# Contents

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Introduction</td>
<td>4</td>
</tr>
<tr>
<td><strong>Section 1: Hardware</strong></td>
<td></td>
</tr>
<tr>
<td>1.1 Hardware</td>
<td>6</td>
</tr>
<tr>
<td>1.2 Some useful verbs</td>
<td>7</td>
</tr>
<tr>
<td>1.3 The workstation</td>
<td>8</td>
</tr>
<tr>
<td>1.4 The keyboard</td>
<td>10</td>
</tr>
<tr>
<td>1.5 The mouse</td>
<td>11</td>
</tr>
<tr>
<td>1.6 Scanning</td>
<td>12</td>
</tr>
<tr>
<td>1.7 Some useful adjectives</td>
<td>13</td>
</tr>
<tr>
<td>1.8 Printing</td>
<td>14</td>
</tr>
<tr>
<td>1.9 Mobile phones</td>
<td>16</td>
</tr>
<tr>
<td>1.10 Other devices</td>
<td>18</td>
</tr>
<tr>
<td>1.11 Inside a computer</td>
<td>19</td>
</tr>
<tr>
<td>1.12 Data storage</td>
<td>20</td>
</tr>
<tr>
<td>1.13 Connectivity</td>
<td>21</td>
</tr>
<tr>
<td>1.14 Networks</td>
<td>22</td>
</tr>
<tr>
<td>1.15 Electronic payments</td>
<td>23</td>
</tr>
<tr>
<td>1.16 Review crossword</td>
<td>24</td>
</tr>
<tr>
<td>1.17 Your computer</td>
<td>26</td>
</tr>
<tr>
<td><strong>Section 2: Software</strong></td>
<td></td>
</tr>
<tr>
<td>2.1 Software: the basics</td>
<td>28</td>
</tr>
<tr>
<td>2.2 Using software: useful verbs</td>
<td>30</td>
</tr>
<tr>
<td>2.3 The control panel</td>
<td>31</td>
</tr>
<tr>
<td>2.4 Applications</td>
<td>32</td>
</tr>
<tr>
<td>2.5 Some useful adjectives</td>
<td>33</td>
</tr>
<tr>
<td>2.6 Word processing 1</td>
<td>34</td>
</tr>
<tr>
<td>2.7 Word processing 2</td>
<td>36</td>
</tr>
<tr>
<td>2.8 Word processing 3</td>
<td>38</td>
</tr>
<tr>
<td>2.9 Image editing</td>
<td>40</td>
</tr>
<tr>
<td>2.10 Graphic design</td>
<td>41</td>
</tr>
<tr>
<td>2.11 Spreadsheets</td>
<td>42</td>
</tr>
<tr>
<td>2.12 Presentation software</td>
<td>44</td>
</tr>
<tr>
<td>2.13 Problems with software</td>
<td>45</td>
</tr>
<tr>
<td>2.14 Which program?</td>
<td>46</td>
</tr>
<tr>
<td>2.15 Review quiz</td>
<td>47</td>
</tr>
<tr>
<td>2.16 Your software</td>
<td>48</td>
</tr>
<tr>
<td><strong>Section 3: The internet</strong></td>
<td></td>
</tr>
<tr>
<td>3.1 The internet: the basics</td>
<td>50</td>
</tr>
<tr>
<td>3.2 Internet browsers</td>
<td>52</td>
</tr>
<tr>
<td>3.3 Search engines</td>
<td>53</td>
</tr>
<tr>
<td>3.4 Things on the net</td>
<td>54</td>
</tr>
<tr>
<td>3.5 Internet terms</td>
<td>55</td>
</tr>
<tr>
<td>3.6 E-commerce</td>
<td>56</td>
</tr>
<tr>
<td>3.7 Internet security</td>
<td>58</td>
</tr>
<tr>
<td>3.8 Email</td>
<td>59</td>
</tr>
<tr>
<td>3.9 Email comprehension 1</td>
<td>60</td>
</tr>
<tr>
<td>3.10 Email comprehension 2</td>
<td>61</td>
</tr>
<tr>
<td>3.11 Useful verbs crossword</td>
<td>62</td>
</tr>
<tr>
<td>3.12 Revision wordsearch</td>
<td>63</td>
</tr>
<tr>
<td>3.13 Your internet</td>
<td>64</td>
</tr>
<tr>
<td><strong>Answer key</strong></td>
<td>65</td>
</tr>
<tr>
<td><strong>Index</strong></td>
<td>75</td>
</tr>
</tbody>
</table>
Who is the book for?
This book has been written for people whose first language is not English, and who use or are going to use computers and other information technology in an English-speaking environment. It covers the language needed to use information technology equipment, work with computer programs, discuss problems and plan projects. It does not cover advanced technical vocabulary for computer programmers or electronic engineers. All the language in the book is intended to be accessible to intermediate level students and above.

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

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

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

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

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

A. Match the verbs with the nouns.

1. recharge
2. click on
3. dial
4. give
5. move
6. print out
7. send and receive
8. take some
9. To turn on the computer, __________ the "Start" button.
10. The printer has __________ of ink.
11. Unfortunately, my scanner isn’t __________ at the moment.
12. Please __________ the CD ROM.
13. The projector isn’t working because it isn’t __________.
14. The batteries in my digital camera are nearly dead. They need __________.
15. I have to __________ a computer screen for eight hours a day.
16. Switch off your computer, and __________ it from the wall socket.
17. I turned off the photocopier and __________ the plug.
18. __________ any key to continue.

B. Choose the best verb.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

tucmepor
13. trirpen
14. nasecnr
15. kesd
16. haci
17. nopelethe

Choose the best word.

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

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

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

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

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

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

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

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

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

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

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

1. To go back one space, hit the _______________.
2. To change to capital letters, press the _______________.
3. To change the capital letters permanently, hit the _______________.
4. To insert a tabulation, press the _______________.
5. To activate the "Ctrl" functions, press the _______________.
6. To activate the "alt" functions, hit the _______________.
7. To stop the computer doing something, you can press the _______________.
8. Select the text you want to remove, and hit the _______________.

You can say "key" or "button"

9. Please _______________ your password.
10. It took me two hours to _______________ all that text.
11. A keyboard is a _______________ device.
12. Do you have a _______________?
   No. I have a special _______________. It's better for my arms and back.
1.5 The mouse

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

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

12. __________
13. __________
14. __________
15. __________

A wheel mouse
1.6 Scanning

**How to scan an image**

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

**OCR stands for Optical Character Recognition**

**JPEG is pronounced "jay-peg"**

**dpi stands for dots per inch (1 inch = 2.4cm)**
1.7 Some useful adjectives

<table>
<thead>
<tr>
<th>Question</th>
<th>a. Incorrect</th>
<th>b. Wrong</th>
<th>c. False</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Oh dear. I pressed the _________ button.</td>
<td>a. incorrect</td>
<td>b. wrong</td>
<td>c. false</td>
</tr>
<tr>
<td>2. I can’t use my mobile phone. The battery's _________</td>
<td>a. over</td>
<td>b. flat</td>
<td>c. exhausted</td>
</tr>
<tr>
<td>3. The battery isn’t completely flat, but its very _________</td>
<td>a. down</td>
<td>b. short</td>
<td>c. low</td>
</tr>
<tr>
<td>4. My video camera is very _________</td>
<td>a. easy to use</td>
<td>b. uncomplicated</td>
<td>c. obvious</td>
</tr>
<tr>
<td>5. My new computer has a very _________ processor.</td>
<td>a. quick</td>
<td>b. high speed</td>
<td>c. fast</td>
</tr>
<tr>
<td>6. The X19 notebook computer features a very _________ design.</td>
<td>a. compact</td>
<td>b. little</td>
<td>c. small</td>
</tr>
<tr>
<td>7. Keeping files on paper is _________ solution.</td>
<td>a. an old-tech</td>
<td>b. a past-tech</td>
<td>c. a low-tech</td>
</tr>
<tr>
<td>8. Keeping files on a computer database is a _________ solution.</td>
<td>a. new-tech</td>
<td>b. now-tech</td>
<td>c. high-tech</td>
</tr>
<tr>
<td>9. My new PDA is the _________ model.</td>
<td>a. latest</td>
<td>b. newest</td>
<td>c. most modern</td>
</tr>
<tr>
<td>10. In our office, we’ve set up a _________ network.</td>
<td>a. wire-free</td>
<td>b. no wires</td>
<td>c. wireless</td>
</tr>
<tr>
<td>11. A call from New York to Toyko is _________ distance.</td>
<td>a. far</td>
<td>b. long</td>
<td>c. faraway</td>
</tr>
<tr>
<td>12. I don’t think this printer is _________ with my computer.</td>
<td>a. compatible</td>
<td>b. connectable</td>
<td>c. suitable</td>
</tr>
<tr>
<td>13. My laptop is only 3 centimetres _________</td>
<td>a. thick</td>
<td>b. tall</td>
<td>c. wide</td>
</tr>
<tr>
<td>14. The screen on my laptop isn’t very _________</td>
<td>a. light</td>
<td>b. white</td>
<td>c. bright</td>
</tr>
<tr>
<td>15. In three or four years, my new computer will probably be _________</td>
<td>a. old fashioned</td>
<td>b. behind the times</td>
<td>c. obsolete</td>
</tr>
<tr>
<td>16. When you connect this to your computer, it will work immediately. It’s _________</td>
<td>a. plug and go</td>
<td>b. plug and play</td>
<td>c. plug and use</td>
</tr>
</tbody>
</table>

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

A. Put the words in the spaces.

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

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

13. This page is in ____________ orientation.

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

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

<table>
<thead>
<tr>
<th>. inkjet printer</th>
<th>laser printer</th>
</tr>
</thead>
<tbody>
<tr>
<td>X</td>
<td></td>
</tr>
</tbody>
</table>

C. True or false?

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

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

**Mobile Phone networks**

<table>
<thead>
<tr>
<th>contract</th>
<th>installed</th>
<th>networks</th>
<th>operators</th>
</tr>
</thead>
<tbody>
<tr>
<td>pay-as-you-go</td>
<td>SIM card</td>
<td>roaming</td>
<td>tariffs</td>
</tr>
<tr>
<td>top up</td>
<td>users</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Which is not possible?

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

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

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

15. When I arrive, I’ll…
    a. text you      b. textualise you  c. send you an SMS d. send you a text
1.10 Other devices

A. Match the devices with the places you would find them.

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

B. Choose the best word.

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

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

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

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

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

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

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

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

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

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

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

B. Power

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

1. Laptops are powered by batteries or ____________.

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

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

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

5. The computer is cooled by a ____________. This prevents the processor from ____________.
Which do you think is the best solution for each problem? (More than one solution is possible for some of problems.)

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

---

**Bluetooth®**

<table>
<thead>
<tr>
<th>data</th>
<th>developed</th>
<th>devices</th>
<th>enabled</th>
</tr>
</thead>
<tbody>
<tr>
<td>signals</td>
<td>wireless</td>
<td>telecommunications</td>
<td></td>
</tr>
</tbody>
</table>

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

LAN

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

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

Network topologies

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

1. _________ topology
2. _________ topology
3. _________ topology
4. _________ topology
A. EPOS and EFTPOS

Cross out the incorrect word

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

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

B. Word partnerships

Match the words.

1. cash
2. central
3. debit
4. funds
5. goods
6. point
7. retail
8. touch

a. and services
b. card
c. computer
d. of sale
e. outlet
f. register
g. screen
h. transfer

C. Plastic

Match the cards with the phrases.

1. credit card
2. debit card
3. cash card
4. loyalty card
5. store card

a. Buy now, pay now.
b. Buy now, pay the bank later.
c. Buy now, pay the shop later.
d. Spend, and get some money or goods back from the shop.
e. Take money out of a cash machine.

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

All the words can be found in Units 1.1 to 1.15

Across

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

Down

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

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
Can you answer these questions in English?

1. What kind of computer do you have?

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________

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

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________

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

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________

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

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________

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

__________________________________________________________________________________________
__________________________________________________________________________________________
__________________________________________________________________________________________
Section 2: 
Software
2.1 Software: the basics

A. Choose the correct word to fill the spaces.

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

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

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

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

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

6. I keep all my digital photos in a __________ called "Photos".
   a. folder             b. packet            c. box

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

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

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

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

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

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

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

14. If I leave my computer on without using it, after a while it goes into __________ mode.
    a. stand down       b. waiting        c. standby

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
B. Insert the missing words.

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

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

2. Click on that icon to ___________ Internet Explorer.

3. I ___________ an important document, and now I can't find it.

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

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

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

7. It's easy to move files into a folder. You can just ___________.

8. I asked the computer to ___________ for files with "English" in the name, but it didn't ___________ any.

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

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

11. If you ___________ your photos as JPEGs instead of TIFFs, you'll use a lot less memory.
2.2 Using software: useful verbs

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

**Set 1**
1. arrange the
2. cut and paste
3. install
4. open the document in
5. resize the
6. save it as

a. a Microsoft Word file
b. a new window
c. photo. It's too big.
d. an application
e. some text
f. icons on the desktop

**Set 2**
1. copy the
2. customize your
3. launch
4. search
5. send the file
6. use the

a. for a lost file
b. a program
c. "search" function
d. text into a new document
e. to a different folder
f. desktop

**Set 3**
1. accidentally deleted an
2. exit
3. click on that button
4. pull down a
5. replace the existing
6. view

a. menu
b. important file
c. an application
d. as a web page
e. on the task bar
f. file

**Set 4**
1. close down an
2. log off
3. look in
4. put the file
5. run a
6. wipe the

a. after a session
b. all folders
c. application
d. hard drive
e. on a USB memory key
f. program
2.3 The control panel

Write the words into the spaces.

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

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

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

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

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

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

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

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

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

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

B. Crossword

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

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

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

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

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

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

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

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

9. download new features for an application (6)

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

A. Choose the best words.

1. Software which is easy to use is…
   a. user-easy  
   b. user-friendly  
   c. usable

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

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

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

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

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

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

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

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

Types of software

B. Match the type of software with the definition.

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

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

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

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

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

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

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

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

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

B. Match the words with the types of lettering

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

1. ________ ABCDEFG
2. ________ abcddefg
3. ________ Typewriters
4. ________ Typewriters
5. ________ Typewriters
6. ________ Typewriters
7. ________ Typewriters
8. ________ Typewriters
9. ________ Typewriters
10. ________ Typewriters

C. Choose the best words.

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

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

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

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

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

6. Do you like the page ________?
   a. layout
   b. organisation
   c. pattern
A. Choose the best words.

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

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

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

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

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

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

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

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

1. full stop
2. comma
3. exclamation mark
4. question mark
5. single quotes
6. double quotes
7. dollar sign
8. percentage sign
9. ampersand
10. asterisk
11. hash
12. brackets
13. left bracket
14. square brackets
15. underscore
16. hyphen
17. plus sign
18. equals sign
19. colon
20. semicolon
21. “at” sign
22. forward slash
23. backward slash
24. arrow

   a. !
   b. @
   c. ,
   d. &
   e. .
   f. =
   g. ‘Hello’
   h. →
   i. *
   j. “Hello”
   k. _
   l. -
   m. ?
   n. /
   o. ( )
   p. $
   q. \n   r. [ ]
   s. %
   t. ( )
   u. #
   v. :
   w. +
   x. ;

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

Departure times

<table>
<thead>
<tr>
<th>Bristol</th>
<th>London</th>
<th>Dover</th>
</tr>
</thead>
<tbody>
<tr>
<td>8.15</td>
<td>10.30</td>
<td>12.45</td>
</tr>
<tr>
<td>14.00</td>
<td>16.15</td>
<td>18.30</td>
</tr>
<tr>
<td>17.45</td>
<td>19.00</td>
<td>21.15</td>
</tr>
</tbody>
</table>

1. All the cells are the same size.
2. There are four columns and three rows.
3. The text in the top bar is reversed-out.
4. The middle column has a lighter flood fill.
5. The text is centred within its cells.
6. The table gridlines are grey.
A. Match the word processing tool with the task.

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

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

B. Match the words with the examples.

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

a. Jane stared at the screen
b. Jane stared at the screen. The document had disappeared! She hadn’t made a back-up copy. Hours of work wasted!
c. Possible courses of action:
   • Re-type the entire document.
   • Get a computer engineer to find if the text could be retrieved.
   • Resign, and get another job.

d. Jane stared at the screen.

e. Jane stared at the screen.

f. Jan. 24th

g. A_2

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

1. Making changes to a text is called ________.
   a. altering  b. renewing  c. editing

2. To change normal text to italic, first you must ________ the text you want to format.
   a. choose  b. take  c. select

3. A very pale image behind the text is called ________.
   a. an ink mark  b. a watermark  c. a grey mark

4. To divide the text into two pages, insert a ________.
   a. page break  b. page stop

5. The numbers at the bottom of the page are ________.
   a. page numbers  b. sheet numbers

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

7. In word processing, to put things into alphabetical order is to ________.
   a. sort  b. organise  c. order

8. Producing a document on your computer and sending it direct to a printing press is ________.
   a. computer publishing  b. desktop publishing

9. A list of contacts, addresses etc. is called ________.
   a. an archive  b. a list  c. a database

10. Cut or copied text is temporarily stored in the ________.
    a. clipboard  b. clip  c. clipart

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

A. Match the word with the definition.

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

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

B. True or false?

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

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

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

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

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

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

2. This box has a black ^3^ **frame** / **outside**, also known as a "stroke". Inside the frame, the fill is a ^4^ **fade** / **gradient** from dark grey to light grey.
   The difference between the two versions of "wave", is that ^5^ **curling** / **kerning** has been applied to the top version.

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

4. This image is ^9^ **blurred** / **soft** at the edges (see unit 1.6 for the original).
   This ^10^ **result** / **effect** is also known as ^11^ **feathering** / **birding**.

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

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

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

8. Like desktop printers, most colour printing ^17^ **machines** / **presses** print in four colours: cyan (light blue), magenta (dark pink), yellow and black. Before printing, a document must be divided into the four colours. this process is called colour ^18^ **separation** / **division**. These separations are then turned into ^19^ **plates** / **stamps** – one for each of the inks that will be used.

9. Prior to colour separation, coloured images, graphics and text have to be ^20^ **transformed** / **converted** from RGB (Red Green Blue), the colour format of computer displays, to CMYK (Cyan Magenta Yellow Black) the colour format of printing presses.

10. The process of preparing documents from a graphic designer for the printing press is called ^21^ **reprographics** / **reproduction**.
2.11 Spreadsheets

A. Choose the best word.

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

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

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

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

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

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

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

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

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

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

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

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

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

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

C. Answer true or false.

0.75 → 7.5

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

   188
   102
   65
   12

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

   0.005
   0.05
   5,000
   5,055.5

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

   apples
   bananas
   pears
   pineapples

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

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

Three useful features in Microsoft Excel:

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

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

- You can improve the looks/appearance of a spreadsheet very quickly by using the AutoFormat feature.
2.12 Presentation software

1. In Microsoft PowerPoint, when creating a new presentation, you can choose between a blank presentation, a design template and the AutoContent _________.
   a. witch  
   b. wizard  
   c. bogeyman

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

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

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

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

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

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

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

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

10. …rather than giving it _________.
    a. in real life  
    b. for real  
    c. live

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

Choose the correct preposition. Then match the problem with the solution.

<table>
<thead>
<tr>
<th>Problem</th>
<th>Solution</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The operating system <strong>in</strong> / <strong>on</strong> my computer doesn’t support the latest version <strong>of</strong> / <strong>from</strong> this application.</td>
<td>a. You can download one for free <strong>to</strong> / <strong>from</strong> the internet.</td>
</tr>
<tr>
<td>2. These files are too big.</td>
<td>b. Perhaps you could get an older version – or buy a new computer!</td>
</tr>
<tr>
<td>3. My computer says it hasn’t got enough memory <strong>for</strong> / <strong>to</strong> run this program.</td>
<td>c. What about uninstalling the driver for your old printer?</td>
</tr>
<tr>
<td>4. I can’t understand this program. It’s too complicated.</td>
<td>d. Have you checked to see if there are any updates available <strong>in</strong> / <strong>on</strong> the internet?</td>
</tr>
<tr>
<td>5. I think there’s a bug <strong>in</strong> / <strong>inside</strong> this software.</td>
<td>e. Why don’t you close <strong>off</strong> / <strong>down</strong> all those other applications you’ve got open?</td>
</tr>
<tr>
<td>6. There doesn’t seem to be an icon for the program <strong>in</strong> / <strong>on</strong> the desktop.</td>
<td>f. You can get a manual. I’ve seen one in the local bookshop.</td>
</tr>
<tr>
<td>7. I can’t use this program. It’s all <strong>in</strong> / <strong>with</strong> French!</td>
<td>g. How about compressing them <strong>with</strong> / <strong>by</strong> WinZip?</td>
</tr>
<tr>
<td>8. I can’t get the driver for my new printer <strong>to</strong> / <strong>at</strong> work.</td>
<td>h. Go <strong>to</strong> / <strong>on</strong> the “start” menu, and click <strong>at</strong> / **on” All Programs”.</td>
</tr>
<tr>
<td>9. I haven’t got a media player <strong>in</strong> / <strong>on</strong> my computer.</td>
<td>i. Change the language setting.</td>
</tr>
</tbody>
</table>
## 2.14 Which program?

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

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

2. Where do deleted documents go?

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

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

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

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

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

8. How would you describe this text?

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

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

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

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

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

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

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

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

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

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

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

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

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

22 to 30. Can you name these symbols?

2.16 Your software

Can you answer these questions in English?

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

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

2. How does it help you in your work?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

3. Which features do you find most useful?

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

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

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

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

________________________________________________________________________________________
________________________________________________________________________________________
________________________________________________________________________________________

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

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

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

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

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

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

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

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

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

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

---

### Web addresses

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

A. **Match the browser toolbar button with the function.**

1. Back
   a. Shows a list of the websites you have visited recently.
2. Forward
   b. Opens the media bar, accessing internet radio, music, video etc.
3. Stop
   c. Displays the page you were on before.
4. Refresh¹ / Reload²
   d. Shows the latest version of the page.
5. Home
   e. Opens the search panel.
6. Search
   f. Displays the page you were on before using the Back button.
7. Favourites¹ / Bookmarks²
   g. Displays the page you have set as your home page.
8. Media
   h. Prints the current page.
9. History
   i. Stops a page from downloading.
10. Mail
    j. Displays the web addresses you have chosen as your favourites.
11. Print
    k. Shows email options.

¹ Microsoft Internet Explorer; ² Netscape Navigator / Mozilla Firefox

---

**Quiz**

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

1. All browsers (Internet Explorer, Mozilla Firefox etc) have exactly the same functions.
2. Cookies are data sent by an internet server to a browser. They identify the user, and track the user’s access to the server.
3. You can get your browser to delete the cookies it has stored. (In Internet Explorer go to Tools, then to Internet Options, then to Delete Cookies.)
4. Pages you have viewed are stored in the Temporary Internet Files folder. These cannot be deleted.
5. You can tell your browser how long to store web addresses in the History.
6. You can set your browser to block pop-up windows.
7. All pop-ups are advertisements.
8. You can add extra toolbars to your browser window, for example a toolbar from Google.
3.3 Search engines

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

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

A. Using a search engine

Put the words into the spaces.

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

Stage 1: Enter one or more _____________.

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

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

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

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

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

B. Logical operators

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

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

**A. Match the activities with the internet features.**

1. Keep a public diary of your journey through South America  
   - a. webmail
2. Lose lots of money  
   - b. online music store
3. Find out about the First World War  
   - c. instant messaging
4. Download songs  
   - d. online radio
5. Listen to music in real time  
   - e. portal
6. Check your email from any computer  
   - f. blog
7. Find links to other websites  
   - g. online encyclopedia
8. Exchange messages in real time with friends or colleagues  
   - h. currency converter
9. Check the latest exchange rates  
   - i. e-zine
10. Read new articles about a subject that interests you  
    - j. online casino

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

<table>
<thead>
<tr>
<th>Activity</th>
<th>Feature</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exchange messages in real time about anything you like with strangers.</td>
<td>a. newsgroup</td>
</tr>
<tr>
<td>Post messages about your favourite pop group, and maybe reply to other</td>
<td>b. forum</td>
</tr>
<tr>
<td>fans' messages.</td>
<td></td>
</tr>
<tr>
<td>Exchange information and messages about saving a local wood from</td>
<td>c. discussion group</td>
</tr>
<tr>
<td>development with anybody who wants to join in.</td>
<td></td>
</tr>
<tr>
<td>Exchange information and views about the economy of Australia with other</td>
<td>d. bulletin board / noticeboard</td>
</tr>
<tr>
<td>Australian economists.</td>
<td></td>
</tr>
<tr>
<td>Post / download photos, video clips and messages among a group of</td>
<td>e. chatroom</td>
</tr>
<tr>
<td>friends.</td>
<td></td>
</tr>
</tbody>
</table>

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Shopping on the net

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

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

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

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

Click 4 "______________". Now it’s too late to change your mind!

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

Usually, you will receive an 6 ________________ by email.

Enter your name, address and card 7 ________________.

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

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

B. Put the words into the spaces.

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

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

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

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

4: I couldn’t book my flight ________________ because the airline’s ________________ was ________________.
Booking a hotel online

C. Choose the best words.
You can often make a hotel reservation 1 by / over the internet, but you may have to pay a deposit. The deposit will usually be returned 2 to / for you if you cancel your reservation a week or more 3 in / with advance.
You will usually receive notification 4 about / of the booking 5 by / from email. When you check 6 in / into the hotel, your details will probably already be 7 on / inside the hotel system. When you check 8 out / out of, you will usually be given a receipt.

Filling in an e-form

D. Write the information into the fields.

Name
Title
Forename(s)
Surname
Billing address
Line 1
Line 2
Line 3
Town / City
State1 / Province / County2
Zip Code1 / Postcode2
Country
Date of birth dd/mm/yyyy
Delivery address
If different to billing address, click here
Card type
Card number
Daytime telephone number (inc. country code) +
email address
confirm email address

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

Sending an attachment

B. Put the words in the spaces.

attach        browse        field        inboxes
open           send           size

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

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

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

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

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

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

All the best

Jenny

A. Are these statements true or false?

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

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

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

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

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

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

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

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

Best regards

Tony

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

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

Complete the sentences with the missing verbs, and write them into the crossword puzzle. Words in brackets mean the same as the missing verbs.

1. __________ your holiday photos on the web (display)

2. __________ the attachment in a new window

3. __________ pop-ups (stop)

4. __________ to the internet

5. → __________ your wireless connection (turn on)

5 ↓ __________ your credit card details (type in)

6. __________ your anti-virus protection

7. __________ the photo as a JPEG

8. __________ a technical problem (sort out)

9. __________ on your firewall (enable)

10. __________ your wireless connection (turn off)

11. __________ your webpage to a web server

12. __________ some clipart from the internet

13. __________ an attachment with an email

14. __________ for something on eBay

15. ↓ __________ the internet (use)

16. __________ the email to everybody else on the team (send a copy of)

17. __________ a bid for something on eBay

18. __________ to a different ISP (change)
There are 33 words connected with internet in this grid. Can you find them all? (Look down and across.)

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

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

1. Who is your current ISP?

___________________________________________________________________________________________

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

___________________________________________________________________________________________

3. What type of internet connection do you have?

___________________________________________________________________________________________

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

___________________________________________________________________________________________

5. From where do you usually access the internet?

___________________________________________________________________________________________

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

___________________________________________________________________________________________

7. Have you ever done these things?
   a. sent and received emails
   b. chatted in real time
   c. booked a flight online
   d. used your credit or debit card to pay for something over the internet
   e. had a virus on your computer
   f. had a problem with identity theft
   g. downloaded a photo from a bulletin board
   h. connected to the internet over a wireless connection
   i. set up a wireless network in your own home or office
1.1 Hardware
From left to right:
- laptop computer / desktop computer
- mouse / printer / scanner
- digital camera / fax machine / mobile phone
- PDA / projector
- docking station / battery / cable / socket / plug

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

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

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

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

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

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

1.7 Some useful adjectives
1 b, 2 b, 3 c, 4 a, 5 c, 6 a, 7 c, 8 c, 9 a, 10 c, 11 b, 12 a, 13 a, 14 c, 15 c, 16 b
1.8 Printing
A: 1 cartridge, 2 replacement, 3 cover, 4 via, 5 out of / reload, 6 jammed, 7 feed, 8 out, 9 mono, 10 print-heads (or print nozzles), 11 double-sided (or two-sided), 12 collate, 13 portrait, 14 landscape

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

B:

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

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

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

2.6 Word processing 1
A:

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

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

C: 1 b, 2 c, 3 b, 4 a, 5 b, 6 a
2.7 Word processing 2
A: 1 b, 2 a, 3 a, 4 c, 5 b, 6 b, 7 a
B: 1 e, 2 c, 3 a, 4 m, 5 g, 6 j, 7 p, 8 s, 9 d, 10 i, 11 u, 12 o, 13 t, 14 r, 15 k, 16 l, 17 w, 18 f, 19 v, 20 x, 21 b, 22 n, 23 q, 24 h
C: 1 true, 2 false (three columns and four rows), 3 true (also known as “white on black” or “WoB”), 4 false (it’s the other way round), 5 true, 6 false (they’re black).

2.8 Word processing 3
A: 1 b, 2 d, 3 e, 4 h, 5 c, 6 j, 7 i, 8 f, 9 a, 10 g
B: 1 e, 2 a, 3 c, 4 f, 5 g, 6 h, 7 d, 8 b
C: 1 false (it’s been rotated 90 degrees anti-clockwise), 2 false, 3 true, 4 true
D: 1 c, 2 c, 3 b, 4 a, 5 a, 6 c, 7 a, 8 c, 9 b, 10 a

2.9 Image editing
A: 1 d, 2 i, 3 j, 4 f, 5 g, 6 b, 7 a, 8 c, 9 e, 10 h
B: 1 false, 2 true, 3 true, 4 false (the word is thumbnails), 5 true

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

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

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

C: 1 true, 2 false (descending), 3 false (ascending), 4 true
D: 1 text, 2 values, 3 boxes, 4 series, 5 appearance
Answer key (cont.)

2.12 Presentation software
1 b, 2 a, 3 c, 4 c, 5 c, 6 a, 7 a, 8 b, 9 a, 10 c

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

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

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

2.15 Revision quiz

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

B:

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>1/2</td>
<td>connect to your ISP</td>
</tr>
<tr>
<td>3/4</td>
<td>enter a web address (also known as a URL)</td>
</tr>
<tr>
<td>5/6</td>
<td>launch your browser (for example, Internet Explorer, Netscape Navigator or Mozilla Firefox)</td>
</tr>
<tr>
<td>7/8</td>
<td>perhaps wait for a few seconds while the web-page downloads</td>
</tr>
<tr>
<td>9/10</td>
<td>view the page</td>
</tr>
</tbody>
</table>

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

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

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

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

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

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

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

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

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
3.6 E-commerce
A:

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

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

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

D:
Name
Title: Ms
Forename(s): Anne Mary
Surname: Jones
Billing address
Line 1: Apartment 17
Line 2: Bellevue Apartments
Line 3: 213 Wood Street
Town / City: Chicago
State¹ / Province / County²: Illinois
Zip Code¹ / Postcode²: IL 60611
Country: USA
Date of birth: 27/03/1965
Card type: Visa debit
Card number: 4044 5055 6066 7077
Daytime telephone number (inc. country code) +1 888 999 0000
email address: amj999@hotmail.com
confirm email address: amj999@hotmail.com

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

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

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

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
3.8 Email
A: 1 false (the recipient is Bernard), 2 true, 3 true, 4 false, 5 true, 6 false, 7 false, 8 false, 9 true, 10 true
B: 1 browse, 2 open, 3 field, 4 attach, 5 send, 6 inboxes, 7 size

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

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

3.11 Useful verbs crossword

Answer key (cont.)

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

3.12 Revision wordsearch

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

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

For reference see A & C Black Dictionary of Computing (978 07475 6622 9).
<table>
<thead>
<tr>
<th>a/w</th>
<th>3.9, 3.10</th>
</tr>
</thead>
<tbody>
<tr>
<td>access</td>
<td>2.1, 3.1, 3.2, 3.7, 3.11, 3.13</td>
</tr>
<tr>
<td>account</td>
<td>1.9, 3.1, 3.6</td>
</tr>
<tr>
<td>Acrobat</td>
<td>2.1</td>
</tr>
<tr>
<td>active</td>
<td>2.11</td>
</tr>
<tr>
<td>adaptor</td>
<td>1.13</td>
</tr>
<tr>
<td>add</td>
<td>2.3, 2.11, 2.14, 3.6, 3.8</td>
</tr>
<tr>
<td>addition</td>
<td>2.11</td>
</tr>
<tr>
<td>address</td>
<td>3.5, 3.6</td>
</tr>
<tr>
<td>address label</td>
<td>2.8</td>
</tr>
<tr>
<td>adjust</td>
<td>1.6</td>
</tr>
<tr>
<td>Adobe</td>
<td>2.4</td>
</tr>
<tr>
<td>Adobe Acrobat</td>
<td>2.1</td>
</tr>
<tr>
<td>Adobe InDesign</td>
<td>2.10</td>
</tr>
<tr>
<td>Adobe Photoshop</td>
<td>2.4</td>
</tr>
<tr>
<td>ADSL</td>
<td>1.13, 3.1</td>
</tr>
<tr>
<td>advanced search</td>
<td>3.3</td>
</tr>
<tr>
<td>advertisement</td>
<td>3.2</td>
</tr>
<tr>
<td>airline</td>
<td>3.6</td>
</tr>
<tr>
<td>align</td>
<td>2.7</td>
</tr>
<tr>
<td>All Programs</td>
<td>2.13</td>
</tr>
<tr>
<td>alphabet key</td>
<td>1.4</td>
</tr>
<tr>
<td>alphabetical</td>
<td>2.11, 2.15</td>
</tr>
<tr>
<td>alt</td>
<td>1.4</td>
</tr>
<tr>
<td>alt key</td>
<td>1.4</td>
</tr>
<tr>
<td>Altavista</td>
<td>3.3</td>
</tr>
<tr>
<td>alter</td>
<td>2.14</td>
</tr>
<tr>
<td>AMD</td>
<td>1.11</td>
</tr>
<tr>
<td>ampersand</td>
<td>2.7, 2.15</td>
</tr>
<tr>
<td>animation</td>
<td>2.12, 3.5</td>
</tr>
<tr>
<td>Antivirus</td>
<td>2.4</td>
</tr>
<tr>
<td>anti-virus</td>
<td>3.7, 3.11</td>
</tr>
<tr>
<td>appearance</td>
<td>2.15</td>
</tr>
<tr>
<td>application</td>
<td>1.12, 2.1, 2.2, 2.4, 2.10, 2.13, 2.14, 2.15, 2.16</td>
</tr>
<tr>
<td>area</td>
<td>2.10</td>
</tr>
<tr>
<td>Ariel</td>
<td>2.6</td>
</tr>
<tr>
<td>arrange</td>
<td>2.2</td>
</tr>
<tr>
<td>arrow</td>
<td>2.7</td>
</tr>
<tr>
<td>article</td>
<td>3.4</td>
</tr>
<tr>
<td>artwork</td>
<td>2.7, 3.9</td>
</tr>
<tr>
<td>ascending</td>
<td>2.11</td>
</tr>
<tr>
<td>asterisk</td>
<td>2.7, 2.15</td>
</tr>
<tr>
<td>asymmetric digital subscriber line</td>
<td>3.1</td>
</tr>
<tr>
<td>at sign</td>
<td>2.7</td>
</tr>
<tr>
<td>ATM</td>
<td>1.10</td>
</tr>
<tr>
<td>attach</td>
<td>3.8, 3.9, 3.10</td>
</tr>
<tr>
<td>attachment</td>
<td>3.8, 3.9, 3.11, 3.12</td>
</tr>
<tr>
<td>auction</td>
<td>3.6</td>
</tr>
<tr>
<td>auction site</td>
<td>3.6</td>
</tr>
<tr>
<td>auto format</td>
<td>2.8</td>
</tr>
<tr>
<td>Autofill</td>
<td>2.11</td>
</tr>
<tr>
<td>AutoContent</td>
<td>2.12</td>
</tr>
<tr>
<td>AutoFill</td>
<td>2.11</td>
</tr>
<tr>
<td>AutoFormat</td>
<td>2.11</td>
</tr>
<tr>
<td>AutoShape</td>
<td>2.8</td>
</tr>
<tr>
<td>back</td>
<td>3.2</td>
</tr>
<tr>
<td>back up</td>
<td>1.12</td>
</tr>
<tr>
<td>background</td>
<td>2.3, 2.7</td>
</tr>
<tr>
<td>backspace key</td>
<td>1.4</td>
</tr>
<tr>
<td>back-up copy</td>
<td>2.8</td>
</tr>
<tr>
<td>backward slash</td>
<td>2.7, 2.15</td>
</tr>
<tr>
<td>balance</td>
<td>1.9</td>
</tr>
<tr>
<td>ball</td>
<td>1.5</td>
</tr>
<tr>
<td>bank account</td>
<td>1.15</td>
</tr>
<tr>
<td>bar</td>
<td>2.7, 3.2</td>
</tr>
<tr>
<td>barcode</td>
<td>1.10</td>
</tr>
<tr>
<td>barcode reader</td>
<td>1.10, 1.14</td>
</tr>
<tr>
<td>battery</td>
<td>1.1, 1.2, 1.7, 1.9, 1.11, 1.16</td>
</tr>
<tr>
<td>bcc</td>
<td>3.8</td>
</tr>
<tr>
<td>bid</td>
<td>3.6, 3.11</td>
</tr>
<tr>
<td>bill</td>
<td>1.15</td>
</tr>
<tr>
<td>billing address</td>
<td>3.6</td>
</tr>
<tr>
<td>bitmap</td>
<td>2.9</td>
</tr>
<tr>
<td>black</td>
<td>2.10</td>
</tr>
<tr>
<td>black and white</td>
<td>1.8, 2.9</td>
</tr>
<tr>
<td>blank</td>
<td>2.8, 2.12, 2.15</td>
</tr>
<tr>
<td>blind carbon copy</td>
<td>3.8</td>
</tr>
<tr>
<td>block</td>
<td>2.11, 2.14, 3.7, 3.11</td>
</tr>
<tr>
<td>blog</td>
<td>3.4, 3.12</td>
</tr>
<tr>
<td>Bluetooth</td>
<td>1.3, 1.13</td>
</tr>
<tr>
<td>blur</td>
<td>2.10</td>
</tr>
<tr>
<td>body text</td>
<td>2.6, 2.7</td>
</tr>
<tr>
<td>bold</td>
<td>2.6</td>
</tr>
<tr>
<td>bold italic</td>
<td>2.6</td>
</tr>
<tr>
<td>book</td>
<td>3.6, 3.13</td>
</tr>
<tr>
<td>booking</td>
<td>3.6</td>
</tr>
<tr>
<td>bookmarks</td>
<td>3.2</td>
</tr>
<tr>
<td>boot up</td>
<td>2.1</td>
</tr>
<tr>
<td>bootleg</td>
<td>2.4</td>
</tr>
<tr>
<td>border</td>
<td>2.6, 2.8, 2.14</td>
</tr>
<tr>
<td>bracket</td>
<td>2.7, 2.15</td>
</tr>
<tr>
<td>brightness</td>
<td>1.6, 2.9</td>
</tr>
<tr>
<td>broadband</td>
<td>1.13, 3.1, 3.10, 3.12</td>
</tr>
<tr>
<td>broadcast</td>
<td>2.12</td>
</tr>
<tr>
<td>browse</td>
<td>3.6, 3.8</td>
</tr>
<tr>
<td>browser</td>
<td>2.4, 3.1, 3.2, 3.5, 3.12</td>
</tr>
<tr>
<td>browser safe colours</td>
<td>3.5</td>
</tr>
<tr>
<td>bug</td>
<td>2.13, 2.15</td>
</tr>
<tr>
<td>bullet point</td>
<td>2.8, 2.14</td>
</tr>
<tr>
<td>bulletin board</td>
<td>3.4, 3.13</td>
</tr>
<tr>
<td>burn</td>
<td>1.12</td>
</tr>
<tr>
<td>bus topology</td>
<td>2.14</td>
</tr>
<tr>
<td>button</td>
<td>1.2, 2.1, 2.3, 2.11, 2.12, 2.13, 2.14, 2.15, 2.16</td>
</tr>
<tr>
<td>callcentre</td>
<td>2.8</td>
</tr>
<tr>
<td>call charge</td>
<td>1.9</td>
</tr>
<tr>
<td>callout</td>
<td>2.8</td>
</tr>
<tr>
<td>camera</td>
<td>1.10, 1.16</td>
</tr>
<tr>
<td>cancel</td>
<td>1.8</td>
</tr>
<tr>
<td>cancel</td>
<td>3.6</td>
</tr>
<tr>
<td>capacity</td>
<td>1.12</td>
</tr>
<tr>
<td>capital letters</td>
<td>1.4</td>
</tr>
<tr>
<td>caps lock key</td>
<td>1.4</td>
</tr>
<tr>
<td>car</td>
<td>1.9</td>
</tr>
<tr>
<td>carbon copy</td>
<td>3.8</td>
</tr>
<tr>
<td>card details</td>
<td>3.6</td>
</tr>
<tr>
<td>card number</td>
<td>3.6</td>
</tr>
<tr>
<td>card type</td>
<td>3.6</td>
</tr>
<tr>
<td>caret</td>
<td>1.8, 1.16, 2.6</td>
</tr>
<tr>
<td>cash card</td>
<td>1.15</td>
</tr>
<tr>
<td>cash dispenser</td>
<td>1.10</td>
</tr>
<tr>
<td>cash machine</td>
<td>1.9, 1.10, 1.15</td>
</tr>
<tr>
<td>cash register</td>
<td>1.15</td>
</tr>
<tr>
<td>casino</td>
<td>3.4</td>
</tr>
<tr>
<td>cc</td>
<td>3.8, 6.9, 3.11</td>
</tr>
<tr>
<td>CD</td>
<td>1.12, 2.14</td>
</tr>
<tr>
<td>CD drive</td>
<td>1.3, 1.12</td>
</tr>
<tr>
<td>CD ROM</td>
<td>1.2, 1.8</td>
</tr>
<tr>
<td>CD-R</td>
<td>1.12</td>
</tr>
<tr>
<td>CD-RW</td>
<td>1.12</td>
</tr>
<tr>
<td>cell</td>
<td>2.7, 2.11, 2.14</td>
</tr>
<tr>
<td>cell phone</td>
<td>1.9</td>
</tr>
<tr>
<td>cellular phone</td>
<td>1.9</td>
</tr>
<tr>
<td>centre</td>
<td>2.7</td>
</tr>
<tr>
<td>character</td>
<td>3.7</td>
</tr>
<tr>
<td>charger</td>
<td>1.3, 1.9</td>
</tr>
<tr>
<td>chat</td>
<td>2.12</td>
</tr>
<tr>
<td>chatroom</td>
<td>3.4, 3.12</td>
</tr>
<tr>
<td>check</td>
<td>3.10</td>
</tr>
<tr>
<td>checkout</td>
<td>3.6</td>
</tr>
<tr>
<td>chip</td>
<td>1.9, 1.11</td>
</tr>
<tr>
<td>clear</td>
<td>2.11, 2.14</td>
</tr>
<tr>
<td>close</td>
<td>2.1</td>
</tr>
<tr>
<td>close down</td>
<td>2.1, 2.2, 2.13, 3.1</td>
</tr>
<tr>
<td>click</td>
<td>1.2, 1.5, 1.6, 2.1, 2.2, 2.13, 3.3, 3.6, 3.8</td>
</tr>
<tr>
<td>clipart</td>
<td>2.7, 3.11</td>
</tr>
<tr>
<td>clipboard</td>
<td>2.8, 2.15</td>
</tr>
<tr>
<td>clone</td>
<td>2.9</td>
</tr>
<tr>
<td>close</td>
<td>2.1</td>
</tr>
<tr>
<td>close down</td>
<td>2.1, 2.2, 2.13, 3.1</td>
</tr>
<tr>
<td>CMYK</td>
<td>2.10</td>
</tr>
<tr>
<td>collage</td>
<td>1.8</td>
</tr>
<tr>
<td>colon</td>
<td>2.7</td>
</tr>
<tr>
<td>colour</td>
<td>1.8, 3.5</td>
</tr>
<tr>
<td>colour scheme</td>
<td>2.12</td>
</tr>
<tr>
<td>colour separation</td>
<td>2.10</td>
</tr>
<tr>
<td>column</td>
<td>2.7, 2.11, 2.15</td>
</tr>
<tr>
<td>column break</td>
<td>2.14</td>
</tr>
<tr>
<td>comma</td>
<td>2.7</td>
</tr>
<tr>
<td>command</td>
<td>2.8</td>
</tr>
<tr>
<td>comment box</td>
<td>2.11</td>
</tr>
<tr>
<td>commercial</td>
<td>2.5</td>
</tr>
<tr>
<td>communication</td>
<td>1.14</td>
</tr>
<tr>
<td>compact</td>
<td>1.7</td>
</tr>
<tr>
<td>compatible</td>
<td>1.7</td>
</tr>
<tr>
<td>compress</td>
<td>2.13, 2.15</td>
</tr>
<tr>
<td>computer</td>
<td>1.7, 1.8, 1.10, 1.11, 1.12, 1.13, 1.14, 1.16, 1.17, 2.1, 2.3, 2.4, 2.12, 2.13, 3.1, 3.4, 3.5, 3.7, 3.8, 3.13</td>
</tr>
<tr>
<td>confirm</td>
<td>3.6</td>
</tr>
<tr>
<td>connect</td>
<td>1.7, 1.8, 1.13, 1.14, 1.15, 1.16, 1.17, 3.1, 3.11, 3.13</td>
</tr>
<tr>
<td>connection</td>
<td>1.13, 2.3, 3.1, 3.10, 3.11, 3.13</td>
</tr>
<tr>
<td>connectivity</td>
<td>1.13</td>
</tr>
<tr>
<td>content</td>
<td>3.5</td>
</tr>
<tr>
<td>contract</td>
<td>1.9, 3.1</td>
</tr>
<tr>
<td>contrast</td>
<td>1.6, 2.9</td>
</tr>
</tbody>
</table>
control key 1.4
control panel 2.3, 2.15
convert 2.9, 2.10, 2.14
cookie 3.2, 3.12
cool 1.11
copy 1.12, 2.2, 2.6, 2.8, 2.14, 2.15, 3.1, 3.9, 3.11
CorelDraw 2.1
counter-intuitive 2.5
country code 3.1
country code 3.6
Courier 2.6
cover 1.8, 1.11
crash 2.1
credit card 1.10, 1.15, 1.16, 3.6, 3.11, 3.13
criteria 3.3
crop 2.9, 2.14
CRT monitor 1.3
Ctrl 1.4
currency converter 3.4
customise 2.2, 2.3, 2.15
cut 2.2, 2.6, 2.15
cut and paste 2.2
cyan 2.10
cyan magenta yellow black 2.10
cyber café 3.5
data 1.12, 1.13, 1.15, 2.11, 3.6, 3.7
data input 1.4
data storage 1.12
database 1.7, 2.8, 3.3
date 2.3
date of birth 3.6
daylight telephone number 3.6
deactivate 2.5
debit card 1.15, 1.16, 3.6, 3.13
decimal point 1.6
default 2.3
defragment 1.12
delete 2.1, 2.2, 2.6, 2.11, 2.15, 3.2
delete key 1.4
delivery 3.6
delivery address 3.6
deposit 3.6
descending 2.11
design 2.7
design template 2.12
designer 3.9, 3.10
desktop 2.1, 2.2, 2.13
desktop background 2.1, 2.3, 2.15
desktop computer 1.1
desktop printer 2.10
desktop publishing 2.8
details 3.6
detect 3.7
device 1.4, 1.10, 1.13
dial 1.2
dial-up 1.13, 1.16, 3.1, 3.10
digital 2.3
digital camera 1.1, 1.2, 1.12, 2.3
digital photo 1.2, 2.1, 2.4
disable 3.11
disconnect 1.11, 3.1, 3.12
discussion group 3.1, 3.4
disk 3.9
display 2.3, 2.4, 2.10, 3.2, 3.5, 3.11
divide 2.11
division 2.11
docking station 1.1
document 2.1, 2.2, 2.8, 2.10, 3.8
dollar sign 2.7, 2.15
domain 3.1, 3.12
domain name 3.1
dots per inch 1.6
double click 1.5
double quotes 2.7
double spaced 2.6, 2.15
double-sided 1.8
down 3.6
download 2.4, 2.13, 3.1, 3.2, 3.4, 3.9, 3.11, 3.13
dpi 1.6, 1.16
draft 1.8
drag and drop 2.1
drawer 1.12
driver 1.8, 2.4, 2.13
drop shadow 2.7
dropped connection 3.1
dual core 1.11
duration 1.9
DVS 1.12
DVD drive 1.3
device 3.6
e-commerce 3.6
edit 2.4, 2.8
educational 2.5
e-form 3.6
EFTPOS 1.15
eject 1.12
e-mail 3.6, 3.11
e-commerce 3.6
e-commerce, 3.6
email 3.6
email address 3.6
email address provider 3.10
email software 2.4
empty 2.1
enable 1.13, 3.11
encrypt 3.6
encryption 3.12
encyclopaedia 3.4
terms 1.14, 2.11, 3.1, 3.3, 3.6, 3.11
terms 1.14
terms 1.14
terms 1.14
terms 1.14
EPOS 1.15
e-mailsign 2.7
ergonomic 1.4, 1.16
escape key 1.4
Excel 2.1, 2.11
Excite 3.3
exclamation mark 2.7
executable file 3.7
exit 2.2, 2.14
expand 2.9
expansion card 1.3
expire 3.1
export 2.10
extension cable 1.13
external 1.12
external hard drive 1.12
e-zine 3.4
fan 1.11, 1.16
favourites 3.2
fax machine 1.1
faxes 1.2
feathering 2.10
feature 2.4, 2.5, 2.11, 2.16, 3.4
fee 2.5, 3.1
feed 1.8
field 2.8, 3.1, 3.5, 3.6, 3.8
file 1.7, 1.12, 2.1, 2.2, 2.13, 3.1, 3.8, 3.9, 3.10
file 1.6, 3.9, 3.10
file size 3.10
fill 2.7, 2.8, 2.10
fill 2.11
fill in 3.6
find 2.1, 3.4
firewall 2.4, 3.7, 3.11, 3.12
flash drive 1.12
flat panel monitor 1.3
flatbed scanner 1.6
flight 3.6, 3.13
flap 2.9, 2.14, 2.15
floppy disk 2.7
floppy disk drive 1.3
folder 1.5, 2.1, 2.2, 3.8
font 2.6
font size 2.8
foot 2.6
footnote 2.8
forename 3.6
form letter 2.8
format 2.3, 2.8, 2.10, 2.11
formula 2.11, 2.14
forum 3.4
forward 3.2
forward slash 2.7, 2.15
four colour 2.10
frame 2.6, 2.10
free space 1.12
free up 2.1
free software 2.5, 2.15
from 3.8
full bleed 2.10
full stop 2.7
full version 2.5
function 2.2, 3.2, 3.5
function key 1.4
funds transfer 1.15
game 1.5
GB 1.12
glitch 3.9
Gmail 3.10
go to 2.13
Google 3.2, 3.3
gradient 2.10
graphic design 2.4, 2.10, 3.9
graphic design software 2.4
graphic designer 2.10
greyscale 2.9, 2.14
grid 2.11, 2.15
gridline 2
hacker 3.7, 3.12
handheld scanner 1.6
hard drive 1.12, 2.1, 2.2
hardware 1.1
hash 2.7, 2.15
hash key 1.9
header 2.6
heading 2.6, 2.8
headset 1.10
hierarchical topology 1.14
high resolution 1.6
highlighted 2.8
high-tech 1.7
history 3.2
hit 3.3, 3.5, 3.12
home 3.2
home page 3.2
home-use 2.5
host 3.1
hotel 3.6
html 2.10
hub 1.13
hyperlink 3.3, 3.5, 3.12
hyphen 2.7
icon 2.1, 2.2, 2.13
identity theft 3.13
illustration 2.6, 2.7
image 1.6, 1.8, 1.10, 1.16, 2.3, 2.4, 2.9, 2.10, 2.15, 3.5, 3.10
image editing 1.6, 2.9
image editor 2.4, 2.14, 2.15
import 2.10, 2.14
impression 2.3
in real time 3.4, 3.5, 3.13
inbox 3.8, 3.9, 3.12
indent 2.6
Indesign 2.10
indicator lights 1.4
infact 3.1
infect 3.7
information 1.14, 3.4, 3.5, 3.6, 3.7
ink 1.2, 1.8, 1.16, 2.10
inkjet printer 1.8, 1.16
insert 1.4, 1.12, 2.8, 2.14
install 1.8, 1.9, 1.14, 2.1, 2.2, 2.4
instant messaging 3.4
instruction 2.4
Intel 1.11
internal 1.12
internet 1.9, 1.10, 1.13, 1.16, 2.3, 2.4, 2.12, 2.13, 2.14, 3.1, 3.2, 3.4, 3.5, 3.6, 3.7, 3.11, 3.12, 3.13
internet access 3.5
Internet Explorer 2.1, 2.4, 3.1, 3.2
internet service provider 3.1
integrated 1.14
intuitive 2.5
invoice 3.6
ISP 3.1, 3.11, 3.13
italic 2.6, 2.8
itemised 1.15
jammed 1.8
job 1.8
joystick 1.5
JPEG 1.6, 2.1, 2.14, 3.9, 3.11
justified 2.7
kerning 2.10
key 1.2, 1.3, 1.4
key in 1.4
keyboard 1.3, 1.4, 1.15
keylogger 3.7
keypad 1.9
keystroke logger 3.7
keyword 3.3, 3.12
LAN 1.14
landscape 1.8
language setting 2.13
laptop 1.7, 1.11
laptop computer 1.1, 1.5, 1.13
launch 2.1, 2.2, 3.1, 3.12
layer 2.10
layout 2.6
left button 1.5
left-align 2.7
lettering 2.6
licence 2.4
licensed 2.5
lid 1.15
light pen 1.10
line 2.8
line drawing 2.9
line topology 1.14
lineart 2.9
link 3.3, 3.4, 3.5
Linux 2.1
list 2.8, 3.2
live 2.12
local area network 1.14
lock 1.9
log off 2.2
log onto 1.14
logical operator 3.3
log-in 3.1
log-in name 3.1
loudspeaker 1.3
low resolution 1.6
lower case 2.6
low-res 3.10
lower case 2.6
low-tech 1.7
loyalty card 1.15
lycos 3.3
Macintosh 2.1
Macintosh OS X 2.1
macro 2.8
magenta 3.10
magnetic strip 1.10, 1.16
mail 3.2
mail 3.9
mail merge 2.8
mainframe 1.10, 1.16
mains electricity 1.11
malware 3.7
manipulate 1.6
manual 2.13
margin 2.6
match 3.3
mathematical calculation 2.11
maximise 2.14
MB 1.11, 1.12, 3.8, 3.9
media 3.2, 3.3
media player 2.4, 2.13, 2.14
megabyte 1.11
megahertz 1.11, 1.16
memory 1.11, 2.1, 2.13
memory card 1.12
memory key 2.2
memory stick 1.12
menu 2.2
message 3.4
MHz 1.11
microphone 1.9, 1.16
Microsoft 2.1, 2.4, 3.2
Microsoft Excel 2.1, 2.4, 2.11
Microsoft PowerPoint 2.4, 2.12
Microsoft Word 2.1, 2.2, 2.4
mobile 1.9
mobile phone 1.1, 1.2, 1.2, 1.3, 1.7, 1.9, 1.13
modern 1.3, 1.13, 2.3, 3.1
module 1.11
monitor 1.3
mono 1.8
motherboard 1.11
mouse 1.1, 1.2, 1.3, 1.5, 1.16
mouse mat 1.3, 1.16
mouthpiece 1.9, 1.16
move 2.1
Mozilla Firefox 3.1, 3.2
MP3 2.14
MP3 player 1.10
multimedia 3.5, 3.12
multiplication 2.11
multiply 2.11
music 2.15, 3.2, 3.4
name 3.6
narration 2.12
navigate 3.1
NEAR 3.3
net 3.1, 3.4
Netscape Navigator 3.1, 3.2
network 1.7, 1.9, 1.14, 1.16, 1.17, 2.3, 3.1, 3.7, 3.13
network card 1.14
network connection 2.3
network server 1.14
new document 2.14
newsgroup 3.1, 3.4, 3.12
normal 2.8
Norton Antivirus 2.4
NOT 3.3
notebook 1.1, 1.7
noticeboard 3.4
notification 3.6
numerical order 2.15
numerical value 2.11
object 2.10
obsolete 1.7
OCR 1.6
<table>
<thead>
<tr>
<th>Term</th>
<th>Page Numbers</th>
</tr>
</thead>
<tbody>
<tr>
<td>offline</td>
<td>3.1, 3.12</td>
</tr>
<tr>
<td>online</td>
<td>1.8, 3.4, 3.6, 3.13</td>
</tr>
<tr>
<td>online banking</td>
<td>3.1</td>
</tr>
<tr>
<td>open</td>
<td>1.5, 2.1, 2.2, 2.13, 2.14, 3.8, 3.9, 3.11</td>
</tr>
<tr>
<td>operate</td>
<td>2.4</td>
</tr>
<tr>
<td>operating system</td>
<td>2.1, 2.13, 2.15</td>
</tr>
<tr>
<td>operation</td>
<td>2.14</td>
</tr>
<tr>
<td>operator</td>
<td>1.9</td>
</tr>
<tr>
<td>optical</td>
<td>1.5</td>
</tr>
<tr>
<td>optical character recognition</td>
<td>1.6</td>
</tr>
<tr>
<td>optimise</td>
<td>2.14</td>
</tr>
<tr>
<td>OR</td>
<td>3.3</td>
</tr>
<tr>
<td>original</td>
<td>2.10</td>
</tr>
<tr>
<td>OSX</td>
<td>2.1</td>
</tr>
<tr>
<td>outbid</td>
<td>3.6</td>
</tr>
<tr>
<td>outline</td>
<td>2.6</td>
</tr>
<tr>
<td>Outlook Express</td>
<td>2.4</td>
</tr>
<tr>
<td>overhear</td>
<td>1.11, 1.16</td>
</tr>
<tr>
<td>overlap</td>
<td>2.10</td>
</tr>
<tr>
<td>padlock</td>
<td>3.6, 3.12</td>
</tr>
<tr>
<td>page</td>
<td>1.5, 1.8, 1.14, 2.8, 2.10, 3.1, 3.2</td>
</tr>
<tr>
<td>page break</td>
<td>2.8</td>
</tr>
<tr>
<td>page layout</td>
<td>2.6</td>
</tr>
<tr>
<td>page number</td>
<td>2.6, 2.8</td>
</tr>
<tr>
<td>page orientation</td>
<td>1.8, 1.15</td>
</tr>
<tr>
<td>page set-up</td>
<td>2.14</td>
</tr>
<tr>
<td>PageMaker</td>
<td>2.4</td>
</tr>
<tr>
<td>paper</td>
<td>1.8</td>
</tr>
<tr>
<td>paper tray</td>
<td>1.8</td>
</tr>
<tr>
<td>paragraph</td>
<td>2.6, 2.8</td>
</tr>
<tr>
<td>paragraph break</td>
<td>2.6</td>
</tr>
<tr>
<td>password</td>
<td>1.4, 2.1, 3.1, 3.5, 3.12</td>
</tr>
<tr>
<td>paste</td>
<td>2.2, 2.6, 2.14</td>
</tr>
<tr>
<td>pay-as-you-go</td>
<td>1.9, 3.1</td>
</tr>
<tr>
<td>PDA</td>
<td>1.1, 1.7, 1.13</td>
</tr>
<tr>
<td>pdf</td>
<td>2.10</td>
</tr>
<tr>
<td>percentage sign</td>
<td>2.7</td>
</tr>
<tr>
<td>performance</td>
<td>2.3</td>
</tr>
<tr>
<td>peripheral</td>
<td>1.13, 1.16, 1.17, 2.4</td>
</tr>
<tr>
<td>personal digital assistant</td>
<td>1.1</td>
</tr>
<tr>
<td>personal information</td>
<td>3.6</td>
</tr>
<tr>
<td>photo album</td>
<td>2.4</td>
</tr>
<tr>
<td>photocopier</td>
<td>1.10</td>
</tr>
<tr>
<td>photograph</td>
<td>1.6</td>
</tr>
<tr>
<td>pirated</td>
<td>2.5</td>
</tr>
<tr>
<td>pixel</td>
<td>1.10, 1.16, 2.9</td>
</tr>
<tr>
<td>plastic</td>
<td>1.15</td>
</tr>
<tr>
<td>plate</td>
<td>2.10</td>
</tr>
<tr>
<td>play</td>
<td>2.14</td>
</tr>
<tr>
<td>playlist</td>
<td>2.14</td>
</tr>
<tr>
<td>plug</td>
<td>1.1, 1.2, 1.13, 1.16</td>
</tr>
<tr>
<td>plug and play</td>
<td>1.7</td>
</tr>
<tr>
<td>plug-in</td>
<td>3.5</td>
</tr>
<tr>
<td>plus sign</td>
<td>2.7, 2.15</td>
</tr>
<tr>
<td>point</td>
<td>2.8</td>
</tr>
<tr>
<td>point of sale</td>
<td>1.15</td>
</tr>
<tr>
<td>pointer</td>
<td>1.5, 2.11</td>
</tr>
<tr>
<td>pop-up</td>
<td>2.11, 3.2, 3.11</td>
</tr>
<tr>
<td>port</td>
<td>1.13</td>
</tr>
<tr>
<td>portal</td>
<td>3.4, 3.12</td>
</tr>
<tr>
<td>portrait</td>
<td>1.8, 1.16</td>
</tr>
<tr>
<td>post</td>
<td>3.4, 3.11</td>
</tr>
<tr>
<td>postcode</td>
<td>3.6</td>
</tr>
<tr>
<td>poster</td>
<td>2.7</td>
</tr>
<tr>
<td>power</td>
<td>1.11</td>
</tr>
<tr>
<td>power button</td>
<td>1.3</td>
</tr>
<tr>
<td>power spike</td>
<td>1.11</td>
</tr>
<tr>
<td>power supply</td>
<td>1.11</td>
</tr>
<tr>
<td>PowerPoint</td>
<td>2.4, 2.12</td>
</tr>
<tr>
<td>ppm</td>
<td>1.8</td>
</tr>
<tr>
<td>predictive text</td>
<td>1.9</td>
</tr>
<tr>
<td>pre-formatted</td>
<td>2.8, 2.15</td>
</tr>
<tr>
<td>prescan</td>
<td>1.6</td>
</tr>
<tr>
<td>presentation</td>
<td>1.2, 2.12, 2.15</td>
</tr>
<tr>
<td>presentation software</td>
<td>2.4, 2.12</td>
</tr>
<tr>
<td>preview</td>
<td>1.6</td>
</tr>
<tr>
<td>print</td>
<td>1.8, 2.8, 2.14, 3.2</td>
</tr>
<tr>
<td>print job</td>
<td>1.8</td>
</tr>
<tr>
<td>print out</td>
<td>1.2</td>
</tr>
<tr>
<td>print preview</td>
<td>2.8</td>
</tr>
<tr>
<td>print quality</td>
<td>1.8</td>
</tr>
<tr>
<td>printer</td>
<td>1.1, 1.2, 1.7, 1.8, 1.13, 1.16, 2.4, 2.13, 2.15</td>
</tr>
<tr>
<td>print-head</td>
<td>1.8</td>
</tr>
<tr>
<td>printing press</td>
<td>2.10</td>
</tr>
<tr>
<td>problem</td>
<td>2.13</td>
</tr>
<tr>
<td>proceed to checkout</td>
<td>3.6</td>
</tr>
<tr>
<td>processor</td>
<td>1.7, 1.11, 1.16</td>
</tr>
<tr>
<td>professional version</td>
<td>2.5</td>
</tr>
<tr>
<td>program</td>
<td>2.1, 2.2, 2.3, 2.4, 2.5, 2.13, 3.5, 3.7</td>
</tr>
<tr>
<td>projector</td>
<td>1.1, 1.2</td>
</tr>
<tr>
<td>proof</td>
<td>2.10</td>
</tr>
<tr>
<td>properties</td>
<td>2.3</td>
</tr>
<tr>
<td>protocol</td>
<td>3.1</td>
</tr>
<tr>
<td>PS/2</td>
<td>1.13</td>
</tr>
<tr>
<td>pt</td>
<td>2.8</td>
</tr>
<tr>
<td>public domain</td>
<td>2.5</td>
</tr>
<tr>
<td>pull down</td>
<td>2.2</td>
</tr>
<tr>
<td>punctuation</td>
<td>2.7</td>
</tr>
<tr>
<td>question mark</td>
<td>2.7, 2.15</td>
</tr>
<tr>
<td>radio</td>
<td>3.2, 3.4</td>
</tr>
<tr>
<td>rasterise</td>
<td>2.9</td>
</tr>
<tr>
<td>read</td>
<td>1.12</td>
</tr>
<tr>
<td>RealPlayer</td>
<td>2.4</td>
</tr>
<tr>
<td>receipt</td>
<td>1.15</td>
</tr>
<tr>
<td>receive</td>
<td>3.1, 3.6, 3.13</td>
</tr>
<tr>
<td>recharge</td>
<td>1.2, 1.16</td>
</tr>
<tr>
<td>record</td>
<td>3.8</td>
</tr>
<tr>
<td>record head</td>
<td>2.12, 3.7</td>
</tr>
<tr>
<td>recycle bin</td>
<td>2.1, 2.15</td>
</tr>
<tr>
<td>red green blue</td>
<td>2.10</td>
</tr>
<tr>
<td>refine</td>
<td>3.3</td>
</tr>
<tr>
<td>reformat</td>
<td>3.10, 3.11</td>
</tr>
<tr>
<td>refresh</td>
<td>3.2</td>
</tr>
<tr>
<td>reload</td>
<td>1.8, 3.2, 3.12</td>
</tr>
<tr>
<td>removable media</td>
<td>3.7</td>
</tr>
<tr>
<td>remove</td>
<td>2.3, 2.11</td>
</tr>
<tr>
<td>rename</td>
<td>2.1</td>
</tr>
<tr>
<td>renew</td>
<td>3.7</td>
</tr>
<tr>
<td>repetitive strain injury</td>
<td>1.5</td>
</tr>
<tr>
<td>replace</td>
<td>2.2, 2.8</td>
</tr>
<tr>
<td>replicate</td>
<td>3.7</td>
</tr>
<tr>
<td>reprographics</td>
<td>2.10</td>
</tr>
<tr>
<td>request</td>
<td>3.1</td>
</tr>
<tr>
<td>reservation</td>
<td>3.6</td>
</tr>
<tr>
<td>resize</td>
<td>2.2, 3.10</td>
</tr>
<tr>
<td>resolution</td>
<td>1.6, 1.16, 2.9, 3.10</td>
</tr>
<tr>
<td>resolve</td>
<td>3.11</td>
</tr>
<tr>
<td>restart</td>
<td>2.1</td>
</tr>
<tr>
<td>restricted access</td>
<td>3.7</td>
</tr>
<tr>
<td>retail outlet</td>
<td>1.15</td>
</tr>
<tr>
<td>return</td>
<td>3.3</td>
</tr>
<tr>
<td>return key</td>
<td>1.4</td>
</tr>
<tr>
<td>reverse</td>
<td>2.9</td>
</tr>
<tr>
<td>reversed-out</td>
<td>2.7</td>
</tr>
<tr>
<td>RGB</td>
<td>2.10</td>
</tr>
<tr>
<td>right button</td>
<td>1.5</td>
</tr>
<tr>
<td>ring topology</td>
<td>1.14</td>
</tr>
<tr>
<td>roaming</td>
<td>1.9</td>
</tr>
<tr>
<td>roll</td>
<td>1.5</td>
</tr>
<tr>
<td>rotate</td>
<td>2.8, 2.9, 2.14</td>
</tr>
<tr>
<td>router</td>
<td>1.13</td>
</tr>
<tr>
<td>row</td>
<td>2.7, 2.11, 2.15</td>
</tr>
<tr>
<td>run</td>
<td>1.12, 2.1, 2.2</td>
</tr>
<tr>
<td>satellite</td>
<td>1.14</td>
</tr>
<tr>
<td>save</td>
<td>2.1, 2.2</td>
</tr>
<tr>
<td>save as</td>
<td>2.2, 2.14</td>
</tr>
<tr>
<td>scan</td>
<td>3.7</td>
</tr>
<tr>
<td>scanner</td>
<td>1.1, 1.2, 1.6, 1.13, 1.16, 2.4, 2.15</td>
</tr>
<tr>
<td>scanning software</td>
<td>1.6</td>
</tr>
<tr>
<td>scheduled tasks</td>
<td>2.3</td>
</tr>
<tr>
<td>screen</td>
<td>1.2, 1.3, 1.7, 1.9, 1.10, 1.16, 2.1, 2.3, 2.9</td>
</tr>
<tr>
<td>screen saver</td>
<td>2.3</td>
</tr>
<tr>
<td>scroll down</td>
<td>1.5</td>
</tr>
<tr>
<td>scroll up</td>
<td>1.5</td>
</tr>
<tr>
<td>scroll wheel</td>
<td>1.5</td>
</tr>
<tr>
<td>SD card</td>
<td>1.3</td>
</tr>
<tr>
<td>SDRAM</td>
<td>1.11</td>
</tr>
<tr>
<td>search</td>
<td>2.1, 2.2, 3.2</td>
</tr>
<tr>
<td>search engine</td>
<td>3.3</td>
</tr>
<tr>
<td>secure</td>
<td>3.6, 3.7, 3.12</td>
</tr>
<tr>
<td>secure server</td>
<td>3.6</td>
</tr>
<tr>
<td>security</td>
<td>3.7</td>
</tr>
<tr>
<td>security code</td>
<td>2.4</td>
</tr>
<tr>
<td>select</td>
<td>1.4, 1.5, 2.8, 2.14</td>
</tr>
<tr>
<td>semicolon</td>
<td>2.7</td>
</tr>
<tr>
<td>send</td>
<td>1.12, 1.16, 2.2, 3.1, 3.8, 3.9, 3.11, 3.13</td>
</tr>
<tr>
<td>sender</td>
<td>3.8</td>
</tr>
<tr>
<td>separation</td>
<td>2.10</td>
</tr>
<tr>
<td>series</td>
<td>2.13</td>
</tr>
<tr>
<td>server</td>
<td>1.14, 3.1, 3.2</td>
</tr>
<tr>
<td>session</td>
<td>2.2</td>
</tr>
<tr>
<td>set up</td>
<td>2.3, 3.1, 3.13</td>
</tr>
<tr>
<td>settings</td>
<td>2.3, 2.15</td>
</tr>
<tr>
<td>shadow</td>
<td>2.6</td>
</tr>
<tr>
<td>share</td>
<td>1.13</td>
</tr>
<tr>
<td>shareware</td>
<td>2.5</td>
</tr>
<tr>
<td>sharpen</td>
<td>2.9, 2.15</td>
</tr>
<tr>
<td>shift key</td>
<td>1.4</td>
</tr>
<tr>
<td>Shockwave</td>
<td>3.5</td>
</tr>
<tr>
<td>shopping</td>
<td>3.6</td>
</tr>
<tr>
<td>shopping basket</td>
<td>3.6</td>
</tr>
<tr>
<td>shortcut</td>
<td>2.1</td>
</tr>
<tr>
<td>short-range radio</td>
<td>1.13</td>
</tr>
<tr>
<td>sign</td>
<td>3.6</td>
</tr>
<tr>
<td>signal</td>
<td>1.9, 1.13</td>
</tr>
<tr>
<td>SIM card</td>
<td>1.9</td>
</tr>
<tr>
<td>single click</td>
<td>1.5</td>
</tr>
<tr>
<td>single quotes</td>
<td>2.7</td>
</tr>
<tr>
<td>single spaced</td>
<td>2.6, 2.15</td>
</tr>
<tr>
<td>site</td>
<td>3.6</td>
</tr>
<tr>
<td>Term</td>
<td>Page(s)</td>
</tr>
<tr>
<td>----------------------</td>
<td>---------</td>
</tr>
<tr>
<td>size</td>
<td>3.8, 3.10</td>
</tr>
<tr>
<td>slide</td>
<td>2.12</td>
</tr>
<tr>
<td>slideshow</td>
<td>2.9, 2.12, 2.15</td>
</tr>
<tr>
<td>slug</td>
<td>2.10</td>
</tr>
<tr>
<td>small letters</td>
<td>2.6</td>
</tr>
<tr>
<td>SMS</td>
<td>1.9, 1.16</td>
</tr>
<tr>
<td>socket</td>
<td>1.1, 1.2, 1.16</td>
</tr>
<tr>
<td>soften</td>
<td>2.9, 2.15</td>
</tr>
<tr>
<td>software</td>
<td>1.6, 2.1, 2.4, 2.12, 2.13, 2.15, 2.16, 3.7</td>
</tr>
<tr>
<td>sort</td>
<td>2.8, 2.14, 2.15</td>
</tr>
<tr>
<td>sound</td>
<td>3.5</td>
</tr>
<tr>
<td>space</td>
<td>2.1</td>
</tr>
<tr>
<td>space bar</td>
<td>1.4</td>
</tr>
<tr>
<td>spam</td>
<td>3.7, 3.12</td>
</tr>
<tr>
<td>speed</td>
<td>1.11</td>
</tr>
<tr>
<td>spell checker</td>
<td>2.8</td>
</tr>
<tr>
<td>spelling</td>
<td>2.14</td>
</tr>
<tr>
<td>sponsored links</td>
<td>3.3</td>
</tr>
<tr>
<td>spreadsheet</td>
<td>2.4, 2.11, 2.14, 2.15</td>
</tr>
<tr>
<td>spyware</td>
<td>3.7, 3.12</td>
</tr>
<tr>
<td>square bracket</td>
<td>2.7</td>
</tr>
<tr>
<td>stand</td>
<td>1.3</td>
</tr>
<tr>
<td>standby</td>
<td>2.1</td>
</tr>
<tr>
<td>star key</td>
<td>1.9</td>
</tr>
<tr>
<td>star topology</td>
<td>1.14</td>
</tr>
<tr>
<td>start menu</td>
<td>2.1</td>
</tr>
<tr>
<td>statistics</td>
<td>2.12</td>
</tr>
<tr>
<td>stock management</td>
<td>1.15</td>
</tr>
<tr>
<td>stop</td>
<td>3.2</td>
</tr>
<tr>
<td>storage</td>
<td>1.12</td>
</tr>
<tr>
<td>store</td>
<td>1.12, 2.4, 3.1</td>
</tr>
<tr>
<td>store card</td>
<td>1.15</td>
</tr>
<tr>
<td>stretch</td>
<td>2.10</td>
</tr>
<tr>
<td>strikethrough</td>
<td>2.6</td>
</tr>
<tr>
<td>stroke</td>
<td>2.10</td>
</tr>
<tr>
<td>style</td>
<td>2.8</td>
</tr>
<tr>
<td>sub-heading</td>
<td>2.7</td>
</tr>
<tr>
<td>subject</td>
<td>3.8</td>
</tr>
<tr>
<td>subject line</td>
<td>3.8</td>
</tr>
<tr>
<td>subscript</td>
<td>2.8</td>
</tr>
<tr>
<td>subscription</td>
<td>3.7</td>
</tr>
<tr>
<td>subtract</td>
<td>2.11</td>
</tr>
<tr>
<td>subtraction</td>
<td>2.11</td>
</tr>
<tr>
<td>superscript</td>
<td>2.8</td>
</tr>
<tr>
<td>surf</td>
<td>3.1, 3.12</td>
</tr>
<tr>
<td>surge protector</td>
<td>1.11</td>
</tr>
<tr>
<td>surname</td>
<td>3.6</td>
</tr>
<tr>
<td>swipe</td>
<td>1.10, 1.16</td>
</tr>
<tr>
<td>switch</td>
<td>3.11</td>
</tr>
<tr>
<td>symbol</td>
<td>2.7, 3.6</td>
</tr>
<tr>
<td>system</td>
<td>3.6</td>
</tr>
<tr>
<td>tab key</td>
<td>1.4</td>
</tr>
<tr>
<td>table</td>
<td>2.7, 2.12, 2.14, 2.15</td>
</tr>
<tr>
<td>tablet PC</td>
<td>1.10</td>
</tr>
<tr>
<td>tabulation</td>
<td>1.4</td>
</tr>
<tr>
<td>tailor-made</td>
<td>2.5</td>
</tr>
<tr>
<td>tariff</td>
<td>1.9, 3.1</td>
</tr>
<tr>
<td>task</td>
<td>2.3, 2.4</td>
</tr>
<tr>
<td>task bar</td>
<td>2.2</td>
</tr>
<tr>
<td>technical specifications</td>
<td>1.17</td>
</tr>
<tr>
<td>technology</td>
<td>1.13</td>
</tr>
<tr>
<td>telecommunications</td>
<td>1.13, 3.1</td>
</tr>
<tr>
<td>telephone</td>
<td>1.10</td>
</tr>
<tr>
<td>telephone line</td>
<td>3.1</td>
</tr>
<tr>
<td>telephone system</td>
<td>3.1</td>
</tr>
<tr>
<td>telex</td>
<td>1.10</td>
</tr>
<tr>
<td>template</td>
<td>2.8, 2.15</td>
</tr>
<tr>
<td>temporary internet files</td>
<td>3.2, 3.5</td>
</tr>
<tr>
<td>terminal</td>
<td>1.14, 1.15</td>
</tr>
<tr>
<td>text</td>
<td>1.4, 1.5, 1.6, 1.9, 1.15, 2.2, 2.8, 2.10, 2.11, 2.14, 2.15</td>
</tr>
<tr>
<td>text box</td>
<td>2.8, 2.14</td>
</tr>
<tr>
<td>text direction</td>
<td>2.14</td>
</tr>
<tr>
<td>text message</td>
<td>1.9</td>
</tr>
<tr>
<td>text wrap</td>
<td>2.8</td>
</tr>
<tr>
<td>thanks bubble</td>
<td>2.8, 2.15</td>
</tr>
<tr>
<td>thumbnail</td>
<td>2.9, 2.15</td>
</tr>
<tr>
<td>TIFF</td>
<td>2.1, 3.9, 3.10</td>
</tr>
<tr>
<td>time</td>
<td>2.3</td>
</tr>
<tr>
<td>Times</td>
<td>2.6</td>
</tr>
<tr>
<td>title</td>
<td>2.6, 3.6</td>
</tr>
<tr>
<td>to</td>
<td>3.8</td>
</tr>
<tr>
<td>to press</td>
<td>2.10</td>
</tr>
<tr>
<td>toner</td>
<td>1.8, 1.16</td>
</tr>
<tr>
<td>tool</td>
<td>2.8</td>
</tr>
<tr>
<td>toolbar</td>
<td>3.2, 3.12</td>
</tr>
<tr>
<td>Tools</td>
<td>3.2</td>
</tr>
<tr>
<td>top up</td>
<td>1.9</td>
</tr>
<tr>
<td>topology</td>
<td>1.14</td>
</tr>
<tr>
<td>touch screen</td>
<td>1.15</td>
</tr>
<tr>
<td>touch up</td>
<td>2.9, 2.14, 2.15</td>
</tr>
<tr>
<td>touchpad</td>
<td>1.5</td>
</tr>
<tr>
<td>tower</td>
<td>1.3</td>
</tr>
<tr>
<td>track changes</td>
<td>2.8</td>
</tr>
<tr>
<td>transformer</td>
<td>1.11</td>
</tr>
<tr>
<td>transition effect</td>
<td>2.12</td>
</tr>
<tr>
<td>transmitter</td>
<td>1.9</td>
</tr>
<tr>
<td>trial period</td>
<td>2.5</td>
</tr>
<tr>
<td>trial version</td>
<td>2.5</td>
</tr>
<tr>
<td>trojan horse</td>
<td>3.7</td>
</tr>
<tr>
<td>TV</td>
<td>1.10</td>
</tr>
<tr>
<td>type</td>
<td>2.1, 3.7, 3.8, 3.11</td>
</tr>
<tr>
<td>typewriter</td>
<td>2.6, 3.8</td>
</tr>
<tr>
<td>unauthorised access</td>
<td>2.4</td>
</tr>
<tr>
<td>underscore</td>
<td>2.7</td>
</tr>
<tr>
<td>uniform resource locator</td>
<td>3.1</td>
</tr>
<tr>
<td>uninstall</td>
<td>2.1, 2.13, 2.14</td>
</tr>
<tr>
<td>update</td>
<td>1.12, 2.4, 2.13, 2.14, 3.7, 3.11, 3.12</td>
</tr>
<tr>
<td>upgrade</td>
<td>1.11, 1.17</td>
</tr>
<tr>
<td>upload</td>
<td>3.8, 3.11</td>
</tr>
<tr>
<td>upper case</td>
<td>2.6</td>
</tr>
<tr>
<td>URL</td>
<td>3.1</td>
</tr>
<tr>
<td>USB</td>
<td>1.8, 1.12, 1.13, 2.2</td>
</tr>
<tr>
<td>USB cable</td>
<td>1.8</td>
</tr>
<tr>
<td>USB hub</td>
<td>1.13</td>
</tr>
<tr>
<td>USB port</td>
<td>1.13</td>
</tr>
<tr>
<td>use</td>
<td>2.2</td>
</tr>
<tr>
<td>user</td>
<td>1.9, 1.14, 2.1, 2.3, 3.2</td>
</tr>
<tr>
<td>user-friendly</td>
<td>2.5</td>
</tr>
<tr>
<td>value</td>
<td>2.11</td>
</tr>
<tr>
<td>vector image</td>
<td>2.9</td>
</tr>
<tr>
<td>version</td>
<td>2.13</td>
</tr>
<tr>
<td>video</td>
<td>3.2, 3.4, 3.5</td>
</tr>
<tr>
<td>video camera</td>
<td>1.7, 1.10</td>
</tr>
<tr>
<td>view</td>
<td>2.1, 2.2, 2.9, 3.1, 3.3</td>
</tr>
<tr>
<td>virus</td>
<td>3.1, 3.7, 3.12, 3.13</td>
</tr>
<tr>
<td>virus protection</td>
<td>2.4</td>
</tr>
<tr>
<td>visit</td>
<td>3.5</td>
</tr>
<tr>
<td>voice balloon</td>
<td>2.8</td>
</tr>
<tr>
<td>voltage</td>
<td>1.11</td>
</tr>
<tr>
<td>wallpaper</td>
<td>2.3, 2.15</td>
</tr>
<tr>
<td>WAN</td>
<td>1.14</td>
</tr>
<tr>
<td>watermark</td>
<td>2.8</td>
</tr>
<tr>
<td>web</td>
<td>3.1, 3.3</td>
</tr>
<tr>
<td>web address</td>
<td>3.1, 3.2</td>
</tr>
<tr>
<td>web directory</td>
<td>3.3</td>
</tr>
<tr>
<td>web page</td>
<td>2.2, 2.10, 3.1, 3.3, 3.6, 3.11</td>
</tr>
<tr>
<td>web server</td>
<td>3.1, 3.11</td>
</tr>
<tr>
<td>webcam</td>
<td>1.10, 1.13, 1.16</td>
</tr>
<tr>
<td>webmail</td>
<td>3.4, 3.12</td>
</tr>
<tr>
<td>website</td>
<td>3.1, 3.2, 3.3, 3.4, 3.5, 3.6, 3.7, 3.12</td>
</tr>
<tr>
<td>wheel mouse</td>
<td>1.5</td>
</tr>
<tr>
<td>wide area network</td>
<td>1.14</td>
</tr>
<tr>
<td>width</td>
<td>2.11</td>
</tr>
<tr>
<td>window</td>
<td>2.1, 2.2, 2.14, 3.2, 3.11</td>
</tr>
<tr>
<td>Windows</td>
<td>2.1</td>
</tr>
<tr>
<td>Windows XP</td>
<td>2.1</td>
</tr>
<tr>
<td>WinZip</td>
<td>2.13, 2.15</td>
</tr>
<tr>
<td>wipe</td>
<td>2.2</td>
</tr>
<tr>
<td>wire</td>
<td>1.3, 1.13, 1.16</td>
</tr>
<tr>
<td>wireless</td>
<td>1.7, 1.13, 1.16, 2.3, 3.11, 3.13</td>
</tr>
<tr>
<td>wizard</td>
<td>2.12</td>
</tr>
<tr>
<td>Word</td>
<td>2.1, 2.2</td>
</tr>
<tr>
<td>word count</td>
<td>2.8</td>
</tr>
<tr>
<td>word processing</td>
<td>2.6, 2.7, 2.8</td>
</tr>
<tr>
<td>word processor</td>
<td>2.4, 2.14</td>
</tr>
<tr>
<td>workbook</td>
<td>2.11</td>
</tr>
<tr>
<td>worksheet</td>
<td>2.11</td>
</tr>
<tr>
<td>workstation</td>
<td>1.3, 1.16</td>
</tr>
<tr>
<td>World Wide Web</td>
<td>3.1</td>
</tr>
<tr>
<td>worm</td>
<td>3.7</td>
</tr>
<tr>
<td>write</td>
<td>1.12</td>
</tr>
<tr>
<td>XP</td>
<td>2.1</td>
</tr>
<tr>
<td>Yahoo</td>
<td>3.10</td>
</tr>
<tr>
<td>yellow</td>
<td>2.10</td>
</tr>
<tr>
<td>zip code</td>
<td>3.6</td>
</tr>
<tr>
<td>zoom in</td>
<td>2.9</td>
</tr>
<tr>
<td>zoom out</td>
<td>2.9</td>
</tr>
</tbody>
</table>
Acknowledgements

Adobe®, PageMaker®, Photoshop® and InDesign® are trademarks of Adobe Systems Inc.

Microsoft®, Windows® and PowerPoint® are trademarks of the Microsoft corporation.

Mozilla Firefox™ is a trademark of the Mozilla Foundation.

Netscape® is a trademark of Netscape Communication Corps.

Norton AntiVirus® is a trademark of Symantec Corporation.

RealPlayer™ is a trademark of RealNetworks Inc.

WinZip™ is a registered trademark of WinZip Computing Inc.