclerk:** I see. You need to look at desktop 4 \_\_\_\_\_.

**Customer:** Okay. Can you tell me a little more about what that is exactly?

**Salesclerk:** Sure. It's software that will help you 5 \_\_\_\_\_ and text into one publishable document.

**Customer:** That sounds good. How are the documents printed?

**Salesclerk:** This software allows you to print directly from your 6 \_\_\_\_\_.

## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*Can I help you find ...?*

*I need to ...*

*How are the ...?*

**Student A:** You are a computer store sales clerk. Talk to Student B about :

- desktop publishing software
- what tasks the software can perform

**Student B:** You are a customer. Talk to Student A about what you need the software

## Writing

- 9 Use the advertisement and the conversation from Task 8 to complete the email below.



Dear Mr. Hickory,

I received your email asking for a software recommendation.

Because you need to create documents with images and text, I recommend that you look at

\_\_\_\_\_.

This software will allow you to \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Other features of this software include \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

— Leo Sanger

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways a DTP document can be adjusted?
- 2 If a document is resized, what changes may need to be made to the document?

## Reading

2 Read the note. Then, choose the correct answers.

- 1 What is the purpose of the note?
  - A to explain how design software works
  - B to give directions on what changes to make
  - C to inform a client what their publication will look like
  - D to describe a new desktop publishing project
- 2 Which of these is NOT a change that needs to be made?
  - A The leading needs to be adjusted.
  - B The paper size needs to be changed.
  - C The kerning needs to be increased.
  - D The client's name needs to be corrected.
- 3 Which of the following is the wrong size?
  - A the paper size
  - B the typography
  - C the kerning
  - D the PDF

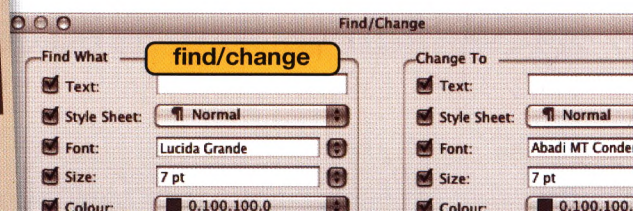
## Vocabulary

3 Fill in the blanks with the correct words or phrases from the word bank.

## Word BANK

find/change    convert    item style  
paper size    master page  
PDF    typography

- 1 \_\_\_\_\_ refers to the style and appearance of characters and text.
- 2 You can fit more content on a larger \_\_\_\_\_.
- 3 Continuing elements of a document can be formatted with a(n) \_\_\_\_\_.
- 4 Using \_\_\_\_\_ allows a user to search for and replace terms in the text of a document.
- 5 To \_\_\_\_\_ a document is to save it in a different file format.
- 6 A(n) \_\_\_\_\_ is a file that is easily sent or printed.
- 7 A pre-assigned formatting option for objects in a layout is a(n) \_\_\_\_\_.



Change the leading once you adjust the page size.

leading

Change the leading once you adjust the page size

Leave kerning as it is.

Leave kerning as it is.

kerning

## paper size

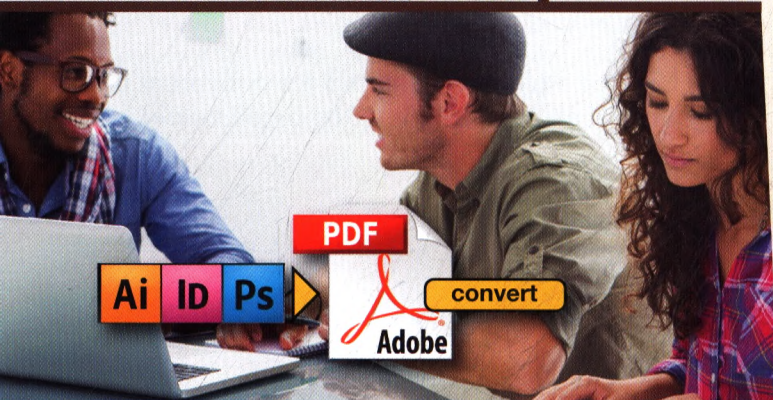
A3=11,7 x 16,5 inches  
A4=8,27 x 11,7 inches  
A5=5,83 x 8,27 inches

A5

A5

A4

A3



Hi Eric

I have a few items in the design that need to be changed.

The **paper size** of the document is set to **letter**, but it should be **A4**. You'll need to move some items on the page around once you change it.

The **typography** looks great, so leave that as it is. Change the **leading** once you adjust the page size. Make these changes to the document's **master page** and the **item style** settings. Leave the **kerning** as it is.

The content looks good for the most part. I marked a few spelling mistakes on the document. Also the client's name is spelled wrong consistently. Use **find/change** to fix all of those at the same time.

Once you've finished all the changes, **convert** the document to a **PDF** for printing.

Try to finish these changes by the end of the day.

Tom

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 A4 / letter

- A If paper is 210 x 297 mm it is \_\_\_\_\_.  
 B If paper is 8.5 x 11 inches it is \_\_\_\_\_.

2 kerning / leading

- A The amount of blank space between characters or letters is \_\_\_\_\_.  
 B The amount of blank space between lines of text is \_\_\_\_\_.

5 Listen and read the note again. What are some of the changes that need to be made, and how should they be made?

## Listening

6 Listen to a conversation between a designer and a co-worker. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman had to find new images.  
 2 \_\_\_ The size of the document was changed.  
 3 \_\_\_ The images on the document were resized.

7 Listen again and complete the conversation.

**Designer:** Yeah. I was almost done when I 1 \_\_\_\_\_. I had to edit everything.  
**Co-worker:** How did you get everything to fit?  
**Designer:** Well, I only had to adjust the text a little bit. I changed the 2 \_\_\_\_\_, and that helped a lot.  
**Co-worker:** That's good. What about the images?  
**Designer:** That was the 3 \_\_\_\_\_. I resized and moved them. But they 4 \_\_\_\_\_ on the PDF.  
**Co-worker:** 5 \_\_\_\_\_ a lot of work.  
**Designer:** It was. But I'm really 6 \_\_\_\_\_ the final result.

First Line: 0 cm

Right Indent: 0 cm

Leading: 9.5 pt

Space Before: 0 cm

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*It was hard to ...*

*I had to ...*

*What about the ...?*

**Student A:** You are a designer working on a graphic design project. Talk about:

- moving elements in a layout
- changing typography and text
- setting page size

**Student B:** You are a co-worker. Talk to Student A about project specifications and changes.

## Writing

9 Use the note and the conversation from Task 8 to complete the note below, explaining some changes made to a design project.

Dear Ryan,

I made some changes to \_\_\_\_\_

I changed the page size \_\_\_\_\_

After that I \_\_\_\_\_

If everything looks good to you, let me know and I'll \_\_\_\_\_

Sonia

## Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What can make photos and other images appear blurry in a DTP layout?
  - 2 What is the difference between raster graphic images and vector graphic images?

## Tech Advice

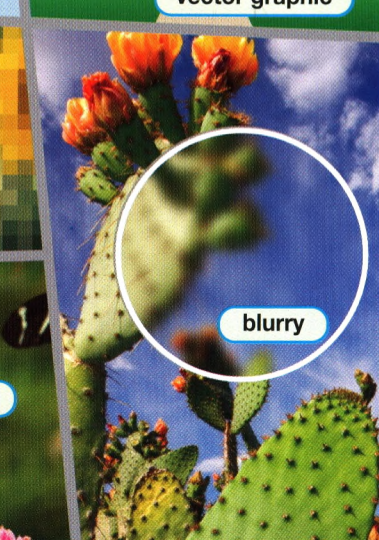
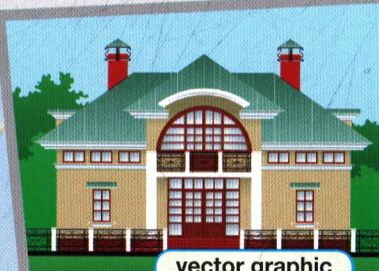
**Q** Whenever I import a **photo** into a **layer** of my CreativeDesign layout, the picture shows up **blurry**. What can I do to get clear photos into my page **designs**?

**A** Look at how you're saving your photos. If you're saving your photos using **lossy compression**, your photos may blur. Save your photos using **lossless compression**. This will preserve the quality of your photos so that every **pixel** is visible. Make sure to save your photos in a **file format** that is compatible with CreativeDesign.

Remember to keep **scaling** in mind. If a photo is resized too drastically, it will become blurry. **Thumbnail**-sized photos should not be dramatically increased in size.

Make sure you're using the right type of image. Sometimes, a **vector graphic** will look better than a **raster graphic**, and vice versa.

Finally, don't forget the **sharpening** tool!



## Reading

- 2 Read the advice column. Then, choose the correct answers.

- 1 What is the purpose of the passage?
  - A to explain how to improve image quality
  - B to compare and contrast image types
  - C to discuss types of design layouts
  - D to recommend editing software
- 2 Which of these is NOT mentioned as a way to decrease image blurriness?
  - A Use compatible file formats.
  - B Increase the size of thumbnails.
  - C Save images using lossless compression.
  - D Check if raster or vector graphics work better.
- 3 Why should lossless compression be used when saving photos?
  - A to save disk space
  - B to convert to vector graphics
  - C to decrease the size of photos
  - D to preserve the quality of photos

## Vocabulary

- 3 Match the words or phrases (1-6) with the definitions (A-F).

- |                           |                     |
|---------------------------|---------------------|
| 1 __ raster graphic       | 4 __ vector graphic |
| 2 __ lossless compression | 5 __ file format    |
| 3 __ lossy compression    | 6 __ layer          |

- A data compression which guarantees that all original data can be restored exactly
- B a type of data compression that loses some data
- C a particular way of coding information for storage in a computer file
- D an image made up of a configuration of pixels
- E a separate canvas that is laid over other canvases to create an image
- F an image containing lines, curves or shapes determined by mathematical equations

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 sharpening / scaling

- A \_\_\_\_\_ corrects an image that is blurry.  
 B \_\_\_\_\_ calculates the necessary dimensions of an image in a document.

2 pixel / thumbnail

- A Each \_\_\_\_\_ in a picture can be only one of thousands or millions of colors.  
 B A \_\_\_\_\_ provides a small preview of an image.

3 design / photo

- A Text, images, and graphics can be arranged into a \_\_\_\_\_.  
 B A representation of a person or scene recorded by a camera is a \_\_\_\_\_.

5 Listen and read the advice column again. How can blurry photos be prevented?

## Listening

6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- \_\_\_ The man is working with a vector graphic.
- \_\_\_ The woman doubts a sharpening tool can fix the problem.
- \_\_\_ The man wants to create a thumbnail for a website.

7 Listen again and complete the conversation.

- Employee 1:** I'm trying to put this photo into the report. But it keeps 1 \_\_\_\_\_.
- Employee 2:** Hmm. Do you know what type of graphic it is?
- Employee 1:** I'm not sure.
- Employee 2:** Well, I can see the 2 \_\_\_\_\_, so it must be a 3 \_\_\_\_\_.
- Employee 1:** I see. I don't 4 \_\_\_\_\_ about this – is that the wrong kind?
- Employee 2:** No – you can use those or 5 \_\_\_\_\_.
- Employee 1:** Oh, good. So can you 6 \_\_\_\_\_?

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*Do you know what type ...?*  
*I'm not sure.*  
*Can you fix it?*

**Student A:** You are an employee working with an image. Talk to Student B about:

- a problem with the image
- what kind of image it is
- how to fix it

**Student B:** You are an employee. Talk to Student A about a problem with an image.

## Writing

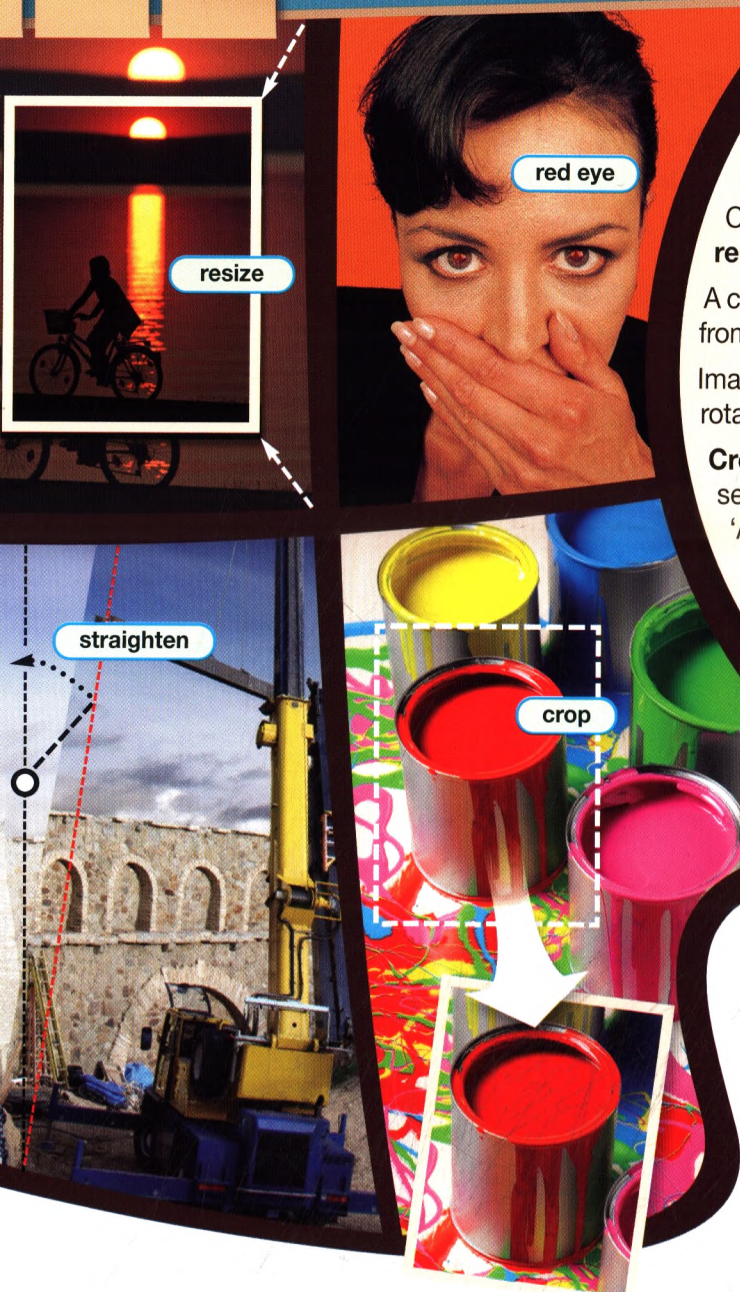
9 Use the advice column and the conversation from Task 8 to write instructions on working with a blurry image.

# Struggling with a blurry image?

## Try these tips:



- 1) Check the compression type. \_\_\_\_\_ leads to a loss of data, \_\_\_\_\_ does not.
- 2) Use photo-editing tools. \_\_\_\_\_
- 3) Be careful when scaling images. \_\_\_\_\_



## CreativeShop Photo Editor

### Quick Start Guide

No photo is perfect. But yours can be! Because with CreativeShop Photo Editor, you can **resize**, **retouch**, and **recompose** photos like a pro.

A camera's flash can create **red eye**. You can eliminate this effect from your images with the red eye reduction tool.

Images can be **straightened** using the horizontal or vertical rotation tool.

**Cropping** your image is easy, too. To **trim** unwanted edges, select the crop tool. Then choose the area to keep and click 'Apply'.

But cropping an image can't remove all unwanted material. If you have an unwanted object in the background, you can cover it. Just **clone** a clear area and **stamp** it over the trouble spot.

Of course, some materials just need less focus. You can adjust the **sharpness** of an object with the sharpness or **blur** tools.

### Vocabulary

- 3 Fill in the blanks with the correct words from the word bank.

#### word BANK

resize retouch sharpness  
crop straighten

- To trim the edges of an image is to \_\_\_\_\_ it.
- Adjust the \_\_\_\_\_ of this picture; it's too blurry.
- Can you \_\_\_\_\_ this picture? It looks tilted.
- \_\_\_\_\_ an image to change its appearance.
- \_\_\_\_\_ this picture so it's not so large.

- 4 Read the sentences and choose the correct words or phrases.

- Clone/Blur** the clouds in the background and stamp them in the right corner.
- Use **stamp/red eye** elimination software to improve the appearance of people in the photos.
- Someone should **recompose/straighten** this photo. It has too much distraction in the background.
- Please **resize/trim** the edges off this photo.

### Get ready!

- 1 Before you read the passage, talk about these questions.

- What are some ways that photos can be edited?
- How can unwanted portions of a picture be removed or edited?

### Reading

- 2 Read the guide. Then, mark the following statements as true (T) or false (F).

- \_\_\_ The guide recommends the cloning tool to eliminate red eye.
- \_\_\_ Cropping a picture will rotate it.
- \_\_\_ The program can intentionally blur a photo.

- 5 Listen and read the guide again. What are some ways to retouch and recompose digital photographs?

## Listening

- 6 Listen to a conversation between a manager and a designer. Choose the correct answers.

- What is the purpose of the conversation?
  - to discuss a change needed for a photo
  - to explain what edits a photo received
  - to show how to use a photo-editing tool
  - to compare photo-editing techniques
- What will the man most likely do next?
  - resize the photo
  - crop the photo
  - blur the unwanted materials
  - clone and stamp portions of the photo

- 7 Listen again and complete the conversation.

**Manager:** Well, let's 1 \_\_\_\_\_ the picture of the dogs.

**Designer:** I can do that. But is there any particular reason why?

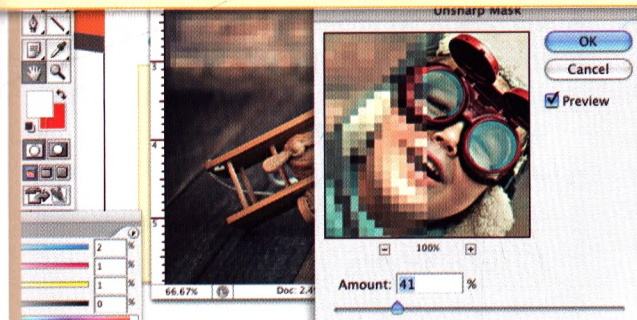
**Manager:** Yes. There's some trash in the edge of the shot.

**Designer:** I see. You know, I 2 \_\_\_\_\_ it.

**Manager:** I'm not 3 \_\_\_\_\_ about that idea. I just don't want any trash in the shot.

**Designer:** Fair enough. I could 4 \_\_\_\_\_ a clear space and 5 \_\_\_\_\_ it over the trash, too.

**Manager:** I don't know. I still think cropping it is the 6 \_\_\_\_\_.



## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*I could just ...*

*I'm not too crazy about that idea.*

*I still think ...*

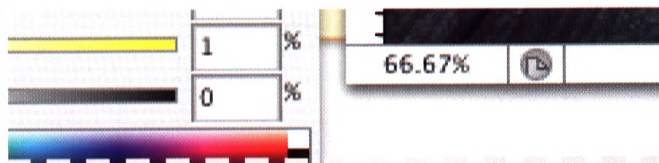
**Student A:** You are a designer. Talk to Student B about:

- what the problem with the photos is
- where changes should be made
- different ways in which the photo could be fixed

**Student B:** You are the manager of a magazine. Talk to Student A about the editing of a photo in the magazine.

## Writing

- 9 Use the guide and the conversation from Task 8 to write a note from a designer about editing a photo.



Ms. White,

I got your message about the unwanted material in the photo. Here's what I can do:

- \_\_\_\_\_
- \_\_\_\_\_
- \_\_\_\_\_

Let me know which option you'd prefer.

Carl Hayes





## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What elements can be seen on almost every website?
- 2 What are the two main stages when creating a website?

## Reading

2 Read the course descriptions. Then, choose the correct answers.

- 1 What is the purpose of the passage?
  - A to list materials needed for courses
  - B to describe available courses
  - C to announce changes to the web design program
  - D to describe degrees offered
- 2 What is NOT covered in Web Development?
  - A coding
  - B functionality
  - C visibility
  - D CSS
- 3 What is true of the Web Design course?
  - A It focuses on coding.
  - B It teaches techniques for navigation.
  - C It deals with website usability.
  - D It is a prerequisite for Web Development.

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |                      |                 |
|----------------------|-----------------|
| 1 __ CSS             | 5 __ appearance |
| 2 __ web development | 6 __ web design |
| 3 __ functionality   | 7 __ navigation |
| 4 __ code            | 8 __ content    |

- A the look of something
- B to create a computer program
- C a programming language used to format the style of a webpage
- D the material in a document or site
- E the act or process of planning a website
- F the act or process of building a website
- G how well something works
- H the act of moving to different parts of a website

## Orange Community College

### Computer Technology Classes

#### • Introduction to Web Design

In this course students will learn the basics of web design. Basic fundamentals of web design are taught, including the use of hyperlinks, tables, and **CSS**. Learn how to edit and create webpages using text and images. Students will learn to think creatively about **content**. The designs for website **appearance** will be made based upon that content. This class is mandatory for Computer Technology majors.

#### • Introduction to Web Development

This course teaches students the fundamentals of building websites. Information covered includes **coding** with html and xml. Students will learn how to increase website **functionality** and **usability**. Techniques for improving website **visibility** and **navigation** are also covered. This class is mandatory for Computer Technology majors and builds on the Introduction to Web Design class.

*Prerequisite: Introduction to Web Design.*

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 **functionality / usability**

- A This website works well, so it has high \_\_\_\_\_.
- B This website is very helpful, so it has high \_\_\_\_\_.

2 **appearance / visibility**

- A The bright colors on this webpage make its \_\_\_\_\_ very pleasing.
- B The better a website's \_\_\_\_\_ is, the more likely people are to find it.

5 Listen and read the course descriptions again. What is the difference between web design and web development?

Listening

6 Listen to a conversation between a student and an instructor. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman is unsure of the difference between web design and web development.
- 2 \_\_\_ Web development occurs before web design.
- 3 \_\_\_ Web developers create the plans for websites.

7 Listen again and complete the conversation.

**Instructor:** Welcome to Intro to Web Design. Before we get started, are there any questions?

**Student:** Yes. I'm not sure I understand the 1 \_\_\_\_\_ Web Design and Web Development.

**Instructor:** Well, what comes 2 \_\_\_\_\_ when you think about the word 'design'?

**Student:** I 3 \_\_\_\_\_ how something looks, and how it's supposed to work.

**Instructor:** Right. So Web Design is 4 \_\_\_\_\_ of how the website is supposed to look and what it's supposed to do.

**Student:** Okay, so Web Design is the first step, since it's a plan.

**Instructor:** Yes. Now, what do you think about when you hear the word 'development'?

**Student:** That 5 \_\_\_\_\_ of something being built.

**Instructor:** Exactly. Web developers then use the design plan 6 \_\_\_\_\_ a working website. Without development, the design would never come to life.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

Welcome to ...

I'm not sure I understand ...

What do you ... ?

**Student A:** You are an instructor. Talk to Student B about:

- web design and development
- the functions of each
- how the two are related

**Student B:** You are a student. Talk to Student A about web design and web development.

Writing

9 Use the course descriptions and the conversation from Task 8 to complete the student's notes.



**Intro to Web Design Notes**

**Web Design and Web Development**

Uses/Purpose of Web Design: \_\_\_\_\_

\_\_\_\_\_

Uses/Purpose of Web Development: \_\_\_\_\_

\_\_\_\_\_

Relationship between the two: \_\_\_\_\_

\_\_\_\_\_

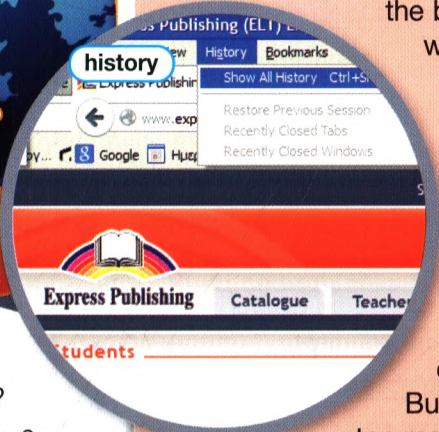
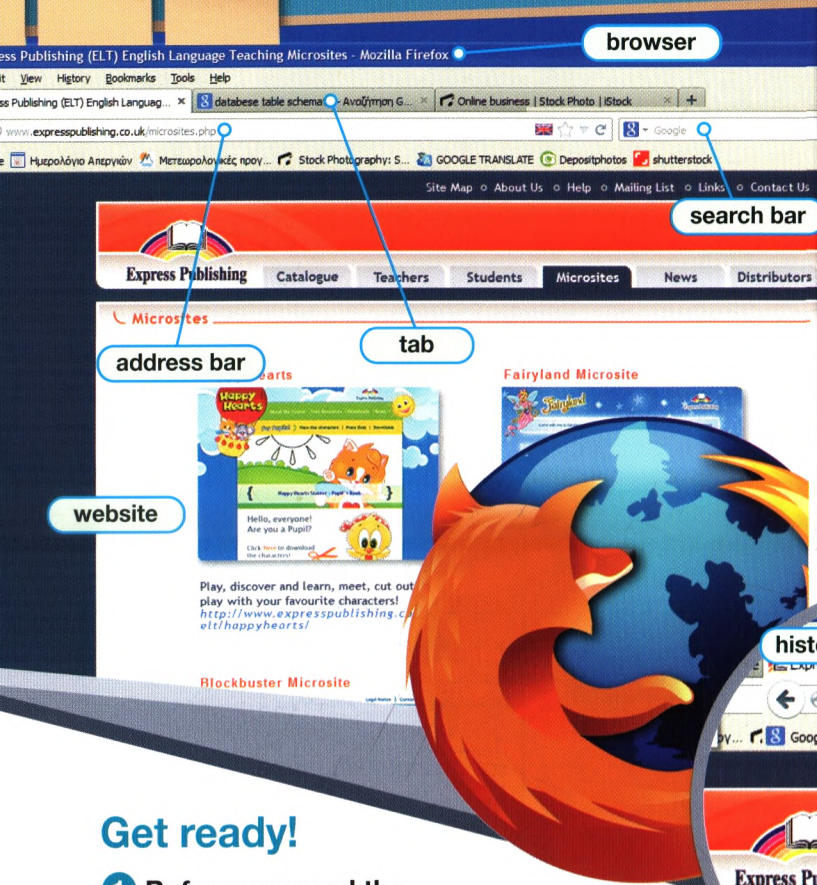
## Using the Compunet Browser

The first step to using the Compunet **browser** is to launch the application. Locate the browser icon and click it. The browser will open to its **home page**. The home page will be the Compunet **website**. You can change this to any site you prefer.

At the top of the browser, you'll see the **address bar**. It displays the **URL** of the **webpage** that is open. To find a different webpage, locate the **search bar**. Enter key terms about the idea or pages you are looking for.

The webpages you visit are saved in the browser **history**. **Cookies** will also be stored. These two features help load websites faster. You can save any pages you visit frequently as **bookmarks**. Then you won't have to type in the URLs any more.

Compunet's browser can open multiple **tabs**. But remember that opening too many tabs can interfere with proper functioning. **Add-ons** are also available to increase the functionality of the browser.



### Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are the various parts of a web browser?
- 2 What are the two different types of home pages?

### Reading

2 Read the user's guide. Then, choose the correct answers.

- 1 What is the main idea of the passage?
  - A to list the pros and cons of different browsers
  - B to suggest solutions to common browser problems
  - C to give instructions on using a browser
  - D to show improvements to a web browser
- 2 Which of the following does NOT help load websites faster?
  - A the history
  - B cookies
  - C bookmarks
  - D tabs
- 3 According to the guide, what can reduce functionality?
  - A changing the homepage
  - B using too many add ons
  - C opening multiple tabs
  - D deleting the cookies

### Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |                  |                 |
|------------------|-----------------|
| 1 __ tab         | 5 __ website    |
| 2 __ webpage     | 6 __ history    |
| 3 __ bookmark    | 7 __ URL        |
| 4 __ address bar | 8 __ search bar |

- A a list of visited Internet sites
- B a function that allows web users to open multiple sites on one browser
- C the address of a specific Internet site
- D a space to type or display an address
- E a document or page on a website
- F a space to type words or phrases
- G a URL that is set aside for easy access
- H a collection of webpages

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 home page / bookmark

A Set the page as a \_\_\_\_\_ in order to access it more quickly.

B The \_\_\_\_\_ is the page a browser will open to.

2 website / search bar

A A \_\_\_\_\_ helps users locate related information.

B Finding a \_\_\_\_\_ can be easy if you know your options.

5 Listen and read the user's guide again. What are some options for finding a website?

## Listening

6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The man cannot locate the browser.
- 2 \_\_\_ The man has to search for a URL.
- 3 \_\_\_ The woman suggests making the URL the man's home page.

7 Listen again and complete the conversation.

**Employee 2:** First, type the name of the company in the 1 \_\_\_\_\_ of the browser.

**Employee 1:** Office Supply Incorporated. Okay, done.

**Employee 2:** Then click the search button or press 'Enter'.

**Employee 1:** Okay. Wow, that was fast! I see it listed here.

**Employee 2:** Good. 2 \_\_\_\_\_ that listing. Is it the one you're looking for?

**Employee 1:** Yes. But I'm not going to order anything now. I'll just write down the 3 \_\_\_\_\_.

**Employee 2:** It's 4 \_\_\_\_\_. You could add it to your 5 \_\_\_\_\_. Then you wouldn't have to type it every time.

**Employee 1:** Oh yeah. I've done that before. 6 \_\_\_\_\_.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*Do you remember ...?*

*First, type the name ...*

*You could ...*

**Student A:** You are an employee. Talk to Student B about:

- a particular URL
- locating the website
- accessing the site later

**Student B:** You are an employee. Talk to Student A about finding a website.

## Writing

9 Use the conversation from Task 8 to complete the note explaining how to access a website more quickly.

# Google

Tom,

The company URL is \_\_\_\_\_.

But you don't have to \_\_\_\_\_ every time you want to access it.

You can \_\_\_\_\_.

You can \_\_\_\_\_.

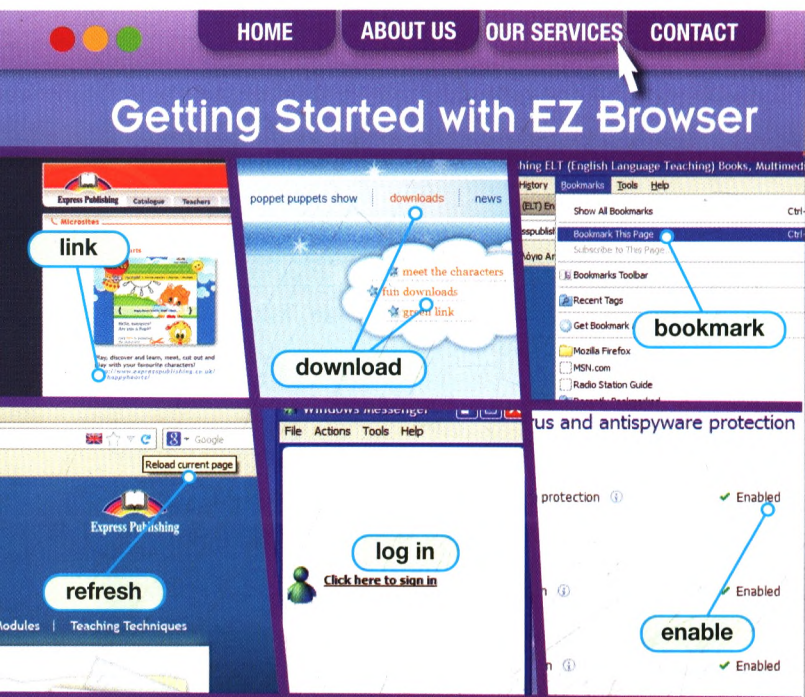
That way, it will be the first page that appears when you open your browser.

Karen

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What features of web browsers do you use most?
- 2 What do you do when your browser stops working?



If you're new to EZ Browser you're in the right place. Use this guide to learn about our best features and how they work.

### • It's all about speed

Tests show our browser's **load** time is twice as fast as our leading competitor. In the rare case our browser **hangs**, just click the '**refresh**' button.

### • Personality counts

We all have our favorite apps. We make it easy to **enable** and **disable** your apps and add-ons. To save your favorite pages, you can **bookmark** with one click.

### • Harmony matters

Want to access your home computer from any device? We can do that, too. Just set up EZ Harmony and **log in** from your laptop or mobile device. Click the Harmony **link** from our home page. **Enter** your username and password and get access to your computer. When you're ready to sign off, just click the '**log out**' button.

Ready to get started? Then **download** EZ Browser now to get surfing fast!

## Reading

2 Read the webpage. Then, choose the correct answers.

- 1 What is the main purpose of the article?
  - A to give step-by-step directions for opening a browser
  - B to compare multiple browsers
  - C to explain how to troubleshoot a browser
  - D to introduce features of a browser
- 2 Which of the following is NOT a feature mentioned in the web page?
  - A automatic log out
  - B accessing your computer from any device
  - C bookmarking favorite pages
  - D fast load time
- 3 What is the Harmony feature for?
  - A to make browsing faster
  - B to allow access to your computer from anywhere
  - C to make browsing anonymous
  - D to enable apps and add-ons

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |             |              |
|-------------|--------------|
| 1 __ load   | 5 __ log out |
| 2 __ hang   | 6 __ enter   |
| 3 __ link   | 7 __ enable  |
| 4 __ log in | 8 __ disable |

- A to prevent a program from working
- B a connection to another web page
- C to type information into a computer
- D to enter personal information for access
- E (computer) to stop working, or freeze up
- F to end a computer session
- G to allow a program to run
- H to transfer data onto a computer

**4 Write a word or phrase that is similar in meaning to the underlined part.**

- All browsers let you tag your favorite pages so that you can easily find them later.  
\_ o \_ \_ m \_ r \_
- When you transfer a program from a remote computer, be sure it does not contain a virus.  
d \_ \_ n \_ \_ a \_
- Sometimes it's necessary to load a page again if it freezes or is slow to load.  
\_ e f \_ \_ s \_

**5 Listen and read the webpage again. How can you access your home computer from a laptop or mobile device?**

**Listening**

**6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).**

- The woman does not use EZ Browser.
- The man has refreshed the web page.
- The woman suggests rebooting the computer.

**7 Listen again and complete the conversation.**

**Employee 1:** Hey, Karen, do you know **1** \_\_\_\_\_ EZ Browser?

**Employee 2:** Sure, I use it all the time.

**Employee 1:** I'm having a problem with a website. It keeps hanging. **2** \_\_\_\_\_ give me a hand?

**Employee 2:** I can give it a shot. Have you **3** \_\_\_\_\_ refresh the page?

**Employee 1:** Yeah, I did that each time. It still freezes.

**Employee 2:** And did you close the browser **4** \_\_\_\_\_ task manager?

**Employee 1:** I did that **5** \_\_\_\_\_ but it didn't help.

**Employee 2:** I know this browser is supposed to be pretty fast. Maybe **6** \_\_\_\_\_ with our connection.

**Speaking**

**8 With a partner, act out the roles below based on Task 7. Then, switch roles.**

**USE LANGUAGE SUCH AS:**

*Can you give me a hand?  
Have you tried ...?  
I did that ...*

**Student A:** You are an office employee. Talk to Student B about:

- your browser
- problems with websites
- what you've done to solve the problems

**Student B:** You are a co-worker. Talk to Student A about other solutions to the problem.

**Writing**

**9 Use the conversation from Task 8 to complete the IT service request form.**

**IT Service Request Form**

Please describe your problem in detail.

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Have you attempted to fix the problem? If so, how?

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some pros and cons of video conferencing?
- 2 What is some equipment needed for a video conference?



For a new standard in **video conference systems**, look no further than VidCom. Your **video conferences** will be so clear, you'll think you're in the same room.

**Face-to-face** meetings are twice as effective as other types of communication. With VidCom, in-person meetings are possible even across continents. Every product features **multipoint** software to connect you with multiple speakers. Combined with our top-notch **video bridge** and **codec**, your communication will be smooth and clear.

VidCom offers a variety of systems to fit any budget. For an individual solution, try the VidCom Desktop program. Use your own equipment with it, or try ours. We offer affordable microphones for **audio input**, and superior webcams for **video input**.

To meet the collaboration needs of small businesses, we have the VidConnect Conference system. It includes **echo cancellation** audio inputs and powerful, reliable **output devices**. Best of all, our new technology requires less **bandwidth**.

## Reading

2 Read the advertisement. Then, choose the correct answers.

- 1 What is the main idea of the article?
  - A to give information about the history of a video conferencing technology company
  - B to suggest improvements to a video conferencing system
  - C to promote a company's video conferencing systems
  - D to compare video conferencing equipment suppliers
- 2 What is true of the VidCom Desktop program?
  - A It includes echo cancelling technology.
  - B It does not include video input equipment.
  - C It is intended for small businesses.
  - D It features several output devices.
- 3 Which of the following is NOT a feature of the VidConnect Conference system?
  - A multipoint software
  - B reliable output devices
  - C higher bandwidth requirements
  - D audio inputs to cancel echoing

## Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

- |                              |                        |
|------------------------------|------------------------|
| 1 __ codec                   | 5 __ echo cancellation |
| 2 __ multipoint              | 6 __ output device     |
| 3 __ face-to-face            | 7 __ audio input       |
| 4 __ video conference system |                        |

- A communicating in a way that lets speakers see one another
- B a technology allowing visual and audio communication between speakers in different physical locations
- C a technology that removes reverberation to improve sound quality
- D equipment that transmits data to a user as text, image, or sound
- E a device that translates data to analog or digital
- F allowing use by people in several locations
- G a device that delivers sound to a computer

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 video bridge / video conference

A All employees are required to attend the \_\_\_\_\_.

B Problems with the \_\_\_\_\_ meant that participants couldn't see each other.

2 visual input / output device

A Your \_\_\_\_\_ can be a video camera or webcam.

B A computer monitor is an example of a(n) \_\_\_\_\_.

5 Listen and read the advertisement again. What are some devices needed for a video conference system?

## Listening

6 Listen to a conversation between a customer service representative and a customer. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman has a video conference in ten minutes.
- 2 \_\_\_ The woman has video but no audio.
- 3 \_\_\_ The man suspects a microphone is broken.

7 Listen again and complete the conversation.

Rep.: VidCom Service Desk – this is Mike.  
Can I help you?

Customer: I hope so. I have a problem with our  
1 \_\_\_\_\_.

Rep.: Okay, is the 2 \_\_\_\_\_ the video or audio?

Customer: It's the audio. We're in a 3 \_\_\_\_\_, but no one can hear the speaker.

Rep.: Can you all see each other?

Customer: Yes, we can.

Rep.: I see. Did you have audio 4 \_\_\_\_\_?

Customer: Yes, in fact we did at the beginning. Then it 5 \_\_\_\_\_ us.

Rep.: 6 \_\_\_\_\_ you might have a loose audio input connection.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*I have a problem ...*

*Is the problem with ...?*

*Sounds to me like ...*

**Student A:** You are a customer. Talk to Student B about:

- a video conference system
- a problem you are having with it
- possible solutions

**Student B:** You are a customer service representative. Talk to Student A about what he or she should try to solve the problem.

## Writing

9 Use the conversation from Task 8 to complete the customer satisfaction survey.

VidCom

# Customer Satisfaction Survey

When did you contact customer service?

\_\_\_\_\_

Can you describe your problem? \_\_\_\_\_

\_\_\_\_\_

Was the representative helpful? \_\_\_\_\_

\_\_\_\_\_

Was the problem resolved? If so, how? \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_





**From:** C. J. White  
**To:** D. B. Brown  
**Subject:** Social media

Dear Mr. Brown,

I reviewed our company's policy on **social media** in marketing. I think we should consider becoming more active on **social networking** sites. We're missing many opportunities to **advertise** our products. I think we'll see our products **trending** when we become more active. Here are my ideas:

- We should create pages on as many social media sites as possible. Each page can have thousands of **friends** or followers who see our updates.
- We should adopt a single **handle** to use across all sites. It can be catchy, but must clearly state who we are. Our company **profile** will vary depending on the type of site.
- We should consider participating in online **forums**. There are **groups** for any topic, including our business. We can write comments, and then **link** readers to our site. We could also comment on appropriate **blogs** and link to our site there.

Let me know what you think.

CJ

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What does a user need to do to access a social networking page, and what can users do on such a page?
- 2 How can social media benefit businesses?

## Reading

2 Read the email. Then, choose the correct answers.

- 1 What is the main idea of the email?
  - A to describe the current social media policy
  - B to point a problem with the company's social media page
  - C to describe how social media have benefited other companies
  - D to list suggestions for how to use social media
- 2 Which of the following is NOT a suggested idea?
  - A to participate in online forums
  - B to adopt multiple handles
  - C to comment on blogs
  - D to attract friends using pages
- 3 What does the writer claim social media will do for the company?
  - A help advertise products
  - B start to save money
  - C locate better IT staff
  - D attract more investors

## Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- |              |                        |
|--------------|------------------------|
| 1 __ trend   | 4 __ advertise         |
| 2 __ friend  | 5 __ social media      |
| 3 __ profile | 6 __ social networking |

- A a set of online communities
- B a page containing information about a user
- C to draw attention to a product
- D to become a popular topic
- E the practice of interacting online
- F a user granted closer access to a social media user's page

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 blog / forum

- A When participating in a \_\_\_\_\_, a person posts messages to discuss topics with others.  
 B A personal \_\_\_\_\_ is often used to express opinions

2 handle / group

- A If another user is already using that \_\_\_\_\_, you'll have to register with a different name.  
 B I joined a \_\_\_\_\_ of people who like to discuss politics online.

5 Listen and read the email again. What are some benefits of social media for businesses?

## Listening

6 Listen to a conversation between a manager and an employee. Mark the following statements as true (T) or false (F).

- \_\_\_ The woman is satisfied with the social media advisors.
- \_\_\_ This is the company's first attempt at social networking.
- \_\_\_ The woman believes sales will increase.

7 Listen again and complete the conversation.

**Manager:** So, Lisa, let's talk about our 1 \_\_\_\_\_ plan.

**Employee:** All right. I think the advisors we hired are doing a pretty good job.

**Manager:** Really? So you think they were 2 \_\_\_\_\_?

**Employee:** I do. Before they came on, we had one person in marketing doing our 3 \_\_\_\_\_.

**Manager:** And he made some progress, right?

**Employee:** He did, but it was slow. Now, our profile is on 4 \_\_\_\_\_ site out there.

**Manager:** But what's the response like? Is this company generating 5 \_\_\_\_\_?

**Employee:** They are. In fact, 6 \_\_\_\_\_ we increase our sales by twenty-five percent.

**Manager:** That's a pretty big bet.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*Let's talk about ...*

*I think ... / I bet ...*

**Student A:** You are an employee. Talk to Student B about:

- a social media initiative
- what has been done
- what the future result may be

**Student B:** You are manager. Talk to Student A about the social media initiative.

## Writing

9 Use the conversation from Task 8 to complete the email.

social networking

**From:** Mike Smith  
**To:** Mary Clark  
**Subject:** Social media initiative

Ms. Clark,

Here is what we have accomplished so far.

We created \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

We joined \_\_\_\_\_  
 and participated \_\_\_\_\_

As a result, \_\_\_\_\_  
 \_\_\_\_\_

Mr Smith

- A4** [ADJ-U8] If paper is **A4**, it is 210 mm wide and 297 mm long.
- add-on** [N-COUNT-U12] An **add-on** increases the functionality of a browser.
- address bar** [N-COUNT-U12] An **address bar** is a space in a browser to type and display the address of a webpage.
- advertise** [V-T-U15] To **advertise** is to create publicity for something in order to sell it.
- agenda** [N-COUNT-U9] An **agenda** is a schedule or a list of matters that must be taken care of.
- analyze** [V-T-U4] To **analyze** something is to evaluate it.
- appearance** [N-UNCOUNT-U11] The **appearance** of something refers to how it looks.
- audio input** [N-COUNT-U14] An **audio input** is a microphone or other device that delivers sound to a computer.
- balance sheet** [N-COUNT-U4] A **balance sheet** is a report of a company's financial status.
- bandwidth** [N-UNCOUNT-U14] **Bandwidth** is a measurement of the amount of information or data that can be sent through an Internet connection.
- blank** [ADJ-U9] If a document is **blank**, it has no information entered into it.
- blog** [N-COUNT-U15] A **blog** is short for 'web log' and is a personal website or online journal.
- blur** [V-T-U10] To **blur** an image is to decrease the sharpness and clarity of an image.
- blurry** [ADJ-U9] If a picture is **blurry**, it is not focused or crisp.
- bold** [ADJ-U3] If text is **bold**, then it is thick so that the text stands out to the reader.
- bookmark** [N-COUNT-U12] A **bookmark** saves the address of a webpage in the browser.
- bookmark** [V-T-U13] To **bookmark** a web page is to save the address or URL to return to it later.
- border** [N-COUNT-U6] A **border** is a line separating a cell or group of cells from other cells.
- browser** [N-COUNT-U12] A **browser** is a computer program that displays webpages.
- budget** [N-COUNT-U4] A **budget** is a plan for how resources will be allotted.
- bullet** [N-COUNT-U3] A **bullet** is a dot or shape at the left of a line of text. It is typically used in list writing or summaries.
- business card** [N-COUNT-U9] A **business card** is a small card containing contact information for an individual or company.
- calculate** [V-T-U5] To **calculate** something is to determine its mathematical value.
- calendar** [N-COUNT-U9] A **calendar** is a chart for organizing the days, weeks, and months of a year or a schedule of appointments and events.
- cell** [N-COUNT-U6] A **cell** is an information box on a spreadsheet.
- center** [N-COUNT-U3] The **center** of the page is the middle of the page, with equal spacing on the right and left from the margins of the page.
- chart** [N-COUNT-U5] A **chart** is a visual representation of the data in a worksheet.
- clear contents** [PHRASE-U5] To **clear contents** is to erase the information in a certain area of a spreadsheet.
- clear formats** [PHRASE-U5] To **clear formats** is to erase format settings.
- clip art** [N-UNCOUNT-U7] **Clip art** is pictures or symbols that are often provided with word processing software for users to add to their documents.
- clone** [V-T-U10] To **clone** part of an image is to copy it and place it in the image again any number of times.
- close** [V-T-U2] To **close** a document or program is to put it away or end it.
- code** [V-T-U11] To **code** is to use a programming language to create a website program.
- codec** [N-COUNT-U14] A **codec** is a device that translates data from analog to digital and back during transmission.

**column** [N-COUNT-U3] A **column** is a vertical space on a page.

**column** [N-COUNT-U6] A **column** is a vertical line of cells.

**comprehensive layout** [N-COUNT-U7] A **comprehensive layout** is a rough version of a full design used for presentation purposes only.

**content** [N-UNCOUNT-U11] The **content** of a website is what it contains.

**convert** [V-T-U8] To **convert** a file is to save it as a different type of document than it was originally.

**cookie** [N-COUNT-U12] A **cookie** is data containing user information that is passed between the browser and server when browsing the web.

**copy** [V-T-U2] To **copy** a section of text is to duplicate it to the clipboard.

**create** [V-T-U1] To **create** something is to make it or bring it into existence.

**crop** [V-T-U10] To **crop** an image is to trim the edges in order to make it fit in a given space or create a better picture.

**CSS** [N-UNCOUNT-U11] **CSS** (Cascading Style Sheets) is a programming language used to format the look of a webpage.

**cut** [V-T-U2] To **cut** a section of text is to remove it from its place in a document.

**data** [N-UNCOUNT-U4] **Data** is information used for analysis.

**database** [N-COUNT-U4] A **database** is collection of information stored electronically.

**delete** [V-T-U2] To **delete** a field of text is to remove it from a document altogether.

**design** [N-COUNT-U9] A **design** is an arrangement of text, images, and photos in a deliberate manner.

**design** [V-T-U7] To **design** an image or layout is to conceive of and produce it either as an electronic or paper document.

**desktop publishing (DTP)** [N-UNCOUNT-U7] **Desktop publishing (DTP)** is the production of newspapers, magazines, books, or other printed matter by means of a printer linked to a desktop computer.

**disable** [V-T-U13] To **disable** an add-on or app is to make it non-functional in a web browser.

**document** [N-COUNT-U9] A **document** is a word processing file.

**download** [V-T-U13] To **download** is to receive and transfer data from a remote system to a local one and save it on a drive or disk.

**echo cancellation** [N-UNCOUNT-U14] **Echo cancellation** is the process of removing reverberation to improve the quality of a voice in sound transmission.

**edit** [V-T-U2] To **edit** a document is to make changes to it.

**enable** [V-T-U13] To **enable** an add-on or app is to allow it to work in a web browser.

**enter** [V-T-U13] To **enter** data is to type it into a computer.

**equal sign** [N-COUNT-U5] An **equal sign** is a mathematical symbol that indicates equality.

**equation** [N-COUNT-U4] An **equation** is a mathematical formula in which both parts are equal.

**face-to-face** [ADJ-U14] If people are **face-to-face**, they are able to see one another while speaking.

**fax cover** [N-UNCOUNT-U9] A **fax cover** is the first sheet of paper containing information about what is being sent by a fax transmission and to whom.

**file format** [N-COUNT-U9] A **file format** is a particular way of coding information for storage in a computer file.

**filter** [V-T-U5] To **filter** data is to only display certain kinds of information.

**find/change** [N-UNCOUNT-U8] **Find/Change** is a function in design and word processing software that allows a user to search text for a given phrase and replace all instances of that phrase with another term.

**font** [N-COUNT-U3] A **font** is a style or shape of text.

# Glossary

- format** [N-COUNT-U3] The **format** of a document is the way it is set up.
- formula bar** [N-COUNT-U5] A **formula bar** shows the equation stored in a particular cell.
- formula** [N-COUNT-U5] A **formula** is an equation used to calculate mathematical values.
- forum** [N-COUNT-U15] A **forum** is an online message board where people can discuss topics by posting messages.
- friend** [N-COUNT-U15] A **friend** is a social media user who has been provided with more access to another user's page.
- function** [N-COUNT-U4] A **function** is a preset formula for processing data in a spreadsheet.
- functionality** [N-UNCOUNT-U11] The **functionality** of a website refers to how well it works.
- group** [N-COUNT-U15] A **group** is a collection of social media users that joined together due to an interest in a particular subject.
- handle** [N-COUNT-U15] A **handle** is a name chosen to represent a person on social networks.
- hang** [V-I-U13] To **hang** is to cease responding, as when a web page freezes.
- history** [N-UNCOUNT-U12] **History** refers to a feature of a browser that records webpages recently visited.
- home page** [N-COUNT-U12] A **home page** is the first webpage that displays on a website. It also refers to the webpage that first comes up when a browser is opened.
- indent** [V-T-U3] To **indent** is to create a space from the left hand side of the page that indicates the beginning of a new paragraph.
- insert** [V-T-U5] To **insert** a cell is to add a new cell within a row or column of cells.
- italic** [ADJ-U3] If text is **italic**, it is slanted to the right.
- item style** [N-COUNT-U8] An **item style** is a named set of pre-assigned formatting options for items in a layout.
- Kerning** [N-COUNT-U8] **Kerning** is the spacing between letters or characters in text.
- layer** [N-COUNT-U9] A **layer** is a separate canvas that is laid over other canvases to create an image.
- leading** [N-COUNT-U8] **Leading** is the amount of blank space found between lines of print.
- letter** [ADJ-U8] If paper is **letter** size it is 8.5 inches wide and 11 inches long.
- link** [N-COUNT-U13] A **link** is text or an image on a web page that connects the user to another page when clicked.
- link** [V-T-U15] To **link** to a website is to send users to that website when they click on a button or hyperlink.
- load** [V-T-U13] To **load** data is to transfer it from a website onto a local computer without saving it on a drive or disk.
- lock** [V-T-U6] To **lock** a cell in a spreadsheet is to prevent it from being changed.
- log in** [V-I-U13] To **log in** is to enter information on a web page in order to be recognized.
- log out** [V-I-U13] To **log out** is to end a computer session.
- lossless compression** [N-UNCOUNT-U9] **Lossless compression** is a type of data compression that guarantees that original data can be reconstructed exactly.
- lossy compression** [N-UNCOUNT-U9] **Lossy compression** is a type of data compression that loses some data during the process of compression.
- margin** [N-COUNT-U3] The **margin** is the space at the top, bottom, left, and right edges of a page.
- master page** [N-COUNT-U8] A **master page** is a page in layout software that allows the user to format continuing elements that will appear on each page of the document.
- memo** [N-COUNT-U9] A **memo** is a short letter or written communication.
- merge** [V-T-U6] To **merge** cells is to combine information stored in separate cells into a single cell.

**multipoint** [ADJ-U14] If a connection is **multipoint**, it allows communication between multiple people in different physical locations.

**navigation** [N-UNCOUNT-U11] **Navigation** is the act of using or moving to different parts of a website.

**online** [ADJ-U7] When something is **online**, it is on the Internet.

**on-screen** [ADJ-U7] Something **on-screen** appears on a computer screen.

**open** [V-T-U2] To **open** a file or program is to access its contents or start it.

**output device** [N-COUNT-U14] An **output device** is equipment that connects to a computer and transmits information to the user as text, images, or sound.

**page layout** [N-UNCOUNT-U7] **Page layout** is the arrangement of contents and design elements on a page.

**paper size** [N-UNCOUNT-U8] **Paper size** is a designation of a type of paper determined by the measurement of the height and width of a sheet of paper.

**paste** [V-T-U2] To **paste** a section of text is to place it into a document.

**PDF** [N-COUNT-U8] A **PDF** is a file format comprised of text and/or images that is easily sent and printed.

**photo** [N-COUNT-U9] A **photo** is a representation of a scene or a person recorded by a camera.

**pixel** [N-COUNT-U9] A **pixel** is a unit of illumination on a screen which is one of many from which an image is made.

**print** [N-COUNT-U7] A **print** is a paper copy of a design or of text.

**printing area** [N-COUNT-U6] A **printing area** is a selection of cells to be printed.

**profile** [N-COUNT-U15] A **profile** is a page or set of information about a user provided to a social networking site by the user.

**publish** [V-T-U7] To **publish** a design is to prepare and issue it either over the Internet or on paper.

**raster graphic** [N-COUNT-U9] A **raster graphic** is an image made up of a rectangular configuration of pixels.

**recompose** [V-T-U10] To **recompose** an image is to rearrange certain parts of an image while leaving other parts unaffected.

**red eye** [N-UNCOUNT-U10] **Red eye** is a photographic effect in which the pupils of photographic subjects appear red.

**redo** [V-T-U2] To **redo** an action is to repeat the last change to a document.

**refresh** [V-T-U13] To **refresh** a web page is to update it by reloading the data.

**report** [N-COUNT-U9] A **report** is a description or account of a meeting, information, or findings.

**resize** [V-T-U10] To **resize** an image is to make it larger or smaller.

**résumé** [N-COUNT-U9] A **résumé** is a summary of work experience, skills, and education.

**retouch** [V-T-U10] To **retouch** an image is to alter it in order to change its appearance.

**row** [N-COUNT-U6] A **row** is a horizontal line of cells.

**sales invoice** [N-COUNT-U4] A **sales invoice** is a document recording the details of a sales transaction.

**save** [V-T-U2] To **save** a file is to store the current version of it for future retrieval.

**Save As** [V PHRASE-U2] To **Save As** is to choose a unique file name for the current version of a document.

**scaling** [N-UNCOUNT-U9] **Scaling** is a method of calculating the amount of enlargement or reduction necessary to fit a photo into a designated area of a layout or design.

**search bar** [N-COUNT-U12] A **search bar** is a space to type in word(s) in order to search through webpages.

**select** [V-T-U2] To **select** a function or field of text is to choose or mark it.

**set** [V-T-U6] To **set** a printing area is to select cells to be printed.

- shading** [N-UNCOUNT-U6] **Shading** is coloring some cells to help distinguish them from others.
- sharpen** [V-T-U10] To **sharpen** an image is to accentuate its lines, edges, and other details in an image by increasing the contrast at specific points in that image.
- sharpening** [N-UNCOUNT-U9] **Sharpening** is the act or process of reducing blurriness in an image.
- shrink to fit** [V-T-U6] To **shrink to fit** is to change font size to display all of the information in a cell.
- social media** [N-PL-U15] **Social media** are online communities where users converse and share content.
- social networking** [N-UNCOUNT-U15] **Social networking** is the practice of increasing contacts or communicating with friends using online platforms.
- sort** [V-T-U5] To **sort** information is to organize it based on certain properties, such as alphabetical order.
- spacing** [N-UNCOUNT-U3] **Spacing** is the amount of space between lines of text on a page.
- spell check** [N-UNCOUNT-U3] **Spell check** is a tool that allows writers to make sure that there are no spelling or grammatical errors in a document.
- split** [V-T-U6] To **split** a cell is to separate its information into more than one cell.
- spreadsheet** [N-COUNT-U4] A **spreadsheet** is a computer program that organizes information in rows and columns.
- stamp** [V-T-U10] To **stamp** an image is to place a cloned portion of a picture in another location in the same picture.
- straighten** [V-T-U10] To **straighten** an image is to adjust it horizontally so that its edges become parallel to the edges of a document.
- tab** [N-COUNT-U12] A **tab** is part of the graphical user interface of a website. It is modeled after tabs on filing folders and helps the user find webpages on a website.
- table** [N-COUNT-U5] A **table** is a set of cells that contain related information.
- template** [N-COUNT-U9] A **template** is a document or file in a computer that is already formatted in a certain style and with fields prepared for users to enter data into.
- thumbnail** [N-COUNT-U9] A **thumbnail** is a small preview image of an image or layout.
- timecard** [N-COUNT-U4] A **timecard** is a system for recording hours worked by employees.
- track** [V-T-U4] To **track** something is to follow its development or progress.
- trend** [V-I-U15] To **trend** is to become a popular topic of discussion on a social networking site.
- trim** [V-T-U10] To **trim** a picture is to remove portions of it.
- typography** [N-COUNT-U8] **Typography** is the style and appearance of characters and text.
- underline** [V-T-U3] To **underline** text is to make a line under words.
- undo** [V-T-U2] To **undo** an action is to reverse the last change made in a document.
- URL** [N-COUNT-U12] A **URL** is an address that specifies a certain webpage on the web.
- usability** [N-UNCOUNT-U11] If a website has good **usability**, it is beneficial to the user.
- value** [N-COUNT-U5] A **value** is the content of a cell.
- vector graphic** [N-COUNT-U9] A **vector graphic** is an image composed of points, lines, curves, or shapes and which is determined by mathematical equations.
- video bridge** [N-COUNT-U14] A **video bridge** is a computerized connection system for video conferences.
- video conference** [N-COUNT-U14] A **video conference** is a meeting between multiple parties in different physical locations, using telecommunications technologies.

**video conference system** [N-COUNT-U14] A **video conference system** is a set of technologies that allows people in multiple locations to interact through audio and video.

**visibility** [N-UNCOUNT-U11] **Visibility** is how quickly or easily computer users can locate a website.

**visual input** [N-COUNT-U14] A **visual input** is a camera or other device that delivers visual information to a computer.

**web design** [N-UNCOUNT-U11] **Web design** involves planning how a website looks and how it is created.

**web development** [N-UNCOUNT-U11] **Web development** is the process of building a website and does not include design aspects.

**webpage** [N-COUNT-U12] A **webpage** is a digital document found on the web.

**website** [N-COUNT-U12] A **website** is a collection of webpages.

**word processing** [N-UNCOUNT-U9] **Word processing** is the creating, editing, and printing of documents on a computer.

**workbook** [N-COUNT-U4] A **workbook** is a file created by a spreadsheet program.

**wrap** [V-T-U6] To **wrap** text is to place information on multiple lines to make it visible in a single cell.

**WYSIWYG** [ADJ-U7] If a document is **WYSIWYG** (What You See Is What You Get), it is represented on a computer screen exactly as it will appear on paper.



**CAREER  
PATHS**

# Computing

Virginia Evans - Jenny Dooley Will Kennedy

Book

3



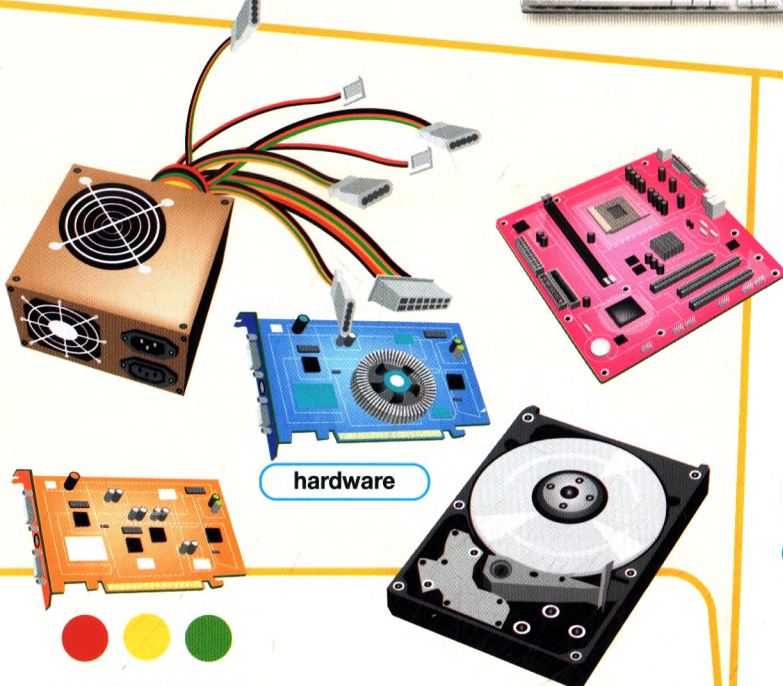
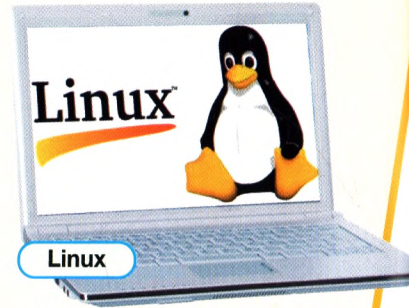
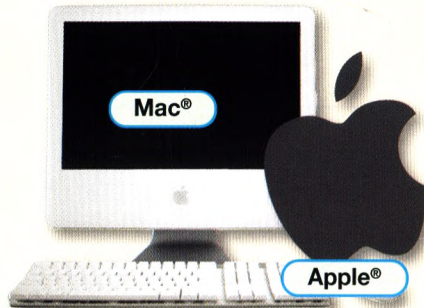
**Express Publishing**

## Scope and Sequence

Unit	Topic	Reading context	Vocabulary	Function
1	Operating Systems	Letter	Apple®, color matching, customize, hardware, Linux®, Mac®, Microsoft®, OS X®, prepress, processing speed, software compatibility, upgrade, vulnerable, Windows®	Justifying a decision
2	Media	Magazine article	Blu-ray, download, DVD, HD, media player, MP3, MPEG, multimedia, pause, play, stop, stream, upload	Asking about frequency
3	Networking: Devices and Equipment	Product listing	access point, antenna, cable, CAT-5, Ethernet, hub, modem, networking, router, switch, wireless router, wireless network adapter	Asking for a favor
4	Networking: Types of Networks	Webpage	broadband, cable Internet, dial-up, DNS, DSL, Ethernet, hotspot, ISP, LAN, VPN, Wi-Fi, WLAN	Discussing options
5	Networks: Troubleshooting	Webpage	cache, clear, cycle, detect, disconnect, IP address, log in, password, plug in, renew, signal, TCP/IP	Expressing certainty
6	Viruses	Magazine article	host, embed, infect, overwriting virus, piggyback, replicate, resident extension, resident virus, Trojan horse, virus, worm	Expressing concern
7	Internet Crime	Email	backdoor, credit card, fraud, hack, hacker, identity theft, keylogger, malware, pharming, phishing, pretexting, security, spyware	Stressing importance
8	Anti-virus Software	Product description	anti-virus software, backup, block, detect, false negative, false positive, pop up, quarantine, removal, rootkit, update, web page analysis	Making a recommendation
9	Firewalls	FAQs	access, default, deny, exception, firewall, incoming, packet, permission, permit, setting, traffic, unauthorized	Expressing confusion
10	Online Banking	Webpage	account activity, account number, bill pay, direct deposit, electronic funds transfer, electronic statement, monitor, online banking, payroll, PIN, site key, SSL connection	Clarifying information
11	Telecommuting and Remote Access	Email	Basecamp®, centralize, conference call, Dropbox®, file sharing, message board, remote access, Skype®, telecommute, web-based	Giving reassurance
12	Careers in Computing	Magazine article	accounting, administrative assistant, blogger, computer literacy, computer science, data entry, IT, management, programmer, sales, software engineer, system administrator, tech support, web developer	Asking for more information
13	Cloud Computing: Types of Clouds	Magazine article	back end, cloud computing, community cloud, elasticity, front end, hybrid cloud, metered fee, private cloud, public cloud, scalability	Giving an example
14	Cloud Computing: SaaS	Webpage	application, deployment, distribution, hosted application management, install, pay as you go, Software as a Service(SaaS), software as a product, software license, software on demand, software suite	Expressing opinion
15	Cloud Computing: IaaS and PaaS	Advertisement	bandwidth, computing platform, hardware, Infrastructure as a Service(IaaS), infrastructure, outsource, Platform as a Service(PaaS), solution stack, storage, switch, utility computing	Making an admission

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Dear Ms. Jones,

You asked in the meeting whether we should purchase **Mac®** computers or PCs that run **Microsoft® Windows®** or **Linux®**. I feel that we would be better off investing in Mac® computers.

We are currently using PCs and have had many issues with them. I have to **upgrade** the Windows® operating system with patches, which is time-consuming. While PCs are highly **software compatible**, they are also more **vulnerable** to attack, so we need expensive security software.

One advantage to PCs is the vast availability of **hardware** choices. It might be easier to **customize** the computers to meet individual employee needs.

But Macs® still meet our needs better than PCs. The Mac® **OS X®** needs little maintenance. Since our company develops architectural designs, we need computers with good graphics. **Apple®** has outstanding **prepress** and **color matching** capability, as well as great **processing speed**.

One main drawback of replacing our current PCs with Macs® is that of training. Currently, all of our employees use the Windows® operating system. If we purchase Apple® computers, we would need to teach our employees how to use OS X®.

I hope this helps guide your decision.

Simon Jacobs  
IT Support

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are the most common operating systems?
- 2 What are some differences between the Apple® and Microsoft® products?

## Reading

2 Read the letter. Then, mark the following statements as true (T) or false (F).

- 1  The purpose of the email is to recommend what kind of computers to purchase.
- 2  PCs are less vulnerable to attack than Mac® computers.
- 3  Apple® computers have outstanding color matching capability.

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |                                     |   |
|-------------------------------------|---|
| 1 <input type="checkbox"/> Mac®     | 5 <input type="checkbox"/> hardware               |
| 2 <input type="checkbox"/> Windows® | 6 <input type="checkbox"/> software compatibility |
| 3 <input type="checkbox"/> OS X®    | 7 <input type="checkbox"/> processing speed       |
| 4 <input type="checkbox"/> Linux®   | 8 <input type="checkbox"/> vulnerable             |

- A a computing device  
 B the ability to run different programs  
 C an operating system developed by Apple®  
 D an operating system that uses open source software  
 E a measure of how fast a computer operates  
 F an operating system developed by Microsoft®  
 G a computer developed by Apple®  
 H open to attack

**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

**1 customize / upgrade**

- A** The IT department plans to \_\_\_\_\_ every computer with a new version of the operating system.
- B** Users cannot \_\_\_\_\_ the drives and cards in Macs, but they can do so with PCs.

**2 color matching / prepress**

- A** I have a \_\_\_\_\_ file ready for printing.
- B** The \_\_\_\_\_ was poor; the image looked better on the screen.

**5** Listen and read the letter again. What does the man recommend and why?

**Listening**

**6** Listen to a conversation between an IT employee and a manager. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The company will upgrade the current operating systems on the computers.
- 2 \_\_\_ The company's design software only runs on Windows®.
- 3 \_\_\_ The woman accepted the man's recommendation.

**7** Listen again and complete the conversation.

**Manager:** We're going to buy **1** \_\_\_\_\_.

**IT Employee:** Oh really? Why?

**Manager:** We found that most of our computers are less than two years old. We only need **2** \_\_\_\_\_ a few.

**IT Employee:** I see. But we'll still **3** \_\_\_\_\_ security software.

**Manager:** We **4** \_\_\_\_\_ all of the computers to the newest Windows® version. It's much less vulnerable.

**IT Employee:** **5** \_\_\_\_\_, but since we're a design firm, I thought Macs® would be better.

**Manager:** Not necessarily. Besides, the software we use is **6** \_\_\_\_\_ with Windows®.

**IT Employee:** Oh, it is? Well, Macs® can run Windows®.

**Speaking**

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*What did you decide?*

*We found ...*

*That's true, but since I thought ...*

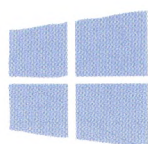
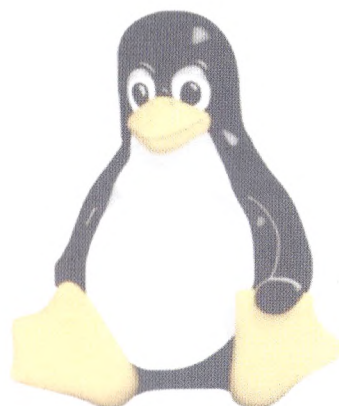
**Student A:** You are a manager. Talk to Student B about:

- upgrading PCs or buying Macs
- what you intend to do
- the benefits of your decision

**Student B:** You are an employee. Talk to Student A about what the company is going to do.

**Writing**

**9** Use the letter and the conversation from Task 8 to write an email about operating systems. Include: the benefits of PCs, the benefits of Macs®, and which you recommend.



Windows 10



## Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What types of media are the most popular?
  - 2 What are the pros and cons of different types of media?

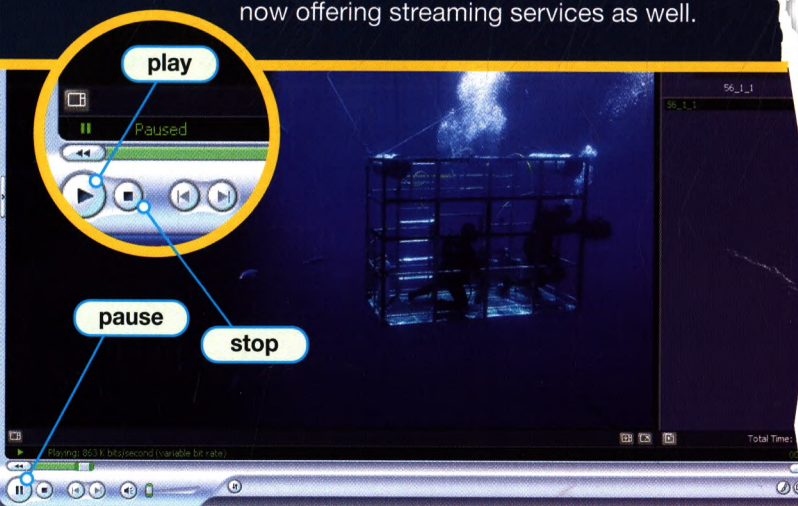
## Media Distribution in a High-Tech World

As many people already know, **multimedia** is now available in many different formats. Distributors have to be able to keep up with consumer demand. And consumers need to know what their options are.

Traditionally, users have always shown preference for offline content. For those who still prefer a hard copy, CDs and **DVDs** are inexpensive and readily available. For people who favor **HD** video, the popularity of **Blu-ray** discs is growing rapidly.

With **MPEG** formatting, digital content that users **download** is more and more common. Users can download **media player** software for free. Many media players can also **upload** user content to the Internet and to handheld devices. Audio formats such as **MP3** give consumers access to music almost instantaneously.

But downloadable content is now being replaced by a new method of delivering media. Users with a high-speed Internet connection can **stream** audio and video from the Internet. Unlike live TV, users can **play**, **pause**, and **stop** playback without having to download anything. Many companies that only offered DVDs or MP3s before are now offering streaming services as well.



6

**Blu-ray Disc**

**DVD**

## Reading

- 2 Read the magazine article. Then, mark the following statements as true (T) or false (F).
- 1  HD is available on DVDs.
  - 2  Blu-Ray discs are losing popularity.
  - 3  Users can pause and play streaming content.

## Vocabulary

- 3 Match the words or phrases (1-9) with the definitions (A-I).

- |                                     |                                       |
|-------------------------------------|---------------------------------------|
| 1 <input type="checkbox"/> play     | 6 <input type="checkbox"/> multimedia |
| 2 <input type="checkbox"/> pause    | 7 <input type="checkbox"/> MP3        |
| 3 <input type="checkbox"/> download | 8 <input type="checkbox"/> DVD        |
| 4 <input type="checkbox"/> stop     | 9 <input type="checkbox"/> HD         |
| 5 <input type="checkbox"/> stream   |                                       |

- A to end media playback  
 B to access online content without moving files  
 C video with a high amount of detail  
 D to begin viewing or listening to media  
 E to cease media playback temporarily  
 F a common form of optical disc media  
 G to transfer online content to a computer  
 H a type of compressed audio file  
 I content with more than one type of media

- 4 Write a word or phrase that is similar in meaning to the underlined part.

- 1 The video was formatted with a standard type of compression for digital video.  
 \_ P \_ \_
- 2 We bought a new movie on a(n) kind of disc that can hold a lot of information.  
 \_ I \_ \_ a \_
- 3 Yesterday I downloaded a new program that allows me to watch videos and listen to music.  
 m \_ \_ a \_ I a \_ \_
- 4 Alissa has a new song to transfer from her computer to her cell phone.  
 \_ p \_ \_ a \_

- 5 Listen and read the magazine article again. Why do consumers favor streaming content?

## Listening

- 6 Listen to a conversation between a customer and a salesman. Mark the following statements as true (T) or false (F).

- 1  The woman will be able to stream video on this computer.
- 2  The woman will be able to watch DVDs on this computer.
- 3  The woman can get streaming video for free.

- 7 Listen again and complete the conversation.

**Salesman:** Hi there – 1 \_\_\_\_\_  
\_\_\_\_\_?

**Customer:** Yeah, I was looking at this laptop. Does it have a 2 \_\_\_\_\_?

**Salesman:** No, that one doesn't have one. 3 \_\_\_\_\_ watch movies on your computer?

**Customer:** Almost every day. I'm definitely looking for something I can watch movies on.

**Salesman:** Well, there are still ways you could 4 \_\_\_\_\_ on this computer. Do you have high-speed Internet?

**Customer:** Yeah, I do.

**Salesman:** Okay, great. In that case you'll be able to 5 \_\_\_\_\_ to your computer.

**Customer:** Is that something I'll have to pay for?

**Salesman:** Usually, yes, but some services have 6 \_\_\_\_\_, too.

## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*How often do you ...?*

*I'm looking for ... / In that case ...*

**Student A:** You are a salesman. Talk to Student B about:

- frequency of use
- media capabilities of a computer
- what features the customer wants

**Student B:** You are a customer. Talk to Student A about a computer you want.

## Writing

- 9 Use the magazine article and the conversation from Task 8 to write an email about the media capabilities of your new computer. Include: video options, downloading capabilities, and information about the media player.



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What networking equipment does a typical small- to medium-size office use?
- 2 Why can it be difficult to understand the differences between various networking devices?

NetNine's X-Series is the cutting edge of **networking** equipment for home and office. Select a product name for more detailed information.

## ◆ X50 Wireless Router

The X50 Router offers the best in coverage, security, and energy efficiency. Minimal setup is required. Once connected to a DSL or **cable modem**, the **router** will double as a wireless **access point**. Requires **CAT-5** cable.

## ◆ X-Series Ethernet Hub

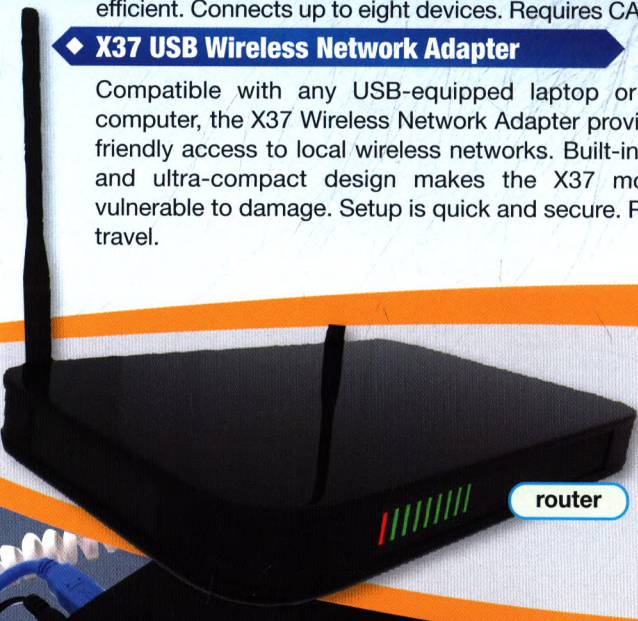
The X-Series 4-port Ethernet Hub is perfect for home office or small business use. Connects up to four devices. Requires CAT-5 cable.

## ◆ X-Series Ethernet Switch

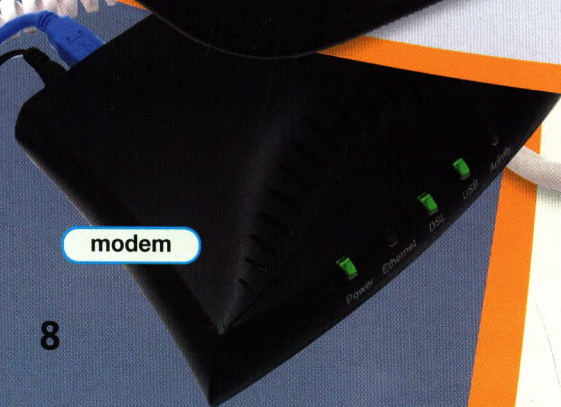
The X-Series 8-port Ethernet Switch is the finest of high-performance networking devices. Its lightning-fast switching makes it the ideal choice for time-sensitive applications. Like other X-Series products, our Ethernet Switch is highly energy efficient. Connects up to eight devices. Requires CAT-5 cable.

## ◆ X37 USB Wireless Network Adapter

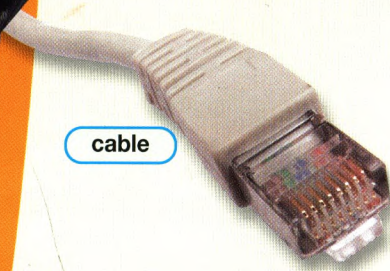
Compatible with any USB-equipped laptop or desktop computer, the X37 Wireless Network Adapter provides user-friendly access to local wireless networks. Built-in **antenna** and ultra-compact design makes the X37 model less vulnerable to damage. Setup is quick and secure. Perfect for travel.



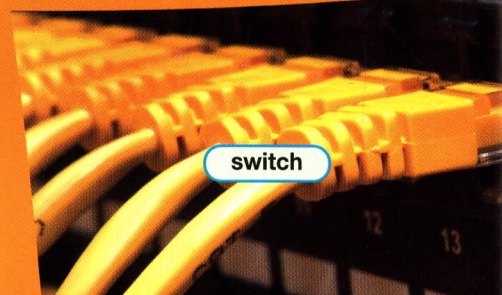
router



modem



cable



switch

## Reading

2 Read the product listing. Then, choose the correct answers.

- 1 What is the purpose of this web page?
  - A to troubleshoot issues with products
  - B to compare networking manufacturers
  - C to provide basic product information
  - D to invite feedback on a new product line
- 2 Which of the following does NOT have more information available on the site?
  - A wireless router
  - B network switch
  - C wireless network adapter
  - D CAT-5 cables
- 3 Which product connects the most devices?
  - A X50 Wireless Router
  - B X-Series Ethernet Hub
  - C X-Series Ethernet Switch
  - D X37 USB Wireless Network Adapter

## Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |             |                   |
|-------------|-------------------|
| 1 __ hub    | 5 __ antenna      |
| 2 __ CAT-5  | 6 __ networking   |
| 3 __ modem  | 7 __ access point |
| 4 __ router | 8 __ cable        |

- A a device for connecting multiple computers
- B the process of connecting a series of devices
- C a device that forwards packets
- D any type of wire that transmits signals
- E a twisted pair of insulated wires
- F a device which translates signals
- G a metallic rod that receives radio waves
- H a device that lets wireless devices join a wired network



**4** Read the sentences and choose the correct words or phrases.

- 1 Amanda bought a **switch/an antenna** to link her computers together.
- 2 Ms. West's **router/wireless network adapter** let her access the café's Internet connection.
- 3 A computer can't send or receive information without a **modem/CAT-5**.

**5** Listen and read the product listing again. Why do so many devices require CAT-5 cable?

## Listening

**6** Listen to a conversation between two managers. Mark the following statements as true (T) or false (F).

- 1  The woman recommends another router.
- 2  The man will research how much CAT-5 cable is needed.
- 3  The wireless access point will be in the meeting room.

**7** Listen again and complete the conversation.

- Manager 1:** Well, I'm not sure if we should get another switch or a **1** \_\_\_\_\_.
- Manager 2:** That's a good question. What do we have here?
- Manager 1:** We have **2** \_\_\_\_\_ here.
- Manager 2:** **3** \_\_\_\_\_, we should get another switch for the new office.
- Manager 1:** Do you think one will be enough?
- Manager 2:** Yeah, the new office isn't that big. Have we **4** \_\_\_\_\_ any equipment yet?
- Manager 1:** Not yet. I was waiting for you to tell me how much **5** \_\_\_\_\_ we need.
- Manager 2:** Gosh, I completely forgot. **6** \_\_\_\_\_ finding out for me?
- Manager 1:** Sure, I can do that.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*I'm not sure if ...*  
*Would you mind ...?*  
*What about ...?*

**Student A:** You are a manager. Talk to Student B about:

- what equipment is needed
- how much equipment is needed
- where the equipment will go

**Student B:** You are a manager. Talk to Student A about networking equipment for a new office.

## Writing

**9** Use the product listing and the conversation from Task 8 to write a memo about networking equipment for a new office. Include: the new equipment, what old equipment will be discarded, and how equipment will be distributed.



HOME

ABOUT US

SERVICES

CONTACT

## Welcome to CableStream the world's leading ISP.

Are you still using **dial-up** and looking for an upgrade? We can offer a variety of networking options to our clients. The type of network you can access and the speed of the **DNS** depend upon your computer.

**LAN** Options: We provide local area network services in most regions. You will need to connect your computer to an **Ethernet** port using a cable. An Ethernet port is required.

**WLAN** Options: Our wireless connections are becoming more popular every day. Your computer must be **Wi-Fi** capable in order to pick up the signal from the **hotspot**. A wireless signal could come in several different ways, including **cable Internet**, **DSL**, and **broadband** connections. While most network options for the home will also function for a business, some business owners prefer to access the Internet through a **VPN**. A virtual private network offers the access restrictions that businesses require to keep information private.



### Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common networks?
- 2 What are some pros and cons of WLANs and LANs?

### Reading

2 Read the webpage. Then, choose the correct answers.

- 1 What is the purpose of the site?
  - A to describe networks provided by an ISP
  - B to state why a dial-up is outdated
  - C to explain how to set up a new network
  - D to list steps of troubleshooting networks
- 2 Which of the following is NOT considered an upgrade offered by the company?
 

A LAN	C dial-up
B WLAN	D DSL
- 3 Why is the VPN preferred by some businesses?
  - A It uses Ethernet.
  - B It restricts access to remain private.
  - C It provides faster connections.
  - D It is the cheapest option.

### Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |               |              |
|---------------|--------------|
| 1 __ WLAN     | 5 __ hotspot |
| 2 __ Wi-Fi    | 6 __ LAN     |
| 3 __ Ethernet | 7 __ DSL     |
| 4 __ VPN      | 8 __ dial-up |

- A a place that offers access to the Internet by way of a wireless network connection
- B provides digital Internet connection over local telephone wires
- C a networking technology that uses radio waves to provide wireless Internet access
- D a network that uses radio or infrared signals to connect computers together
- E technology consisting of cables and modems to enable local area networks
- F a network that uses cables to link together computers in a limited space
- G a network that creates a secure Internet connection to communicate encrypted data
- H access to the Internet using the telephone network and lines to establish a connection with the Internet service provider

**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

**1** hotspot / Ethernet

- A** We can access the Internet here because this restaurant is a(n) \_\_\_\_\_ .
- B** You need a(n) \_\_\_\_\_ port to plug in the cable.

**2** dial-up / ISP

- A** My computer still connects through \_\_\_\_\_ , so it's really slow.
- B** The \_\_\_\_\_ that provides my Internet service helps whenever I have a problem.

**5** Listen and read the webpage again. What are possible upgrades to dial-up?

## Listening

**6** Listen to a conversation between an ISP employee and a customer. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman calls because her LAN is not working.
- 2 \_\_\_ The man describes network upgrades available.
- 3 \_\_\_ The woman would like to use cable Internet.

**7** Listen again and complete the conversation.

**Employee:** Thank you for calling Cable Stream. How can **1** \_\_\_\_\_ you?

**Customer:** Hi. I had some questions about Internet connections. I'm still using **2** \_\_\_\_\_ - \_\_\_\_\_ , but it's really slow.

**Employee:** I'm sure it is! We have several upgrades available.

**Customer:** Great! So what are **3** \_\_\_\_\_ ?

**Employee:** For one, we can **4** \_\_\_\_\_ with a LAN. You'd connect with a cable through your **5** \_\_\_\_\_ .

**Customer:** OK. And there's another option?

**Employee:** Yes. We can also get you a WLAN. That's a **6** \_\_\_\_\_ . So you can have Internet access anywhere in your home.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*We have several upgrades ...*

*What are my options?*

*Sounds good.*

**Student A:** You are an ISP employee. Talk to Student B about:

- upgrades that are available
- what choice is most popular with customers
- setting up a network

**Student B:** You are a customer. Talk to Student A about what network you should use.

## Writing

**9** Use the webpage and the conversation from Task 8 to write an email response to a customer's questions about network options. Include: network options, connection methods, and a recommendation.



## Get ready!

- 1 Before you read the passage, talk about these questions.
- 1 What are some common network problems?
  - 2 What are some common solutions to network problems?

## Reading

- 2 Read the webpage. Then, choose the correct answers.

- 1 What is the main idea of the webpage?
  - A to present different networking options
  - B to suggest ways to protect networks
  - C to show how to set up a new network
  - D to list tips on resolving network problems
- 2 Which of the following is NOT suggested?
  - A replacing the modem
  - B restarting the computer
  - C renewing the IP address
  - D unplugging the router
- 3 According to the webpage, why is restarting the computer useful?
  - A It renews the IP address.
  - B It enables the wireless adapter.
  - C It clears the web browser's cache.
  - D It cycles the router.

## Vocabulary

- 3 Match the words or phrases (1-8) with the definitions (A-H).

- |                 |             |
|-----------------|-------------|
| 1 __ password   | 5 __ clear  |
| 2 __ IP address | 6 __ detect |
| 3 __ cache      | 7 __ log in |
| 4 __ signal     | 8 __ cycle  |

- A a storage place for information and data
- B to remove all stored data from a file or device
- C a code that must be entered to verify identity or gain access to a resource
- D the process by which one can access a secure system that is password protected
- E a wave or field used to communicate information from a source to a recipient device
- F a numerical label assigned to every device in a network that uses the Internet
- G to pick up or receive a signal
- H to shut down and restart a device

### Troubleshooting network connection problems for wireless networks

If it appears that your router is not working, try these steps to resolve first:

- \* Make sure the wireless router is **plugged in** to both the power source and the phone jack.
- \* Check that the wireless adapter on your computer or laptop is enabled.
- \* If your computer still does not **detect** a **signal**, **cycle** the router by **disconnecting** it from the power source. Wait 45-60 seconds and plug it in again. The power light should come on first. This will be followed by the light indicating a signal is being received.
- \* You could also try restarting your computer. Restarting your computer helps **clear** the web browser's data **cache**. Clearing the cache may improve the speed of your computer.
- \* **Log in** by entering your **password** when prompted. Wait for the computer to boot up completely.
- \* Check under network connections to see if an **IP address** is being detected. The IP address may need to be **renewed** if it is not **TCP/IP** compatible. If no address is detected, renew the IP address.

If these suggestions did not solve the problem, contact your ISP.



Name	PC-007
IP Address	192.168.001.007
MAC Address	00-A0-C9-69-22-EA

4 Read the sentence pairs. Choose which word or phrase best fits each blank.

1 password / signal

A To log in to the computer, you need the \_\_\_\_\_.

B The computer is not detecting a \_\_\_\_\_.

2 disconnect / plug in

A \_\_\_\_\_ the computer to cycle the router.

B \_\_\_\_\_ the computer or you won't get any power.

5 Listen and read the webpage again. What are possible solutions to connectivity problems?

## Listening

6 Listen to a conversation between an ISP employee and a customer. Mark the following statements as true (T) or false (F).

1 \_\_\_ The woman thinks that she needs a new router.

2 \_\_\_ The woman already cycled the modem.

3 \_\_\_ The power source should be plugged in before the phone jack.

7 Listen again and complete the conversation.

**Employee:** Thank you for calling Global Networking. How can I help you?

**Customer:** Hi. I just received my new 1 \_\_\_\_\_, but it doesn't 2 \_\_\_\_\_ working.

**Employee:** So you already 3 \_\_\_\_\_ to the power source and the phone jack, right?

**Customer:** Yes. I tried that first. But it still isn't picking up a signal.

**Employee:** OK. Well, I'm sure we can try 4 \_\_\_\_\_ the modem.

**Customer:** How do I do that?

**Employee:** I'll 5 \_\_\_\_\_ the steps. First, 6 \_\_\_\_\_ from both the power source and the phone jack.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*Thank you for ...*

*It doesn't seem to ...*

*I'm sure we can ...*

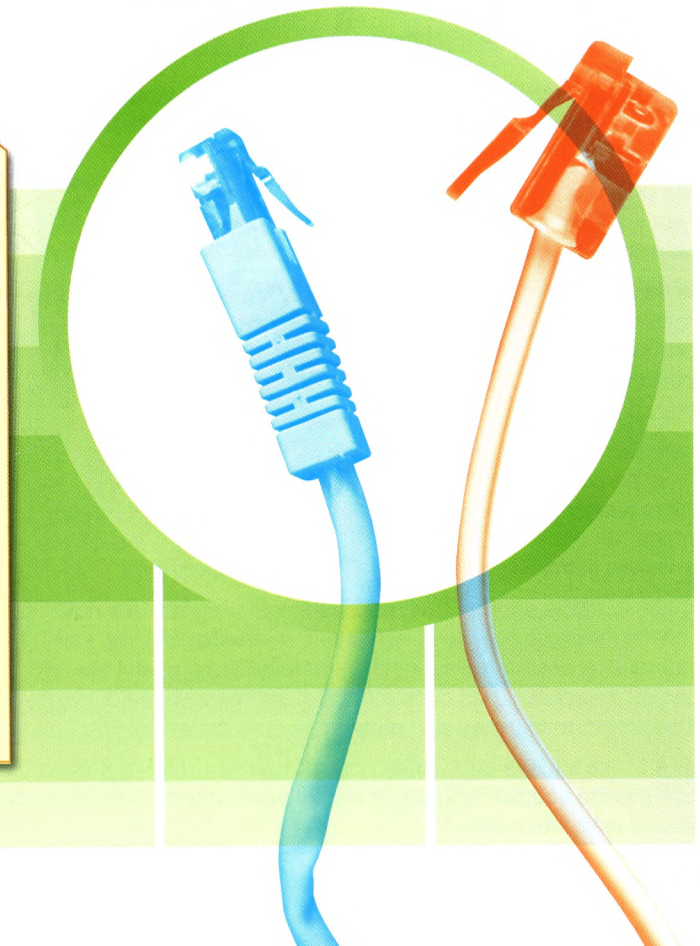
**Student A:** You are an ISP employee. Talk to Student B about:

- the problem with the connection
- solutions he or she already tried
- troubleshooting steps

**Student B:** You are a customer. Talk to Student A about the problem you're having with the network.

## Writing

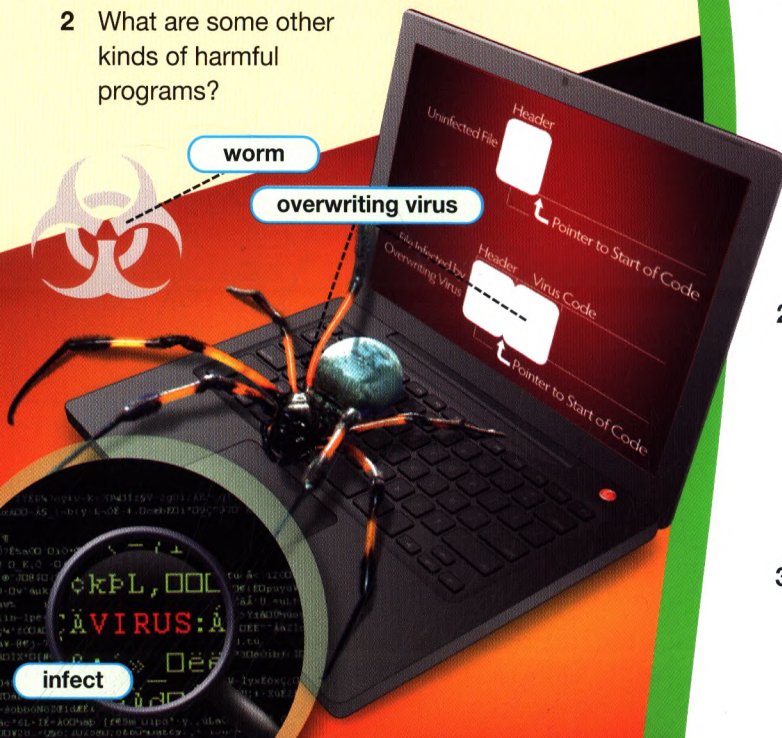
9 Use the webpage and the conversation from Task 8 to create tips for solving network connectivity problems. Include: checking wires, cycling devices, and restarting items.



## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some common types of viruses?
- 2 What are some other kinds of harmful programs?



## Viruses 101

by Jorie McFadden

The fear that a **virus** may **infect** your computer is a familiar one for many. Even casual computer users know that unfamiliar files may **host** viruses.

While viruses are a well-known threat, many computer users do not know their enemy. There are many specific types of viruses that one needs to guard against.

One dangerous type of virus is an **overwriting virus**. These viruses not only spread malicious code, they also replace the information contained in other programs. They erase important information, sometimes rendering a computer entirely unusable.

Another common virus is a **resident virus**. They stay dormant until a particular event activates them. If your computer harbors resident viruses, you may not discover them until the damage is done. These and other viruses often install themselves in the **resident extensions** of other programs.

A Trojan horse is another destructive type of program. It's not technically a virus, because it doesn't **replicate**, but it's still dangerous. A **Trojan horse** looks like an ordinary, useful file or program. However, it has destructive programming **embedded** in it. This programming may also **piggyback** onto beneficial files.

Lastly, unlike viruses and Trojan horses, a **worm** does not need to attach itself to another program. It is particularly troublesome because it attacks computers directly.

## Reading

2 Read the magazine article. Then, choose the correct answers.

- 1 What is the main purpose of the article?
  - A to describe the types of viruses and other harmful programs
  - B to explain how to avoid viruses
  - C to stress the importance of having anti-virus software
  - D to alert readers to the existence of a new virus type
- 2 Which of the following is NOT a threat to computers?
  - A a resident virus
  - B an overwriting virus
  - C a worm
  - D a resident extension
- 3 How is a Trojan horse different from a virus?
  - A It attaches to another program.
  - B It is harmful to your computer.
  - C It does not replicate itself.
  - D It spreads within a network.

## Vocabulary

3 Match the words or phrases (1-7) with the definitions (A-G).

- |            |                         |
|------------|-------------------------|
| 1 __ virus | 5 __ piggyback          |
| 2 __ host  | 6 __ resident extension |
| 3 __ embed | 7 __ overwriting virus  |

4 \_\_ resident virus

- A a harmful program that infects a computer
- B a virus that erases information by replacing it
- C to plant a harmful program within an ordinary program
- D a computer or program that carries a virus
- E a virus that is dormant until activated
- F the parts that are active even when a program is shut down
- G to attach to another program for transferring

**4** Read the sentences and choose the correct words or phrases.

- 1 The Trojan horse/worm appeared to be a harmless video editing program.
- 2 The virus could replicate/infect itself and spread its copies to other computers.

**5** Listen and read the magazine article again. Why might it be important to understand the types of viruses that can threaten your computer?

### Listening

**6** Listen to a conversation between two IT employees. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ A virus has spread to several computers.
- 2 \_\_\_ The man has already checked the resident extensions.
- 3 \_\_\_ The woman suggests shutting down all of the computers.

**7** Listen again and complete the conversation.

**Employee 1:** Gary reported that his desktop  
1 \_\_\_\_\_. It won't even boot up.

**Employee 2:** 2 \_\_\_\_\_ looked at it?

**Employee 1:** Yeah, I checked it out earlier today.  
3 \_\_\_\_\_ it's probably a virus.

**Employee 2:** 4 \_\_\_\_\_ it's not an overwriting virus, or we'll have trouble recovering his files.

**Employee 1:** He said he recently downloaded a new word processing program. 5 \_\_\_\_\_ a Trojan horse.

**Employee 2:** Well, at least it would be 6 \_\_\_\_\_ his computer.

### Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*I'm afraid ...*  
*I hope it's not ...*  
*Maybe it was ...*

**Student A:** You are an IT employee. Talk to Student B about:

- a co-worker's computer problems
- what might have caused the problem
- how to solve the problem

**Student B:** You are an IT employee. Talk to Student A about how to solve the problem.

### Writing

**9** Use the magazine article and the conversation from Task 8 to write an email to an employee with a computer problem. Include: possible sources of the problem, virus types, and safety precautions.



credit cards

## Get ready!

## 1 Before you read the passage, talk about these questions.

- 1 What are some common types of Internet crime?
- 2 What are some ways to protect yourself from identity theft?

keylogger

hacker

To: jeni\_williams@mailserver.com  
 From: Safeguard Insurance Co.  
 Sub: Security Breach at Safeguard

Dear Valued Customer,

Perpetrators of online **fraud** and **identity theft** have recently targeted customers of Safeguard Insurance Co.

Several members of the Safeguard community have reported receiving **phishing** emails. Safeguard Insurance will never ask for your personal information or **credit card** number by email. If you receive one of these emails, please report it immediately. **Pretexting** is a serious crime, and we are working with federal police to stop it.

Furthermore, **hackers** recently used a **backdoor** to **hack** into the Safeguard website. They used a **keylogger** to obtain important passwords. They used information gathered with these passwords to create a **pharming** website. This website looks almost identical to the Safeguard site. When you use the Safeguard website, please verify that you are on the official Safeguard site. You can do this by checking the URL. This will help us maintain information **security**.

Lastly, some users of the Safeguard website have reported becoming infected with **malware**, most commonly **spyware**. This occurred after downloading the 'Insurance FAQ' sheet from our website. We have removed the downloadable file to prevent the spread of malware.

Thank you for your careful attention to these matters. We are confident that we will soon be able to offer you the peace of mind that we know you value so highly.

## Reading

## 2 Read the email.

Then, choose the correct answers.

- 1 What is the main purpose of the email?
  - A to report a nationwide rise in Internet crime
  - B to help clients keep their information secure
  - C to apologize for a security breach
  - D to announce a new website
- 2 How can users be sure they are on the official Safeguard site?
  - A by entering a PIN
  - B by sending an email to the site
  - C by using a keylogger
  - D by verifying the URL
- 3 How did hackers infect customers' computers with malware?
  - A They used a keylogger.
  - B They sent phishing emails.
  - C They attached spyware to a download.
  - D They used backdoor hacks into customers' computers.

## Vocabulary

## 3 Match the words or phrases (1-9) with the definitions (A-I).

- |                  |                     |
|------------------|---------------------|
| 1 __ hack        | 6 __ malware        |
| 2 __ fraud       | 7 __ security       |
| 3 __ hacker      | 8 __ backdoor       |
| 4 __ phishing    | 9 __ identity theft |
| 5 __ credit card |                     |

- A the act or process of tricking someone into revealing information
- B well-being or safety from threats
- C special access to a program created by programmers
- D to gain unauthorized computer access
- E a deception committed for gain
- F a person who illegally accesses computers
- G something which allows holder to purchase without immediately paying
- H illegal access to personal data
- I dangerous or harmful programming



**4** Read the sentences and choose the correct words or phrases.

- 1 The hackers used a **keylogger/pharming** to record the CEO's keystrokes and steal her password.
- 2 The anti-virus software detected **spyware/pretexting** on the office computer.

**5** Listen and read the email again. What should a client do if they receive a phishing email?

### Listening

**6** Listen to a conversation between an insurance company employee and a customer. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The man entered his credit card information on the false website.
- 2 \_\_\_ The man did not open any attachments.
- 3 \_\_\_ The company has a new, more secure website.

**7** Listen again and complete the conversation.

**Employee:** It's likely. This is 1 \_\_\_\_\_ - did you enter any of your personal information on the website?

**Customer:** 2 \_\_\_\_\_ my Safeguard username and password.

**Employee:** OK. Our 3 \_\_\_\_\_ should be to change those right away.

**Customer:** That's a good idea. Is there anything else I should do?

**Employee:** Did you 4 \_\_\_\_\_ connected to the suspicious email?

**Customer:** No - 5 \_\_\_\_\_.

**Employee:** Did you download anything from the website?

**Customer:** No, I don't think so.

**Employee:** Then you're 6 \_\_\_\_\_ if you just change your username and password. But you might want to check your computer for viruses, too.

### Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*Did you ...?*  
*This is really important ...*  
*Our first step ...*

**Student A:** You are a customer. Talk to Student B about:

- a suspicious email you received
- what the email contained
- what action you should take

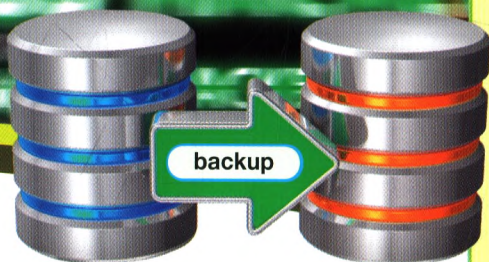
**Student B:** You are an insurance company employee. Talk to Student A about keeping his or her information secure.

### Writing

**9** Use the email and the conversation from Task 8 to write an email reporting Internet fraud. Include: a suspicious email, a website, and requested information.



anti-virus software



## Safety Net Internet Security

Safety Net offers a variety of products designed to keep your web browsing safe, secure, and enjoyable.

**ATTENTION!**  
**VIRUS**  
**DETECTED**

**Anti-virus software:** Anti-virus software is your most valuable line of defense against viruses and other threats. Our program **blocks** unauthorized access to your computer, whether through **rootkits** or spyware. It runs daily scans to **detect** malware, and it prevents **pop ups**. Safety Net anti-virus protection automatically **quarantines** suspicious files. We also have the lowest rates of **false positives** and **false negatives** of any anti-virus software.

**Anti-virus updates:** If you have already purchased Safety Net software, you can download free updates using our website. We will send email reminders when updates become available.

**Virus removal services:** If you are infected with a virus, our experts are available by phone to help you determine how best to remove the virus.

**Backup files:** Sign up for our automatic online backup system to protect your files from unforeseen threats. Once a day, this program makes **backups** of all of your files and uploads them to secure online storage.

**Webpage analysis:** We also offer analysis services to determine whether your webpage is not only secure but working efficiently. We use formulas designed with your specific webpage in mind.

### Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some ways to keep a computer secure?
- 2 What are some common features of anti-virus software?

### Reading

2 Read the product description. Then, choose the correct answers.

- 1 What is Safety Net's most important product?
  - A web page analysis
  - B virus removal services
  - C backup services
  - D anti-virus software
- 2 Which of the following is NOT a feature of Safety Net's anti-virus software?
  - A It puts dangerous files in quarantine.
  - B It eliminates false positives.
  - C It prevents pop ups.
  - D It detects spyware.
- 3 How often does the backup service create copies of files?
 

A every hour	C every week
B every day	D every other day

### Vocabulary

3 Match the words or phrases (1-8) with the definitions (A-H).

- |              |                          |
|--------------|--------------------------|
| 1 __ block   | 5 __ pop up              |
| 2 __ backup  | 6 __ update              |
| 3 __ rootkit | 7 __ web page analysis   |
| 4 __ removal | 8 __ anti-virus software |

- A taking something out
- B a renewal of a program to make it current
- C a program that protects computers from online threats
- D a copy of a file or program
- E to prevent something from happening
- F a system for gaining undetected access to a network
- G a small window that appears unexpectedly
- H an evaluation of a web site's functions

**4** Read the sentences and choose the correct words or phrases.

- The program was put under **detect/quarantine** in case it was infected.
- The program appeared to be free of viruses, but it was a **false positive/false negative**; it was actually infected.

**5** Listen and read the product description again. What are some common threats to Internet security?

### Listening

**6** Listen to a conversation between an IT employee and a manager. Mark the following statements as true (T) or false (F).

- The new computers do not have anti-virus software yet.
- The anti-virus software does not block pop-up ads.
- The anti-virus software automatically includes webpage analysis.

**7** Listen again and complete the conversation.

**Manager:** What kinds of products do they have?

**Employee:** They have a great anti-virus program. It **1** \_\_\_\_\_ - \_\_\_\_\_ ads and uses an automatic quarantine system.

**Manager:** Do you have to buy updates?

**Employee:** No, they're **2** \_\_\_\_\_ the program.

**Manager:** That's good. **3** \_\_\_\_\_ do we need?

**Employee:** I think it's **4** \_\_\_\_\_ \_\_\_\_\_ pay for their backup services, too.

**Manager:** **5** \_\_\_\_\_ make our own backups?

**Employee:** We could, but people **6** \_\_\_\_\_ forget. This service automatically updates files every day.

### Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*I recommend ... as soon as possible ...*

*What else ...?*

*I think it would be a good idea ...*

**Student A:** You are an IT employee. Talk to Student B about:

- computer security
- recommended protection products
- backing up files

**Student B:** You are a manager. Talk to Student A about purchasing security software.

### Writing

**9** Use the product description and the conversation from Task 8 to write an email recommending Internet security measures. Include: anti-virus recommendations, backup services, and safe Web use.

anti-virus recommendations

safe web use  
internet security measures



backup services

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some reasons companies would want to restrict access to their private networks?
- 2 Do you think it's fair for employers to control which websites employees can access at work?

## Reading

2 Read the FAQs. Then, choose the correct answers.

- 1 What is the main purpose of the article?
  - A to explain how to install firewalls
  - B to identify common firewall weaknesses
  - C to clarify information about firewalls
  - D to compare and contrast different firewalls
- 2 Which of the following is NOT one of the steps of packet filtering?
  - A The firewall filters the incoming packets.
  - B The network administrator decides to reject or permit the communication.
  - C Data is broken into packets.
  - D The firewall determines whether to accept the information.
- 3 Why would a user create an exception?
  - A to always allow communication from a particular program
  - B to lower the security settings of the whole firewall
  - C to block a certain IP address from communicating with the network
  - D to restore the firewall's default settings

## Firewall FAQs

**Q:** How do firewalls work?

**A:** There are several ways that firewalls work. Most use a combination of methods. One common method is **packet filtering**. **Incoming** data is broken down into small chunks, or packets. The firewall then inspects each packet using a set of filters. Based on **settings** determined by the user, the firewall decides whether to **deny** or **permit** access.

**Q:** What kind of filters can be used?

**A:** Filters can be based on a number of different things. For example, filters can block all **access** to and from specific domain names. If a network administrator notices a particular IP address is generating a lot of **traffic** to or from the network, he or she could create a filter to block that IP address. Filters can also look for certain words or phrases.

**Q:** What settings should I use?

**A:** For most users, the **default** settings of the program will provide enough protection. A user can always create an **exception** to allow an **unauthorized** program. This gives the program **permission** to communicate through the firewall, even if the program is normally blocked. The program accesses the Internet without lowering the settings for the whole firewall.

## Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- |               |                   |
|---------------|-------------------|
| 1 __ firewall | 4 __ unauthorized |
| 2 __ deny     | 5 __ default      |
| 3 __ packet   | 6 __ permit       |

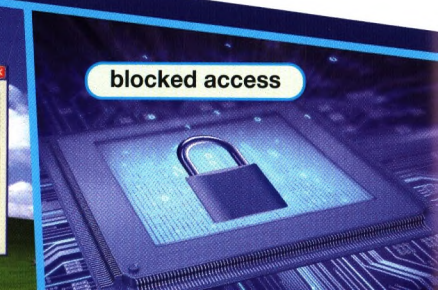
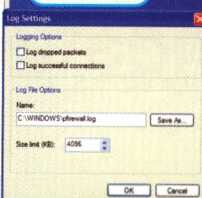
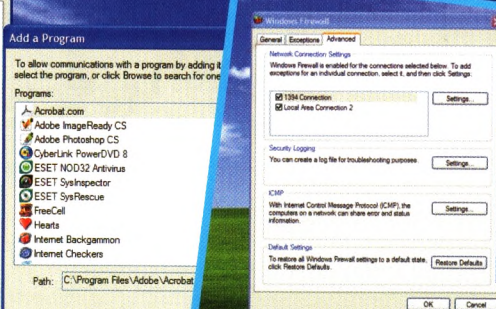
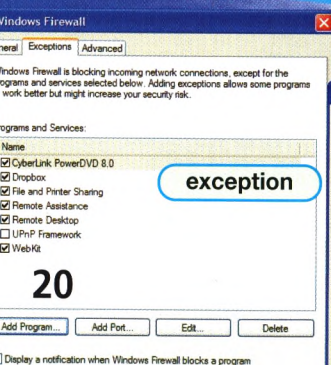
- A not allowed
- B a division of data
- C to allow someone to do something
- D not to allow someone to do something
- E a program used to protect private networks
- F a preset value of a particular setting

incoming traffic

exception

setting

blocked access



- 4 Fill in the blanks with the correct words from the word bank.

## Word BANK

exception permission traffic  
incoming access default

- 1 Usually the firewall's \_\_\_\_\_ settings provide enough protection.
- 2 If a website has a lot of \_\_\_\_\_, it means it gets a lot of visitors.
- 3 A firewall scans \_\_\_\_\_ data to decide whether or not to receive it.
- 4 Some firewalls block all \_\_\_\_\_ to a certain website.
- 5 A(n) \_\_\_\_\_ allows data to be allowed from a certain site.
- 6 The network administrator can give users \_\_\_\_\_ to access certain sites.

- 5 Listen and read the FAQs again. What are filters for?

## Listening

- 6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The woman cannot use the Internet or her email.
- 2 \_\_\_ There firewall is not installed yet.
- 3 \_\_\_ The man suggests using the default settings.

- 7 Listen again and complete the conversation.

**Employee 1:** I'm not sure. I can't access the Internet for some reason, or check my email. I just don't understand what's 1 \_\_\_\_\_.

**Employee 2:** That's strange. Well, let me take a look and see if I can 2 \_\_\_\_\_.

**Employee 1:** Oh, that would be great. Thank you.

**Employee 2:** You're welcome. Well, it looks like your 3 \_\_\_\_\_ is working fine, so it's not that.

**Employee 1:** I didn't think so. I think it might have something to do with the 4 \_\_\_\_\_ they installed last night.

**Employee 2:** Oh, right. I forgot about that. Let's check out the 5 \_\_\_\_\_.

**Employee 1:** What did you find out?

**Employee 2:** You were right. They're way 6 \_\_\_\_\_!

## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*I just don't understand ...*  
*Let's check out the ...*  
*What does that mean?*

**Student A:** You are an employee. Talk to Student B about:

- a problem accessing the Internet
- the Internet connection
- the firewall settings

**Student B:** You are an employee. Talk to Student A about the problem.

## Writing

- 9 Use the FAQs and the conversation from Task 8 to write and complete a firewall user feedback form. Include: what you like about the firewall, what you dislike, and suggested changes.





HOME

ABOUT US

SERVICES

CONTACT

## Get ready!

### 1 Before you read the passage, talk about these questions.

- 1 What do you think are some of the advantages to online banking?
- 2 What are some security concerns related to online banking?

## Reading

### 2 Read the webpage. Then, choose the correct answers.

- 1 What is the main purpose of the webpage?
  - A to announce changes to the online banking program
  - B to inform customers about online banking services
  - C to compare online banking providers
  - D to explain how to do an electronic funds transfer
- 2 Which of the following is NOT true of the online banking program's security?
  - A The website provides a secure connection.
  - B Online banking allows you to see all your transactions in real time.
  - C The bank requires individual identification numbers before online activity.
  - D Electronic statements are less secure than paper statements.
- 3 How does the bank verify identity before online transactions?
  - A with an SSL connection
  - B by asking for a PIN
  - C through using site key
  - D by asking for the account number

## STATE BANK

Learn more about the services we provide through online banking!

### • Electronic statements

- You can receive your monthly statements delivered to your email account. Don't risk having your statement and **account number** delivered through the mail.

### • Bill pay

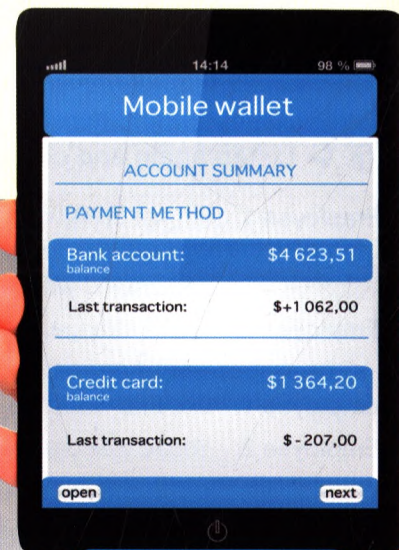
- Instead of receiving paper bills in the mail and sending checks to pay them, set up online bill pay. Simply enter in the recipient's information and your account number. Then you'll be ready to go. You can even set up automatic monthly payments from your account.

### • Electronic funds transfers

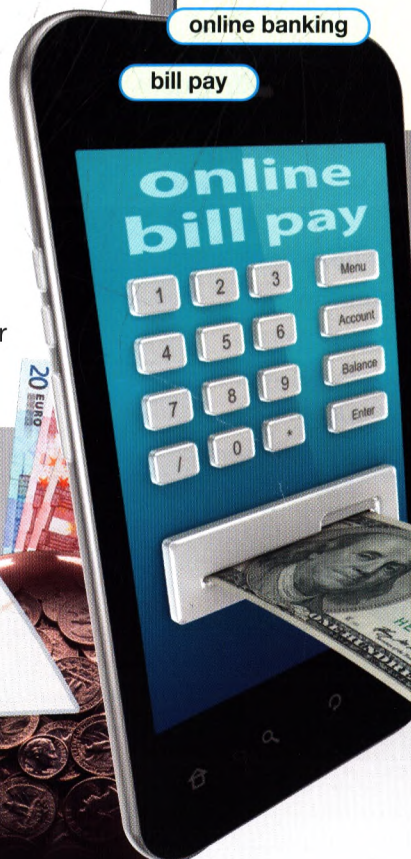
- You can send money online to other customers free of charge. You save a trip to the bank and save money. You can also set up **direct deposit** from your **payroll** or any other source.

### • Security

- Our website uses an **SSL connection** and **site key** to ensure the security of your financial information. Before every transaction, we will verify your identity by asking for your **PIN**. Online banking keeps you safer because you are able to **monitor** all **account activity** in real time.



electronic statement



online banking

bill pay

direct deposit

WORK

## Vocabulary

### 3 Match the words or phrases (1-7) with the definitions (A-G).

- |               |                     |
|---------------|---------------------|
| 1 __ payroll  | 5 __ online banking |
| 2 __ monitor  | 6 __ direct deposit |
| 3 __ bill pay | 7 __ SSL connection |
| 4 __ PIN      |                     |

- A a code used to verify a customer's identity  
B an automatic credit of funds into an account  
C to review or check  
D an online service that allows you to make payments without sending checks  
E employees' wages for a specific time period  
F the ability to conduct financial business online  
G an encrypted connection that protects data

### 4 Read the sentences and choose the correct words or phrases.

- 1 Review your **account activity/payroll** for any suspicious transactions.
- 2 This bank offers **online banking/site keys** so customers can conduct financial business from home.
- 3 An **electronic statement/SSL connection** provides information about transactions.
- 4 The woman made a **bill pay/an electronic funds transfer** to move money from savings to checking.

### 5 Listen and read the webpage again. What are the main services offered?

## Listening

### 6 Listen to a conversation between a banker and a customer. Mark the following statements as true (T) or false (F).

- 1 \_\_ The woman is concerned about her PIN number being on her statement.
- 2 \_\_ The man describes the website's security features.
- 3 \_\_ The woman wants to stop receiving paper account statements.

### 7 Listen again and complete the conversation.

- Banker:** Hello. State Bank – this is Robert. How can I help you?
- Customer:** Hi. I'm interested in your 1 \_\_\_\_\_ program.
- Banker:** Great! I'd 2 \_\_\_\_\_ tell you more. Is there anything specific you'd like to hear about?
- Customer:** I'm mostly interested in being able to pay my bills online.
- Banker:** Oh yes, 3 \_\_\_\_\_ is a useful service. Basically, you give us the information about the company you need to pay, then we'll pay them from 4 \_\_\_\_\_.
- Customer:** Wait – 5 \_\_\_\_\_ that you automatically pay the bill?
- Banker:** Yes, that's right. You set it up and then we pay the bill.
- Customer:** Wow, that does sound 6 \_\_\_\_\_. And what about electronic statements?

## Speaking

### 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

#### USE LANGUAGE SUCH AS:

- Is there anything specific ...?*  
*So you're saying ...?*  
*That's just what I need.*

**Student A:** You are a customer. Talk to Student B about:

- online bill pay
- security
- electronic statements

**Student B:** You are a banker. Talk to Student A about the services your bank provides.

## Writing

### 9 Use the webpage and the conversation from Task 8 to write a summary about online banking. Include the benefits of online banking and security measures.

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What are some advantages of telecommuting?
- 2 What are some potential challenges employees might face when telecommuting?



Attention all staff members,

Starting this week, we are implementing a telecommuting program here at ABC Web Design. All employees now have the opportunity to **telecommute** one day a week. You are expected to stay in touch on your days out of the office. The following is a summary of the programs we'll use to communicate.

Your project manager will show you how to use **Basecamp®** and **Dropbox®**. Basecamp® allows us to **centralize** our projects. Everything you've been working on is available in one place. We use Dropbox® for **file sharing** and storage. These **web-based** programs both provide **remote access** to files you normally work on in the office. In addition, we want to maintain some face-to-face communications, so we will have **conference calls** daily using **Skype®**.

If you have any further questions or comments, please feel free to post them on the company **message board**. We have created a special forum just for questions relating to telecommuting. Rather than send an email, please make use of this tool so that we can all share our knowledge in one place.

Thanks,  
Bob Smith, CEO, ABC Web Design

## Reading

2 Read the email. Then, choose the correct answers.

- 1 What is the purpose of the email?
  - A to answer questions about telecommuting schedules
  - B to arrange telecommuting meetings and deadlines
  - C to explain a new telecommuting program
  - D to provide instructions on using web-based software for telecommuting
- 2 Which of the following is NOT a way to connect with the office when telecommuting?
  - A posting on message boards
  - B using Skype® for file sharing
  - C using Basecamp® for remote access
  - D using Dropbox® for storage
- 3 What should employees use to comment on the telecommuting policy?
  - A Skype®
  - B Dropbox®
  - C Basecamp®
  - D a message board

## Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- |                 |                      |
|-----------------|----------------------|
| 1 __ Skype®     | 4 __ telecommute     |
| 2 __ centralize | 5 __ remote access   |
| 3 __ Dropbox®   | 6 __ conference call |

- A a call made between more than two people
- B to gather into one place
- C a program for making calls or video conferences on the computer
- D to work at home or somewhere besides the office
- E ability to use a program from a different location
- F a program for storing and sharing files online



**Dropbox**



- 4 Fill in the blanks with the correct words or phrases from the word bank.

## Word BANK

Basecamp® web-based centralize  
message board file sharing Skype®

- The designers worked on the project together using \_\_\_\_\_.
- \_\_\_\_\_ allows people to distribute programs and documents to other computers.
- If you have any questions, post them on the company \_\_\_\_\_.
- \_\_\_\_\_ programs are programs accessible online.
- Some programs help companies \_\_\_\_\_ information so that it's all together in one place.
- You can call people abroad using \_\_\_\_\_.

- 5 Listen and read the email again. What should employees do if they have questions about telecommuting?

## Listening

- 6 Listen to a conversation between two employees. Mark the following statements as true (T) or false (F).

- The man is concerned about productivity.
- The woman has never used Dropbox®.
- The man misunderstood the function of Skype®.

- 7 Listen again and complete the conversation.

**Employee 2:** Oh, you don't have to worry about that. Didn't you read about all the 1 \_\_\_\_\_ that are available?

**Employee 1:** Well, yes, I read about them. But I really 2 \_\_\_\_\_ what they do.

**Employee 2:** Oh, they're really great. My favorite is 3 \_\_\_\_\_.

**Employee 1:** What's that one do?

**Employee 2:** It's a program that lets you store files online. You never have to remember your 4 \_\_\_\_\_.

**Employee 1:** You're 5 \_\_\_\_\_! That's great! What about Basecamp®?

**Employee 2:** Basecamp® is really cool, too. It allows you to work on projects with a group of people.

**Employee 1:** 6 \_\_\_\_\_.

## Speaking

- 8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*I'm not too sure about ...  
You don't have to worry ...  
That's the one that ..., right?*

**Student A:** You are an employee. Talk to Student B about:

- a new telecommuting program
- what kinds of programs are available
- the functions of the programs

**Student B:** You are an employee. Talk to Student A about telecommuting.

## Writing

- 9 Use the email and the conversation from Task 8 to write and complete an employee survey. Include: the programs you have used to telecommute, if they have helped, and your opinion of the program.



## Get ready!

- 1 Before you read the passage, talk about these questions.
- How do you use computers in your daily life?
  - What are some jobs that would require you to have good computer skills?



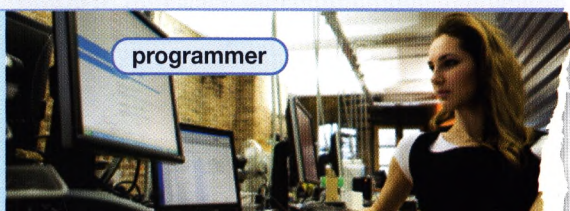
## Computer Skills

Are you looking for a job? Then you need to brush up on your **computer literacy** skills. Most jobs require basic computer skills. Even if you're thinking of going into **car sales**, you'll need to use a computer. Many jobs require even more familiarity. But if you are willing to learn, your odds of getting a job improve.

For example, most **management** and **accounting** positions call for a good working knowledge of computers. If you want to find an **administrative assistant** job, you'll also need some computer skills. You'll be typing up memos, keeping track of appointments, or scanning and emailing important documents. Some companies hire **bloggers** to write about their achievements. Similarly, **data entry** is also almost completely computer-based.

If you're interested in **computer science**, consider a job in the **IT** department or **tech support**. Getting a job as a **software engineer** or **programmer** requires you to know a lot about programming languages. **Web developers** also need that knowledge. In addition, **system administrator** jobs require you to know about computer networks.

Computer literacy is very vital for the workplace these days. Before you go looking for a job, make sure you refresh your skills!



## Reading

- 2 Read the magazine article. Then, choose the correct answers.

- What is the purpose of the article?
  - to stress the importance of computer literacy
  - to list available computer jobs
  - to demonstrate ways to improve computer skills
  - to compare computer and non-computing career opportunities
- According to the article, which of the following careers includes scanning documents?
  - blogger
  - data entry
  - system administrator
  - administrative assistant
- According to the article, which of the following does NOT require knowledge of programming languages?
 

A programmer	C web developer
B software engineer	D tech support

## Vocabulary

- 3 Match the words or phrases (1-8) with the definitions (A-H).

- |                 |                        |
|-----------------|------------------------|
| 1 __ sales      | 5 __ programmer        |
| 2 __ IT         | 6 __ computer literacy |
| 3 __ blogger    | 7 __ web developer     |
| 4 __ data entry | 8 __ accounting        |

- the ability to use computers correctly
- a person who creates websites
- a person who writes entries in an online journal
- a field that involves putting information into a database
- a field dealing with selling products
- a field involving the repair and maintenance of computers and data
- a person who writes computer programs
- a field dealing with finances

**4** Read the sentence pairs. Choose which word or phrase best fits each blank.

**1 IT / accounting**

- A The \_\_\_\_\_ department uses computers to track spending.  
B The \_\_\_\_\_ department keeps the office computers running.

**2 programmer / blogger**

- A A \_\_\_\_\_ writes code to make programs.  
B A \_\_\_\_\_ writes daily articles on a certain subject.

**3 administrative assistant / data entry**

- A A(n) \_\_\_\_\_ should have excellent typing skills.  
B To get a job in \_\_\_\_\_, you must be able to type.

**4 system administrator / software engineer**

- A A \_\_\_\_\_ creates computer programs.  
B The \_\_\_\_\_ is in charge of the whole computer network

**5 management / computer science**

- A In a \_\_\_\_\_ position, employees must decide what other workers do.  
B A degree in \_\_\_\_\_ is required for many IT jobs.

**5** Listen and read the magazine article again. What do you think is the most important reason for having good computer skills?

## Listening

**6** Listen to a conversation between an interviewer and an interviewee. Choose the correct answers.

- 1 What kind of business does the company do?  
A tech support      C architecture  
B web design      D programming
- 2 Why did the woman think she would be successful?  
A She has a lot of experience in the IT field.  
B She has a computer science background.  
C She used to be a systems administrator.  
D She wrote an architecture program.

**7** Listen again and complete the conversation.

**Interviewee:** Hi, Mr. Swanson. I'm Molly Roberts.

**Interviewer:** 1 \_\_\_\_\_  
Now, let's see, you're applying for the 2 \_\_\_\_\_, correct?

**Interviewee:** Yes, that's right. Here's my résumé.

**Interviewer:** Thank you. So, what do you know about this company and the position?

**Interviewee:** I know you're an architectural firm. I know the position is 3 \_\_\_\_\_, but not a whole lot more. Could you go 4 \_\_\_\_\_?

**Interviewer:** Certainly. The IT department 5 \_\_\_\_\_ our computers are running properly. When there's a problem, we'd call you 6 \_\_\_\_\_.

## Speaking

**8** With a partner, act out the roles below based on Task 7. Then, switch roles.

**USE LANGUAGE SUCH AS:**

*Could you go into more detail?  
You're applying for ...?  
I feel confident that ...*

**Student A:** You are an interviewer for an IT position. Talk to Student B about:

- the types of duties required
- what skills are necessary
- your background

**Student B:** You are an interviewer. Talk to Student A about the job.

## Writing

**9** Use the magazine article and the conversation from Task 8 to write a cover letter for a job application in an IT department. Include: fields you have worked in that require computer use, qualifications, and your computer skills.

## cloud Computing

offers benefits to businesses and customers alike. In a cloud system, resources and products are hosted in a central location. Businesses either host the system on their own network servers or hire a company to manage the resources. Customers can access the product from anywhere over a standard Internet connection.

Typically customers who access these **public clouds** interact only with a system's **front end** software. They no longer deal with the more complex **back end** implementation. Because many customers use a single service, the costs are shared between them. Customers pay a **metered fee**, which covers only what they use. As a result, cloud computing is usually less expensive for users.

Businesses may also want to implement internal cloud systems. They can establish **private clouds** exclusively for their employees. **Community clouds**, which share resources with other users, are another option. They may even build **hybrid cloud** systems to permit complex interactions across group boundaries.

Businesses will conclude that their investment in cloud computing is a good one. Cloud services are designed to be flexible and long lasting. The **scalability** and **elasticity** of cloud computing makes it the right choice

## Reading

2 Read the magazine article. Then, choose the correct answers.

- What is the main idea of the article?
  - to describe the benefits of cloud computing
  - to explain how cloud computing developed
  - to compare cloud computing providers
  - to recommend a cloud computing service
- Why are customer costs lower with cloud computing?
  - Networks are faster.
  - Cloud services are shared.
  - There is less maintenance.
  - Cloud systems are more flexible.
- Which is NOT a benefit of cloud computing?
  - scalability
  - metered fees
  - simple modification
  - guaranteed access

## Get ready!

1 Before you read the passage, talk about these questions.

- What kind of cloud computer services can you name? What makes them cloud services?
- What is the difference between a document created on the Internet and one on your computer?

## Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).

- 1 \_\_\_ public cloud                      4 \_\_\_ back end  
2 \_\_\_ community cloud              5 \_\_\_ elasticity  
3 \_\_\_ cloud computing                6 \_\_\_ hybrid cloud

- A a shared computer service  
B a cloud accessible to customers  
C a cloud for many kinds of groups  
D the part of a program not seen by users  
E the ability to be easily modified  
F a cloud shared by many businesses

4 Choose the sentence that uses the underlined part correctly.

- 1 A A metered fee charges only for the services used.  
B Community clouds are the least accessible cloud type.
- 2 A If a system has scalability, it can be altered for large or small users.  
B A software program with elasticity cannot be adapted to different systems.
- 3 A People use cloud computing so they can focus on back end implementation.  
B A front end program is what users access.
- 4 A A private cloud is designed for only one group.  
B Programs in the public cloud are designed for employees of a specific company.

5 Listen and read the magazine article again. Where are cloud computing systems hosted?

## Listening

6 Listen to a conversation between an IT employee and a co-worker. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ Cloud software must be downloaded.  
2 \_\_\_ The woman's email program is on her computer.  
3 \_\_\_ The man prefers web-based email.

7 Listen again and complete the conversation.

- IT Employee:** Well, let's use a 1 \_\_\_\_\_. You know the new email service we have?
- Co-worker:** Sure. It's all 2 \_\_\_\_\_ - \_\_\_\_\_ now.
- IT Employee:** That's right. Previously, everyone had software 3 \_\_\_\_\_ on their computer.
- Co-worker:** Yes, I had to 4 \_\_\_\_\_ and download my emails every morning.
- IT Employee:** Exactly – but now the software is 5 \_\_\_\_\_.
- Co-worker:** Right. I can just use my Internet browser. I don't have to 6 \_\_\_\_\_.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

- Can you help me out with ...?*  
*How is it different from ...?*  
*Let's use a simple example.*

**Student A:** You are an office employee. Talk to Student B about:

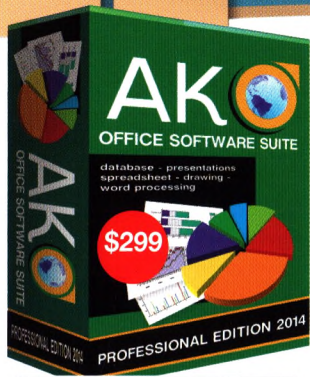
- cloud computing software
- how it differs from desktop software
- where cloud data is saved

**Student B:** You are an IT specialist. Explain cloud computing to your colleague.

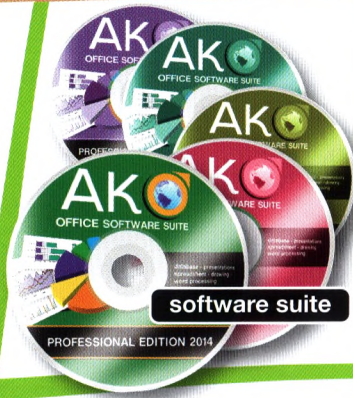
## Writing

9 Use the magazine article and the conversation from Task 8 to write a report about cloud computing. Include: the difference between a public cloud and a private cloud, metered fees, and front end programs.

# 14 Cloud Computing: SaaS



software as a product

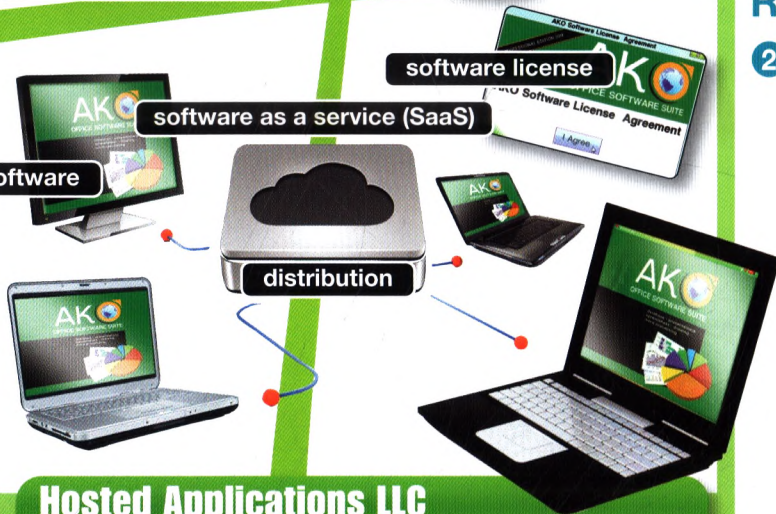


software license

software as a service (SaaS)

software

distribution



## Hosted Applications LLC

### About Us

Hosted Applications LLC is a web enabled company providing **Software as a Service (SaaS)** solutions. From our state-of-the-art facility, we host a range of web-based **applications** to meet your company's needs. We specialize in productivity **software**. Our office **software suite** is an industry recognized standard in the SaaS office suite field.

Our business model differs greatly from our **software as a product** counterparts. Hosted Applications LLC manages every aspect of our software's **deployment** and **distribution**. There is no need for your business to **install** multiple copies of a single application. We manage all application and document files on our own network. In addition, we handle all support issues related to the software. This approach enables significant IT savings for your business.

Your business will find our **software license** both economic and flexible. We offer a range of payment plans to accommodate companies of many different sizes. No matter which plan you choose, your company has unlimited **pay as you go** access to our services. Because we employ the **software on demand** model, your business only pays for what it uses. **Hosted application management** offers many benefits. Contact a representative today to discover what we can do for your business.

## Get ready!

1 Before you read the passage, talk about these questions.

- 1 What is the difference between a service and a product?
- 2 What does a business need to provide software as a service?

## Reading

2 Read the webpage. Then, choose the correct answers.

- 1 What is the purpose of the website?
  - A to sell a software suite
  - B to advertise the advantages of SaaS
  - C to recommend software as a product
  - D to explain hosted application management
- 2 Why is the software license flexible?
  - A It is pay as you go.
  - B The software is networked.
  - C It covers many applications.
  - D There is only a one-time fee.
- 3 Which is NOT offered by Hosted Applications LLC?
  - A software suites
  - B software on demand
  - C managed deployment
  - D software as a product

## Vocabulary

3 Write a word or phrase that is similar in meaning to the underlined part.

- 1 The document which specified my software rights described a number of payment plans.  
\_ o \_ \_ w \_ \_ \_ l \_ \_ e \_ s \_
- 2 The business handled making the application available so our IT department did not have to.  
d \_ \_ \_ o \_ \_ \_ \_ \_
- 3 We just installed a(n) collection of related applications for our content management system.  
\_ \_ ft \_ \_ \_ \_ s \_ \_ t \_
- 4 It is necessary to add this software on the computer in order to use it.  
i \_ \_ \_ \_ l \_

4 Choose the sentence that uses the underlined part correctly.

- 1 A A pay as you go model requires you to pay at the start.  
B When you install a program on your computer, you are using software as a product.
- 2 A Our new email application is a computer program.  
B Computer software includes network servers and hard drives.
- 3 A The company's distribution model manages access to the application.  
B If a business offers software on demand, they require you to purchase and own the software.
- 4 A Because they are a hosted application business, they sell copies of their software on CD-ROM.  
B SaaS businesses host their software for you.

5 Listen and read the webpage again. How is SaaS deployed and distributed?

## Listening

6 Listen to a conversation between an IT employee and a business owner. Mark the following statements as true (T) or false (F).

- 1 \_\_\_ The man wants to keep software as a product.
- 2 \_\_\_ The SaaS provider provides free support.
- 3 \_\_\_ The woman decides to change to SaaS.

7 Listen again and complete the conversation.

- IT Employee:** I believe we should change to SaaS. It would be better than 1 \_\_\_\_\_ new software for everyone.
- Owner:** Is that a 2 \_\_\_\_\_? Our current products work fine.
- IT Employee:** I believe it is. There'll be 3 \_\_\_\_\_, and our costs should go down.
- Owner:** That sounds good, but how will it work?
- IT Employee:** We'll no longer manage the 4 \_\_\_\_\_.
- Owner:** Who will?
- IT Employee:** The 5 \_\_\_\_\_ takes care of all the software and data.
- Owner:** Do they handle 6 \_\_\_\_\_ as well?
- IT Employee:** Yes, they do. For a monthly fee they manage all service issues.

## Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

### USE LANGUAGE SUCH AS:

*I believe we should ...*  
*We only pay for ...*  
*For a monthly fee they ...*

**Student A:** You are an IT employee. Talk to Student B about:

- software as a service
- why costs will go down
- how the service is paid for

**Student B:** You are a business owner. Talk to Student A about the new software your business needs.

## Writing

9 Use the webpage and the conversation from Task 8 to complete a memo about a new SaaS word processor. Include: how it is accessed, where data is saved, and how to receive help.

Software License Agreement

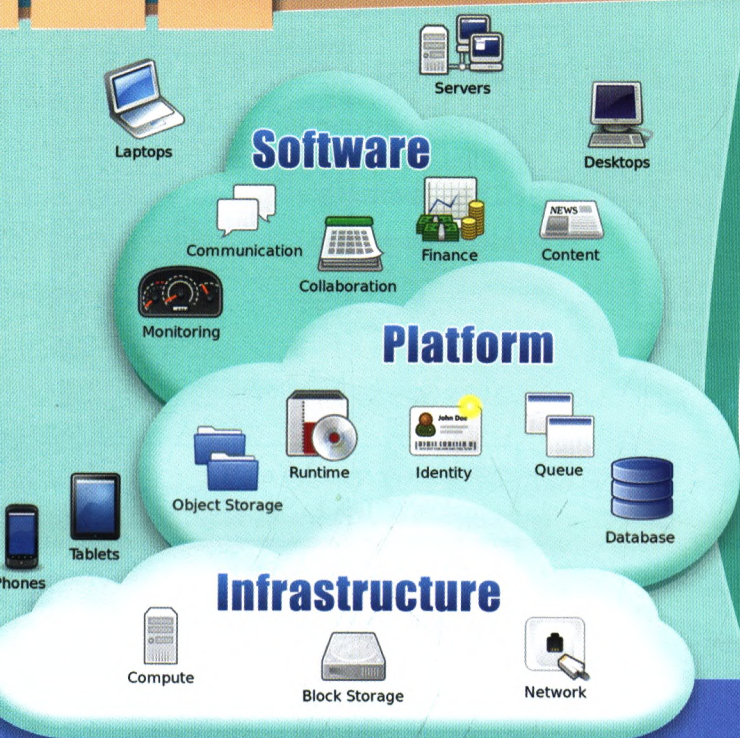
AKO OFFICE SOFTWARE SUITE

Software License Agreement

I Agree

AKO OFFICE SOFTWARE SUITE

AKO Software License Agreement



## Information Technology Services (ITS)

Now is the time for your business to upgrade to ITS's **Infrastructure as a Service (IaaS)** offerings. Together with our **Platform as a Service (PaaS)** model, our offerings can manage all your IT needs.

Normally a business must maintain a complex and expensive technology **infrastructure**. A growing business is constantly upgrading its **hardware**. There never seems to be enough **bandwidth**, and **storage** requirements are always changing. Worse, it can be difficult to select the right **computing platform** for your business needs.

When you **switch** to ITS, we handle every aspect of your business technology infrastructure and computing platform. From networking components to server hardware, ITS has the right options for you. We provide a complete **solution stack**, no matter what your software requirements are.

We also partner with recognized leaders in technology to maintain an extensive **content delivery network**. ITS maintains multiple copies of its software services and your company's data. These copies are safely stored on computers around the globe. We guarantee that access to your information will always be swift and secure.

ITS's **utility computing** is the way to go. **Outsource** your business IT needs today.

### Get ready!

1 Before you read the passage, talk about these questions.

- 1 What equipment and product costs must businesses pay in order to have their own infrastructures and platforms?
- 2 Why is outsourcing a product less expensive than purchasing it?

### Reading

2 Read the advertisement. Then, choose the correct answers.

- 1 What is the purpose of the advertisement?
  - A to offer a discount on IaaS and PaaS options
  - B to announce the expansion of IaaS and PaaS
  - C to explain the benefits of IaaS and PaaS
  - D to compare IaaS and PaaS providers
- 2 What does ITS use to guarantee fast and safe access to information?
  - A high bandwidth
  - B high-speed servers
  - C a complete solution stack
  - D a content delivery network
- 3 Which is NOT offered by ITS?
  - A a solution stack
  - B server hardware
  - C technology consulting
  - D technology infrastructure

### Vocabulary

3 Match the words or phrases (1-6) with the definitions (A-F).


- |                     |                |
|---------------------|----------------|
| 1 __ infrastructure | 4 __ bandwidth |
| 2 __ outsource      | 5 __ storage   |
| 3 __ solution stack | 6 __ hardware  |

- A the capacity of a network
- B basic physical structures
- C the retention of computer data
- D the physical units of a computer
- E a collection of software subcomponents
- F to use a third party for a product or service




**4 Choose the sentence that uses the underlined part correctly.**

- 1 **A** The office switched its Internet provider to a less expensive company.  
**B** The new computing platform manages customer service.
- 2 **A** Now that the company uses infrastructure as a service, it no longer needs to buy servers.  
**B** Our utility computing division only offers desktop computers.
- 3 **A** Platform as a service requires a business to purchase the operating system.  
**B** The company improved the content delivery network by adding twenty additional servers.

**5**  **Listen and read the advertisement again. Why is utility computing an example of an outsourced service?**

## Listening

**6**  **Listen to a conversation between an IT company representative and a potential client. Mark the following statements as true (T) or false (F).**

- 1  The man is unfamiliar with infrastructure services.  
2  The company sells network hardware.  
3  The woman cites faster networking as an advantage.

**7**  **Listen again and complete the conversation.**

**Client:** To **1** \_\_\_\_\_, I don't know much about this. How does it work?

**Representative:** It's simple, really. We take over aspects of your **2** \_\_\_\_\_.

**Client:** In what way?

**Representative:** Our **3** \_\_\_\_\_ replaces your server hardware with our own.

**Client:** OK. That means we no longer need to **4** \_\_\_\_\_ servers?

**Representative:** That's right. We'll use our own hardware. We **5** \_\_\_\_\_ and other software here.

**Client:** What **6** \_\_\_\_\_ do you offer?

## Speaking

**8** **With a partner, act out the roles below based on Task 7. Then, switch roles.**

**USE LANGUAGE SUCH AS:**

*I'm calling about ...*

*To tell you the truth ...*

*We'll use our own ...*

**Student A:** You are an IT company representative. Talk to Student B about:

- your company's offerings
- benefits of choosing your company
- additional support

**Student B:** You are a potential client. Talk to Student A about an IT company's offerings.

## Writing

**9** **Use the advertisement and the conversation from Task 8 to write a report about the web site solution stack that your business offers. Include: software components, the hardware required, and how businesses access it.**

# Glossary

- access** [N-UNCOUNT-U9] **Access** is permission to use certain computer programs, data, or websites.
- access point** [N-COUNT-U3] An **access point** is a device that allows wireless devices to join a wired network.
- account activity** [N-UNCOUNT-U10] **Account activity** is the history of withdrawals, deposits, and transfers in a bank account.
- account number** [N-COUNT-U10] The **account number** is a unique number associated with a person's bank account.
- accounting** [N-UNCOUNT-U12] **Accounting** is a field dealing with tracking finances.
- administrative assistant** [N-COUNT-U12] An **administrative assistant** is an employee that handles paperwork and scheduling for another person.
- antenna** [N-COUNT-U3] An **antenna** is a thin electronic device which can either transmit or receive information in the form of radio waves.
- anti-virus software** [N-UNCOUNT-U8] **Anti-virus software** is a type of program used to detect and eliminate viruses.
- Apple®** [N-UNCOUNT-U1] **Apple®** is a company that designs and develops computers and computing systems.
- application** [N-COUNT-U14] An **application** is a computer program that accomplishes a specific task.
- back end** [ADJ-U13] If a program is a **back end** process, it serves other processes and is not accessible to users, such as a database.
- backdoor** [N-COUNT-U7] A **backdoor** is a feature that allows programmers, and sometimes hackers, special access to a program.
- backup** [N-COUNT-U8] A **backup** is an extra copy made to protect against the loss or damage of the original.
- bandwidth** [N-UNCOUNT-U15] **Bandwidth** is the capacity of a computer system or network.
- Basecamp®** [N-UNCOUNT-U11] **Basecamp®** is an online tool that allows people to manage and work on projects together using the Internet.
- bill pay** [N-UNCOUNT-U10] **Bill pay** is service provided by banks that allows customers to automatically pay bills online.
- block** [V-T-U8] To **block** something is to prevent it from occurring.
- blogger** [N-COUNT-U12] A **blogger** is a person who writes entries in an online journal.
- Blu-ray** [N-UNCOUNT-U2] **Blu-ray** is an optical disc media format in which data is stored at a high density, allowing for more information per disc.
- broadband** [N-UNCOUNT-U4] **Broadband** is a form of Internet access that is typically thought of as faster due to the fact that it makes available a wider band of frequencies to transmit information.
- cable** [N-COUNT-U3] A **cable** is a series of insulated wires designed to transmit electrical signals.
- cable Internet** [N-UNCOUNT-U4] **Cable Internet** is a form of accessing the Internet in residential areas, which uses the existing cable television system and wiring.
- cache** [N-COUNT-U5] A **cache** is a storage place for information and data.
- CAT-5 (Category 5)** [N-COUNT-U3] **CAT-5 (Category 5)** is a type of twisted pair cable used in computer networks.
- centralize** [V-T-U11] To **centralize** information is to consolidate it into one place.
- clear** [V-T-U5] To **clear** is to erase or remove information.
- cloud computing** [N-UNCOUNT-U13] **Cloud computing** is a model in which computing is delivered as a service rather than as a product. Resources are shared over a network rather than used locally.
- color matching** [N-COUNT-U1] **Color matching** a digital image is the act of controlling its color conversion between how it displays on different computing devices.
- community cloud** [N-COUNT-U13] A **community cloud** is a cloud system shared by a number of private enterprises but which is not accessible to the general public.
- computer literacy** [N-UNCOUNT-U12] **Computer literacy** is the ability to use computers correctly.
- computer science** [N-UNCOUNT-U12] **Computer science** is the study and development of computer programming and hardware.

**computing platform** [N-COUNT-U15] A **computing platform** is a combination of hardware and system software that allows a particular kind of application to run.

**conference call** [N-COUNT-U11] A **conference call** is a phone call between more than two people.

**content delivery network** [CDN] [N-COUNT-U15] A **content delivery network** (CDN) is a system of computers at various points in a network which all deliver the same data.

**credit card** [N-COUNT-U7] A **credit card** is a card provided by a bank or a company that allows its user to make purchases without immediately paying for them.

**customize** [V-T-U1] To **customize** something is to create it using individual specifications.

**cycle** [V-T-U5] To **cycle** a modem is to shut it down and restart it.

**data entry** [N-UNCOUNT-U12] **Data entry** is the process and field of putting information into databases.

**default** [N-UNCOUNT-U9] A **default** is a value of a setting that is predetermined by the operating system or program.

**deny** [V-T-U9] To **deny** an action is to not allow someone or something to perform it.

**deployment** [N-UNCOUNT-U14] **Deployment** is the act of making software available to customers.

**detect** [V-T-U5] To **detect** is to pick up or receive a signal.

**detect** [V-T-U8] To **detect** something is to discover it.

**dial-up** [N-UNCOUNT-U4] **Dial-up** is a way to access the Internet that uses the telephone network and lines to establish a connection with the Internet service provider.

**direct deposit** [N-UNCOUNT-U10] **Direct deposit** is a payment method in which an employer deposits funds electronically into an employee's account instead of issuing a check.

**disconnect** [V-T-U5] To **disconnect** is to remove the connection between two objects.

**distribution** [N-UNCOUNT-U14] **Distribution** is the action of supplying a product or service.

**DNS (Domain Name System)** [N-COUNT-U4] A **DNS (Domain Name System)** is an Internet service that translates the name of a domain into an IP address so that the Internet can find and return the corresponding website.

**download** [V-T-U2] To **download** a file is to transfer online-hosted content to a computer.

**Dropbox®** [N-UNCOUNT-U11] **Dropbox®** is an online service that allows people to store and share files with others.

**DSL (Digital Subscriber Line)** [N-UNCOUNT-U4] **DSL (Digital Subscriber Line)** provides digital Internet connection over local telephone wires.

**DVD** [N-COUNT-U2] A **DVD** is an optical disc media format commonly used for storing video or software.

**elasticity** [N-UNCOUNT-U13] **Elasticity** is the flexibility of a data model with respect to its underlying structure.

**electronic funds transfer** [N-COUNT-U10] An **electronic funds transfer** is a method of sending money to different accounts or banks without physically moving it.

**electronic statement** [N-COUNT-U10] An **electronic statement** is a banking statement that is viewable on a computer.

**embed** [V-T-U6] To **embed** a virus is to hide it within another file type.

**Ethernet** [N-UNCOUNT-U4] **Ethernet** is the technology usually consisting of cables and modems used to enable local area networks.

**exception** [N-COUNT-U9] An **exception** is an instruction to allow a program through the firewall when it is normally blocked.

**false negative** [N-COUNT-U8] A **false negative** occurs when anti-virus software reports infected files as uninfected.

**false positive** [N-COUNT-U8] A **false positive** occurs when anti-virus software reports uninfected files as infected.

**file sharing** [N-UNCOUNT-U11] **File sharing** is the distribution of information through a computer network.

**firewall** [N-COUNT-U9] A **firewall** is a system that protects a private network from being accessed by unauthorized applications or individuals.

**fraud** [N-UNCOUNT-U7] **Fraud** is the crime of deceiving someone for personal or financial profit.

# Glossary

- front end** [ADJ-U13] If a program such as a webpage is a **front end** process, it is immediately accessible to users.
- hack** [V-T-U7] To **hack** into a computer program is to access it without authorization.
- hacker** [N-COUNT-U7] A **hacker** is a person who uses a computer to access or manipulate data illegally.
- hardware** [N-UNCOUNT-U1] **Hardware** is an electronic device that uses computing systems to operate.
- hardware** [N-UNCOUNT-U15] **Hardware** is the physical components of a computer, such as the processor, memory, and hard disk.
- HD (High Definition)** [N-UNCOUNT-U2] **HD (High Definition)** is a video system with a high resolution, resulting in clearer and more detailed images.
- host** [N-COUNT-U6] A **host** is a program that carries a virus.
- hosted application management** [ADJ-U14] If a business uses the **hosted application management** model, it hosts software on its servers and delivers it to customers over the Internet.
- hotspot** [N-COUNT-U4] A **hotspot** is a place that offers access to the Internet by way of a wireless network connection and most often Wi-Fi technology.
- hub** [N-COUNT-U3] A **hub** is a device which links multiple computers together in such a way that any one machine may communicate with all the others.
- hybrid cloud** [N-COUNT-U13] A **hybrid cloud** is a cloud system which combines public, private, and community clouds.
- identity theft** [N-COUNT-U7] **Identity theft** is the crime of stealing someone's personal information and/or using that information for personal gain.
- incoming** [ADJ-U9] If something is **incoming**, it is arriving somewhere.
- infect** [V-T-U6] To **infect** a file is to attach a virus to it.
- infrastructure** [N-UNCOUNT-U15] **Infrastructure** is the underlying physical structures required for the basic operation of an enterprise, such as a computer system.
- infrastructure as a service (IaaS)** [N-UNCOUNT-U15] **Infrastructure as a service (IaaS)** is a business model in which computing infrastructure is provided as a service rather than a product.
- install** [V-T-U14] To **install** a program is to add its application files to your computer.
- IP address** [N-COUNT-U5] An **IP address** is a numerical label assigned to every device in a network that uses the Internet.
- ISP (Internet Service Provider)** [N-COUNT-U4] An **ISP (Internet Service Provider)** is a company that provides access to the Internet.
- IT (Information technology)** [N-UNCOUNT-U12] **IT (Information technology)** is a field dealing with the maintenance of computers.
- keylogger** [N-COUNT-U7] A **keylogger** is a device or program that registers keystrokes on a keyboard or number pad, usually for the purpose of obtaining information like passwords and security codes.
- LAN (local area network)** [N-COUNT-U4] A **LAN (local area network)** uses cables to link together computers in a limited space like an office or a school.
- Linux®** [N-UNCOUNT-U1] **Linux®** is an operating system developed using the free and open source software model.
- log in** [PHRASAL V-U5] To **log in** is to enter a username and password that provide access to a computer, file, or account.
- Mac®** [N-COUNT-U1] A **Mac®** is one of a line of personal computers developed by Apple®.
- malware** [N-UNCOUNT-U7] **Malware** is the general term for destructive software.
- management** [N-UNCOUNT-U12] **Management** is the field and process of organizing employees and projects.
- media player** [N-COUNT-U2] A **media player** is a program that lets people access photo, video, or audio content.
- message board** [N-COUNT-U11] A **message board** is an online forum where users post messages to one another to discuss various different topics.

**metered fee** [N-COUNT-U13] A **metered fee** is a payment for only the services which a customer actually uses from a potentially unlimited resource.

**Microsoft®** [N-UNCOUNT-U1] **Microsoft®** is a company that designs and develops computing systems.

**modem** [N-COUNT-U3] A **modem** is a device that translates information between two otherwise incompatible devices, such as a computer and a telephone system.

**monitor** [V-T-U10] To **monitor** activity is to check it in order to see what is going on.

**MP3** [N-COUNT-U2] **MP3** is a type of data compression that converts audio into very small files.

**MPEG** [N-UNCOUNT-U2] **MPEG** is a series of file types and compression standards for digital video data.

**multimedia** [N-UNCOUNT-U2] **Multimedia** is content that includes more than one type of media.

**networking** [N-UNCOUNT-U3] **Networking** is the process of connecting a series of computers and other equipment in such a way that they can communicate with one another.

**online banking** [N-UNCOUNT-U10] **Online banking** is a service that allows people to manage finances through the Internet.

**OS X®** [N-UNCOUNT-U1] **OS X®** is the name of the operating system developed by Apple® and used on the Mac® computer.

**outsource** [V-T-U15] To **outsource** is to obtain a product or service from an external source.

**overwriting virus** [N-COUNT-U6] An **overwriting virus** is a virus that erases information on an infected program and replaces it with a virus.

**packet** [N-COUNT-U9] A **packet** is a piece of a message that has been divided up before being sent.

**password** [N-COUNT-U5] A **password** is a code that must be entered to verify identity or gain access to a resource.

**pause** [V-I-U2] To **pause** an audio or video file is to temporarily cease its playback while leaving the option to resume later.

**pay as you go** [ADJ-U14] If software is **pay as you go**, it is purchased as it is needed by the customer.

**payroll** [N-COUNT-U10] **Payroll** is the amount of money paid out to employees during a certain period of time.

**permission** [N-UNCOUNT-U9] **Permission** is consent or license to do something.

**permit** [V-T-U9] To **permit** an action is to give permission to someone or something to perform it.

**pharming** [N-UNCOUNT-U7] **Pharming** is the process of redirecting users from a legitimate website to a site designed to trick them into surrendering personal data.

**phishing** [N-UNCOUNT-U7] **Phishing** is the practice of using personal communication systems like email or instant messaging to deceive people into sharing personal information.

**piggyback** [V-I-U6] To **piggyback** is to transfer by attaching to another file.

**PIN (Personal Identification Number)** [N-COUNT-U10] A **PIN (Personal Identification Number)** is unique personal number that helps banks maintain security.

**platform as a service (PaaS)** (N-UNCOUNT-U15) **Platform as a service (PaaS)** is a model in which computer hardware and software is rented as a service rather than purchased.

**play** [V-T-U2] To **play** audio or video media is to begin or resume viewing or listening.

**plug in** [V-T-U5] To **plug in** is to use a cable to connect something to another source.

**pop up** [N-COUNT-U8] A **pop up** is a small browser window that appears unexpectedly, often containing an unwanted advertisement.

**prepress** [ADJ-U1] If a digital file is **prepress**, then it contains images and texts ready to be printed.

**pretexting** [N-UNCOUNT-U7] **Pretexting** is the act of using falsehood to manipulate a person into divulging private information.

**private cloud** [N-COUNT-U13] A **private cloud** is a cloud system accessible to a single entity or organization such as a business.

**processing speed** [N-UNCOUNT-U1] **Processing speed** is a measure of how quickly a computer can process information.

**programmer** [N-COUNT-U12] A **programmer** is a person who writes computer programs.

# Glossary

- public cloud** [N-COUNT-U13] A **public cloud** is a cloud system which provides services to the general public.
- quarantine** [V-T-U8] To **quarantine** a file or program is to isolate it from other files to prevent the spread of malware.
- remote access** [N-UNCOUNT-U11] **Remote access** is the ability to access programs, networks, and data from a different location or computer than where they are stored.
- removal** [N-UNCOUNT-U8] **Removal** is the process of eliminating or deleting something.
- renew** [V-T-U5] To **renew** is to make something like new again.
- replicate** [V-T-U6] To **replicate** is to copy.
- resident extension** [N-COUNT-U6] A **resident extension** is the part of a program that continues to be active after the program is no longer running.
- resident virus** [N-COUNT-U6] A **resident virus** is a type of virus that is not active until triggered by a certain event.
- rootkit** [N-COUNT-U8] A **rootkit** is software that permits a hacker to obtain special access to a system while masking that access from other users.
- router** [N-COUNT-U3] A **router** is a device that forwards information between computer networks.
- sales** [N-PLURAL-U12] **Sales** is the field dealing with selling products.
- scalability** [N-UNCOUNT-U13] **Scalability** is the ability of a system to accommodate increasing amounts of information in the form of data or processing.
- security** [N-UNCOUNT-U7] **Security** is safety from threats.
- setting** [N-COUNT-U9] A **setting** is any value at which some feature of a computer or computer program can be placed.
- signal** [N-COUNT-U5] A **signal** in electronics is a wave or field used to communicate information from a source to a recipient device.
- site key** [N-COUNT-U10] A **site key** is an Internet security tool that confirms the validity of a website.
- Skype**<sup>®</sup> [N-UNCOUNT-U11] **Skype**<sup>®</sup> is a software application that allows people to call other computers and have video conferences.
- software as a product** [N-UNCOUNT-U14] **Software as a product** is a distribution model in which software is sold as a packaged commodity to users.
- software as a service (SaaS)** [N-UNCOUNT-U14] **Software as a service (SaaS)** is a model in which software and the associated data are hosted by a provider and accessed over a network.
- software compatibility** [N-UNCOUNT-U1] **Software compatibility** is the quality of being able to run multiple types of software on a system.
- software engineer** [N-COUNT-U12] A **software engineer** is an engineer that writes, tests, and evaluates software.
- software license** [N-COUNT-U14] A **software license** is a legal agreement which grants the right to use a program to a buyer.
- software on demand** [N-UNCOUNT-U14] **Software on demand** is a model in which software is rented from a provider as it is needed.
- software suite** [N-COUNT-U14] A **software suite** is a collection of related programs.
- software** [N-UNCOUNT-U14] **Software** is the collection of programs used by a computer.
- solution stack** [N-COUNT-U15] A **solution stack** is a group of software components required to provide a product or service.
- spyware** [N-UNCOUNT-U7] **Spyware** is the general term for destructive programs that infect a computer for the purposes of financial gain.
- SSL connection** [N-COUNT-U10] An **SSL connection** is a secure connection between two servers.
- stop** [V-T-U2] To **stop** an audio or video file is to end its playback without the option to resume.
- storage** [N-UNCOUNT-U15] **Storage** is the preservation of data in a computer system.

**stream** [V-T-U2] To **stream** content is to access online video or audio without transferring files to a local computer.

**switch** [N-COUNT-U3] A **switch** is a device that connects computers together in such a way that multiple packets may be communicated simultaneously.

**switch** [V-T-U15] To **switch** is to change something to something else.

**system administrator** [N-COUNT-U12] A **system administrator** is a person that oversees and repairs a network.

**TCP/IP (Transmission Control Protocol/Internet Protocol)** [N-UNCOUNT-U5] **TCP/IP (Transmission Control Protocol/Internet Protocol)** is a framework that provides specific protocol specifying data how should look, be sent, and be received.

**tech support** [N-UNCOUNT-U12] **Tech support** is the field of assisting computer users with technical problems.

**telecommute** [V-I-U11] To **telecommute** is to use a computer to work from home or some other location that is not the office.

**traffic** [N-UNCOUNT-U9] **Traffic** is the number of people that visit a particular website.

**Trojan horse** [N-COUNT-U6] A **Trojan horse** is a destructive program disguised as a non-threatening program.

**unauthorized** [ADJ-U9] If a user is **unauthorized**, he or she does not have permission or authority to perform certain operations.

**update** [N-COUNT-U8] An **update** is a file that brings software up to the standards of the most recent version.

**upgrade** [V-T-U1] To **upgrade** something is to get or install a newer, more advanced version.

**upload** [V-T-U2] To **upload** a file is to transfer data from one device to another, or from a device to the Internet.

**utility computing** [N-UNCOUNT-U15] **Utility computing** is the bundling and delivery of on-demand computer services.

**virus** [N-COUNT-U6] A **virus** is a program, usually harmful, that can copy itself and spread to other computers.

**VPN (virtual private network)** [N-COUNT-U4] A **VPN (virtual private network)** is a secure network connection used to communicate encrypted data, ensuring that only authorized users may access the network.

**vulnerable** [ADJ-U1] If a computer system is **vulnerable**, it is open to attack from things such as computer viruses or hackers.

**web developer** [N-COUNT-U12] A **web developer** is a person who creates websites.

**web page analysis** [N-COUNT-U8] A **web page analysis** is an evaluation of the effectiveness of a web page, often using statistics on the number of users and their activities on the site.

**web-based** [ADJ-U11] If something is **web-based**, it is hosted and accessed through the Internet and available from any computer capable of accessing the Internet.

**Wi-Fi** [N-UNCOUNT-U4] **Wi-Fi** is a popular networking technology that uses radio waves to provide wireless access to the Internet.

**Windows®** [N-UNCOUNT-U1] **Windows®** is the name of the operating system developed by Microsoft®.

**wireless network adapter** [N-COUNT-U3] A **wireless network adapter** is a device that allows a computer or device to connect to a wireless access point.

**wireless router** [N-COUNT-U3] A **wireless router** is a device in a WLAN that determines the new network point to send a packet or data.

**WLAN (wireless local area network)** [N-COUNT-U4] A **WLAN (wireless local area network)** uses radio or infrared signals rather than cables to connect computers together in a limited space.

**worm** [N-COUNT-U6] A **worm** is a harmful program that can replicate itself but does not need to be attached to another type of file.