Unit 16 The Internet and email

1 Internet basics

A **In pairs, discuss how you would define *the Internet*.**

B **Make a list of all the things you can use the Internet for.**

C **Listen to a conversation between a customer buying a PC and a sales assistant. Why do you think the sales assistant has to explain so much about the Internet?**

D **Listen again and complete the customer's notes.**

To connect to the Internet from home, I need:

(1) a _____ *and (2) a* _____ .

Also need an account with an (3) _____ *(a company that offers connection for a monthly fee).*

If you want to connect lots of computers without using cables, you can use a (4) _____ *router.*

Wi-Fi uses (5) _____ *waves to send data over medium-range distances.*

Things you can do on the Internet:

(6) _____

_____

'Web' or 'Internet'? The Web: huge collection of (7) _____ *stored on computers all over the world. The Internet: the network which connects all the computers.*

2 Internet FAQs

A **Read Part 1 of the Internet FAQs on page 80 and choose the correct answers.**

1 The Internet was
a invented in the mid-90s. **b** popular in the 1960s. **c** probably created in the USA.

2 Which term describes any fast, high-bandwidth connection?
a broadband **b** dial-up connection **c** Wi-Fi connection

3 The power-line Internet provides broadband access through
a telephone lines. **b** satellites. **c** electrical power lines.

4 Which device converts computer data into a form that can be transmitted over phone lines?
a ADSL **b** a mobile phone **c** a modem

5 The standard protocol that allows computers to communicate over the Internet is called
a an IP address. **b** TCP/IP. **c** HTTP.

6 The geographical region covered by one or several access points is called a
a wireless access point. **b** hotspot. **c** wireless network device.

Internet FAQs: Part 1

How old is the Internet (the Net)? When was it created?
It's hard to say exactly. The research that led to what we now know as the Internet was begun in the 1960s.

Who created the Internet?
Again, it's hard to say exactly who created it. The initial research was carried out by the Advanced Research Projects Agency in America, funded by the US government.

Did the Internet become popular quickly?
It took many years for the Internet to become popular around the world. It's only really since the mid-90s that the Internet has been a part of our daily lives.

How do you get online?
To get connected, you need a computer, the right connection software and a modem connected to the phone line. You also need an account with an Internet Service Provider (ISP), which acts as a gateway between your PC and the rest of the Net.

How fast are today's internet connections?
Today, ISPs offer a broadband, high-speed connection. The most common types are cable – offered by local cable TV companies – and ADSL (**A**symmetric **D**igital **S**ubscriber **L**ine), which works through phone lines. They are both faster than the traditional dial-up telephone connection. Broadband access is also offered by some electricity networks. This competing technology, known as power-line Internet, provides low-cost access via the power plug, but is still in development.

How long has broadband existed?
Since the late 1990s.

How much does broadband access cost?
It depends on which company you choose. Nowadays, some companies even offer free broadband.

Why do you need a modem?
A modem (**mo**dulator/**dem**odulator) converts digital signals into analogue signals so that data can be transmitted across the phone or cable network.

What does TCP/IP mean?
The language used for data transfer on the Internet is known as TCP/IP (**t**ransmission **c**ontrol **p**rotocol/ **I**nternet **p**rotocol). This is like the internet operating system. Every computer connected to the Net is identified by a unique IP address.

Are there other ways of accessing the Internet?
Other methods of internet access include Wi-Fi, satellite, mobile phones and TV sets equipped with a modem. Wi-Fi-enabled laptops or PDAs allow you to connect to the Net if you are near a wireless access point, in locations called hotspots (for example, a Wi-Fi café, park or campus). Satellite services are used in places where terrestrial access is not available (for example, on ships at sea). High-end mobile phones provide access through the phone network.

B **In pairs, discuss which of the internet systems (1–6) you would use to do the tasks (a–f). Then read Part 2 of the FAQs on page 81and check your answers.**

1	Email	**a**	transfer files from the Internet to your hard drive
2	The Web	**b**	send a message to another person via the Internet
3	Newsgroups	**c**	have a live conversation (usually typed) online
4	Chat and IM	**d**	connect to a remote computer by entering instructions, and run a program on it
5	FTP	**e**	take part in public discussion areas devoted to specific topics
6	Telnet	**f**	download and view documents published on the Internet

Internet FAQs: Part 2

Email

Email lets you exchange messages with people all over the world. Optional attached files can include text, pictures and even audio and animation. A mailing list uses email to communicate messages to all its subscribers – that is, everyone that belongs to the list.

Which email program is the best?
Outlook Express is a popular program, but many users use web-based email accounts such as Hotmail.

The Web

The Web consists of billions of documents living on web servers that use the HTTP protocol. You navigate through the Web using a program called a web browser, which lets you search, view and print web pages.

How often are web pages updated?
It depends entirely on the page. Some are updated thousands of times a day.

Chat and Instant Messaging (IM)

Chat and Instant Messaging technologies allow you to have real-time conversations online, by typing messages at the keyboard.

FTP

FTP, or **f**ile **t**ransfer **p**rotocol, is used to transfer files over a TCP/IP network. Nowadays, this feature is built into Web browsers. You can download programs, games and music files from a remote computer to your hard drive.

Telnet

Telnet is a protocol and a program used to log onto remote computer systems. It enables you to enter commands that will be executed as if you were entering them directly on the remote server.

Newsgroups

Newsgroups are the public discussion areas which make up a system called *Usenet*. The contents are contributed by people who post articles or respond to articles, creating chains of related postings called message threads. You need a newsreader to subscribe to newsgroups and to read and post messages. The newsreader may be a stand-alone program or part of a web browser.

How many newsgroups are there?
There are approximately 30,000 active newsgroups.

Where can you find newsgroups?
Your newsreader may allow you to download the newsgroup addresses that your ISP has included on its news server. An alternative to using a newsreader is to visit web forums instead, which perform the same function but without the additional software.

C Find words and phrases in Part 2 with the following meanings.

1 *a system used to distribute email to many different subscribers at once (in Email paragraph)*
2 a program used for displaying web pages (in *The Web* paragraph)
3 to connect to a computer by typing your username and password (in *Telnet* paragraph)
4 a series of interrelated messages on a given topic (in *Newsgroups* paragraph)
5 a program for reading Usenet newsgroups (in *Newsgroups* paragraph)

3 Language work: questions

A Look at the HELP box and then make a question about Sue Clarke for each of her answers.

1 how old are u
I'm 23 years old.

2 Where are you w orking
I'm an online researcher.

3 HOd do you use internet w hile w orking
I use the Internet to find information requested by clients.

4 How long you have been w orking at this place?
I've been doing this job for six months.

5 When did you graduated from a university
I graduated from university in 2006.

Sue Clarke

HELP box

Questions

- In questions, we normally place the auxiliary verb before the subject.

  ***Are** there other ways of accessing the Internet?*

- If there is no other auxiliary, we use **do/does** (present simple) or **did** (past simple).

  ***Did** the Internet become popular quickly?*

- There are many question words in English which we use to find out more information than just *yes* or *no*.

  People
  ***Who** created the Internet?*

  Things
  ***What** does TCP/IP mean?*
  ***Which** email program is the best?*

  Place
  ***Where** can you find newsgroups?*

  Time
  ***When** was it created?*
  ***How often** are web pages updated?*
  ***How long** has broadband existed?*

  Reason
  ***Why** do you need a modem?*

  Quantity
  ***How much** does broadband access cost?*
  ***How many** newsgroups are there?*

  Manner
  ***How** do you get online?*

  Others
  ***How fast** are today's internet connections?*
  ***How old** is the Internet?*

B In pairs, make questions using these prompts. Then practise asking and answering the questions.

Example: When / first / use the Internet *When did you first use the Internet?*

1 What type of internet connection / have at home?
2 How fast / your internet connection?
3 How much / pay for broadband access?
4 How often / access the Internet?
5 Which email program / use?
6 Who / send email to?
7 Do / use your mobile phone to access the Internet?
8 Do / use the Internet in public spaces using Wi-Fi?
9 Do / play games online?
10 How many newsgroups / subscribe to?

4 Email features

A Read the text and find the following.

1 the place where your ISP stores your emails
2 the type of program used to read and send email from a computer
3 the part of an email address that identifies the user of the service
4 the line that describes the content of an email
5 the computer file which is sent along with an email message
6 facial symbols used to indicate an emotion or attitude
7 the name given to junk mail

B **Write a reply to Celia's email below.**

Email features

When you set up an account with an Internet Service Provider, you are given an **email address** and a **password**. The mail you receive is stored on the **mail server** of your ISP – in a simulated mailbox – until you next connect and download it to your hard drive.

There are two ways to get email over the Internet. One is by using a **mail program** (known as an **email client**) installed on your computer, for example Eudora or Outlook Express. The other way is to use **web-based email**, accessible from any web browser. Hotmail and Gmail are good examples.

You can make the message more expressive by including **emoticons**, also called **smileys**. For example, ;-) for wink, :-) for happy, :-o for surprised, :-D for laughing, etc. You may also like to add a **signature file**, a pre-written text file appended to the end of the message. The name given to unsolicited email messages is **spam**.

The anatomy of an email

The **header**

To: *name and address of the recipient*

From: *name and address of the sender*

Cc: *carbon copy sent to another person*

Bcc: *blind carbon copy*

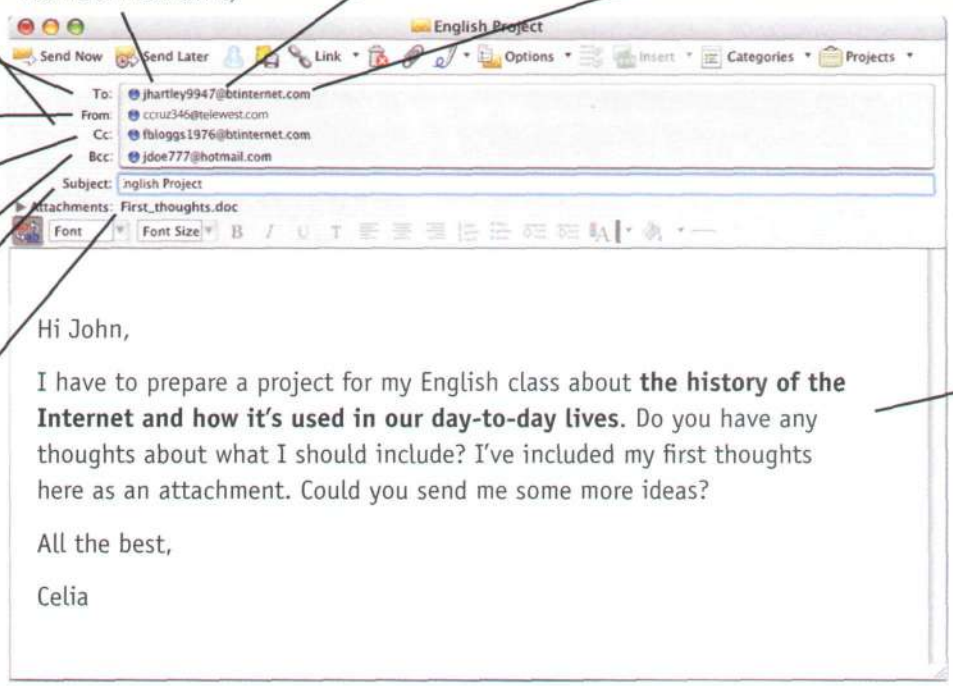
Subject: *topic of the message*

Attachment: *files added to the message*

The **username** *(a person's name or nickname)*

The **@** *sign, which means* at

The **domain name** *or* **network address** *– that is, the mail server where the account is located. The final part adds information about it, for example* **com** *= company,* **uk** *= United Kingdom,* **fr** *= France, etc.*



The **body** *contains the message itself*

Unit 17 The Web

1 A typical web page

A Look at the screenshot of a typical web page. How many of the features (a–k) can you say in English?

A screenshot from Internet Explorer 7, a leading web browser.

B Read the text and label the features on the screenshot with the terms in bold.

A typical web page

At the top of the page is the **URL address**. URL means **U**niform **R**esource **L**ocator – the address of a file on the Internet. A typical URL looks like this: http://www.bbc.co.uk/radio/.

In this URL, *http://* means **H**yper**t**ext **T**ransfer **P**rotocol and tells the program to look for a web page. *www* means **w**orld **w**ide **w**eb. *bbc.co.uk* is the domain name of the server that hosts the website – a company based in the UK; other top-level domains are *.com* (commercial site), *.edu* (education), *.org* (organization) or *.net* (network); *radio* is the directory path where the web page is located. The parts of the URL are separated by . *(dot)*, / *(slash)* and : *(colon)*. Some sites begin *ftp://*, a **f**ile **t**ransfer **p**rotocol used to copy files from one computer to another.

The toolbar shows all the navigation icons, which let you **go back one page** or **go forward one page**. You can also **go to the home page** or **stop the current transfer** when the circuits are busy.

Tab buttons let you view different sites at the same time, and the built-in **search box** helps you look for information. If the **feed button** lights up, it means the site offers RSS feeds, so you can automatically receive updates. When a web page won't load, you can **refresh the current page**, meaning the page reloads (downloads again). If you want to mark a website address so that you can easily revisit the page at a later time, you can add it to your *favourites* (*favorites* in American English), or bookmark it. When you want to visit it again you simply click **show favourites**.

On the web page itself, most sites feature **clickable image links** and **clickable hypertext links**. Together, these are known as *hyperlinks* and take you to other web pages when clicked.

C Listen to three internet addresses and write them down.

1 .....

2 .....

3 .....

2 The collectives of cyberspace

A Read the article and find websites for the following tasks.

1 to search for information on the Web
2 to buy books and DVDs
3 to participate in political campaigns
4 to view and exchange video clips
5 to manage and share personal photos using tags
6 to buy and sell personal items in online auctions
7 to download music and movies, sometimes illegally

Tour the Collectives of Cyberspace

The Internet isn't just about email or the Web anymore. Increasingly, people online are taking the power of the Internet back into their own hands. They're posting opinions on online journals – weblogs, or blogs; they're organizing political rallies on **MoveOn.org**; they're trading songs on illegal file-sharing networks; they're volunteering articles for the online encyclopedia **Wikipedia**; and they're collaborating with other programmers around the world. It's the emergence of the 'Power of Us'. Thanks to new technologies such as blog software, peer-to-peer networks, open-source software, and wikis, people are getting together to take collective action like never before.

eBay, for instance, wouldn't exist without the 61 million active members who list, sell, and buy millions of items a week. But less obvious is that the whole marketplace runs on the trust created by eBay's unique feedback system, by which buyers and sellers rate each other on how well they carried out their half of each transaction. Pioneer e-tailer **Amazon** encourages all kinds of customer participation in the site – including the ability to sell items alongside its own books, CDs, DVDs and electronic goods. **MySpace** and **Facebook** are the latest phenomena in social networking, attracting millions of unique visitors a month. Many are music fans, who can blog, email friends, upload photos, and generally socialize. There's even a 3-D virtual world entirely built and owned by its residents, called **Second Life**, where real companies have opened shops, and pop stars such as U2 have performed concerts.

Some sites are much more specialized, such as the photo-sharing site **Flickr**. There, people not only share photos but also take the time to attach *tags* to their pictures, which help everyone else find photos of, for example, Florence, Italy. Another successful example of a site based on user-generated content is **YouTube**, which allows users to upload, view and share movie clips and music videos, as well as amateur videoblogs. Another example of the collective power of the Internet is the **Google** search engine. Its mathematical formulas surf the combined judgements of millions of people whose websites link to other sites. When you type *Justin Timberlake* into Google's search box and go to the star's official website, the site is listed first because more people are telling you it's the most relevant Justin Timberlake site – which it probably is.

Skype on the surface looks like software that lets you make free phone calls over the Internet – which it does. But the way it works is extremely clever. By using Skype, you're automatically contributing some of your PC's computing power and Internet connection to route other people's calls. It's an extension of the peer-to-peer network software such as **BitTorrent** that allow you to swap songs – at your own risk if those songs are under copyright. BitTorrent is a protocol for transferring music, films, games and podcasts. A podcast is an audio recording posted online. *Podcasting* derives from the words *iPod* and *broadcasting*. You can find podcasts about almost any topic – sports, music, politics, etc. They are distributed through RSS (Really Simple Syndication) feeds which allow you to receive up-to-date information without having to check the site for updates. BitTorrent breaks the files into small pieces, known as chunks, and distributes them among a large number of users; when you download a *torrent*, you are also uploading it to another user.

Adapted from BusinessWeek online

B Read the article again and match the sentence beginnings (1–5) with the correct endings (a–e).

1	A weblog , or blog, is an electronic journal	a	web pages on a particular subject.
2	A peer-to-peer system allows	b	for downloading files over the Internet.
3	You can use a search engine to find	c	users to share files on their computers.
4	BitTorrent is a peer-to-peer protocol used	d	about fresh, new content on your favourite websites.
5	RSS keeps you constantly informed	e	that displays in chronological order the postings of one or more people.

C Find words in the article with the following meanings.

1 open-source, editable web pages (lines 5–10) .....
2 the same as *electronic retailer*, or online store (lines 10–15) .....
3 a blog that includes video (lines 25–30) .....
4 a program that allows you to make voice and video calls from a computer (lines 30–35).....
5 an audio broadcast distributed over the Internet (lines 35–40) .....

D Write a short article (80–120 words) for your school/university/work newsletter about the latest internet phenomena (MySpace, eBay, etc.). Talk about any other sites you think are important or will be important in the future.

3 *Language work: collocations 2*

A Look at the HELP box on page 87 and then match the words on the left (1–6) with the words on the right (a–f) to make collocations. There may be more than one possible answer.

1	online	a	friends
2	take	b	photos
3	email	c	action
4	upload	d	website
5	portable	e	encyclopedia
6	official	f	player

B In pairs, make sentences using the collocations above.

C Find the collocations in these sentences and say what type they are.

1 Once you are online , you can browse the Web, visit chat rooms or send and receive emails.
2 Instant messaging can be a great way to communicate with friends.
3 This software may not be fully compatible with older operating systems.
4 Most webcams plug into a USB port.
5 This highly addictive game will keep you playing for hours.
6 Companies are starting to use virtual reality on their websites.

HELP box

Collocations 2

A collocation is a pair or group of words that are often used together. For example, we say ***make phone calls***, not ***do phone calls***.

Here are some common types of collocation:

- verb + noun (see Unit 1)
  surf the Web ***download music***
- verb + particle
  hack into *a computer* ***log onto*** *a bank account*
- adverb + adjective
  highly sensitive *information*
  freely available *on the Web*
- adjective + noun
  mathematical formulas ***up-to-date information***

The word **online** often collocates with other words and can function as adjective or adverb.

Adjective: *They post opinions on **online** journals.*

Adverb: *A podcast is an audio recording posted **online**.*

4 E-commerce and online banking

A **Listen to two extracts from a monthly podcast called *Money Matters*. What is each speaker talking about?**

Speaker 1 _____ Speaker 2 _____

B **Listen again and make notes under these headings.**

Speaker 1	Speaker 2
Things people buy online	Things you can do with online banking
Steps for buying online	Biggest issue with online banking
Precautions	Precautions

C **Complete the extracts with words from the box**

authorization fake internet auction shopping cart browse log in steal

1 Occasionally I also buy things on internet auction sites such as eBay, where people offer and sell things to the highest bidder.
2 First you enter a site dedicated to e-commerce and browse their products.
3 Then you put the items you want to buy into a virtual shopping cart – a program that lets you select the products and buy with a credit card.
4 You may have to log in with a username and a password …
5 … for some transactions, you will be required to use a TAN, a transaction authorization number.
6 Be aware of *phishing* – you may receive fake emails claiming to be from your bank and asking for personal information or account details in an attempt to steal your identity.

D **Listen again and check your answers.**

5 Language work: the prefixes e- and cyber-

Look at the HELP box and then complete these sentences.

1 A lazy person is an employee who uses his company's internet connection during work hours to chat with friends, play games, etc.

2 An ~~e-card~~ e-zine a postcard sent via the Internet.

3 An e-pal is a small magazine or newsletter published online.

4 In a cybercafe you can use computers with internet access for a fee.

5 Examples of cybercrime include internet fraud, digital piracy, theft of confidential information, etc.

6 In the future, all elections will be carried out using ~~cyberspace~~ e-voting.

7 You can now sign legal documents online using an e-signature.

8 e-assessment will revolutionise the way we take exams.

9 e-card can be used on some websites instead of real money to make purchases. It reduces the risk of fraud.

10 An idk is like the paper version, but in digital form.

HELP box

The prefixes *e-* and *cyber-*

- The **e-** prefix means *electronic*, and we add it to activities that take place on computers or online, for example **e-business/e-commerce** – business conducted over the Internet. Other examples include: **e-card**, **e-learning**, **e-zine**, **e-voting**, **e-signature**, **e-assessment**, **e-cash**, **e-book** and **e-pal**.

  There are often spelling variations, with or without a hyphen, so always check your dictionary.

- The **cyber-** prefix comes from *cybernetics*, and we use it to describe things related to computer networks, for example **cybercafé** – an internet café. Other examples include: **cybercrime**, **cyberculture**, **cyberslacker** and **cyberspace**.

6 What do you use the Web for?

In pairs, discuss these questions. Give reasons for your answers.

1 What is your favourite search engine to find information on the Web? Why?

2 Do you download music or video clips from the Web? Do you pay for them?

3 Do you buy things online? Is it better to buy online or go to a shop?

4 Have you ever listened to the radio or watched TV online?

5 Do you use the Web to do school/university assignments or projects? How?