

1 Online chatting



In pairs, discuss these questions.

- 1 What is your favourite way to chat on the Internet?
- 2 How much time do you spend chatting?
- 3 Do you give out personal details in chat rooms? Why should you be careful about this?



Windows Live

Windows Live Messenger is one of the world's most popular chat programs



A videoconferencing system combines data, voice and video

Virtual meetings

a 4

Imagine you want to assemble a group of people from around the world for a brainstorming session. **Conferencing** programs such as NetMeeting or CU-SeeMe allow virtual workgroups to communicate via the Internet. To **videoconference**, you'll need a webcam. Participants see each other's faces in small windows on their monitors and hear each other's voices on the computer speakers. You can use just audio, video and audio simultaneously, or the screen-sharing capability to collaborate on documents without audio or video.

b 1

Internet telephony, also known as **VoIP** (Voice over Internet Protocol), almost eliminates long-distance phone charges, allowing you to call nearly anywhere in the world for the price of a local call. If you have flat-rate internet access, you can't beat the price – it's practically free.

With internet telephony, you can make a voice call from your computer to another person's computer, landline, or mobile phone. You can download telephony software such as Skype or Net2Phone from the Net, and it's even free!

c 3

People also use more traditional **chat conferencing** or **bulletin board systems (BBSs)** to communicate online. Note that during chat sessions, participants type messages to each other rather than communicate by voice. Chat software can be used on the Web with your browser to conduct online chat sessions with other users and can accommodate between 50 and 1,000 users simultaneously. Some companies even use chat conferencing on their websites to facilitate communication with customers.

d 5

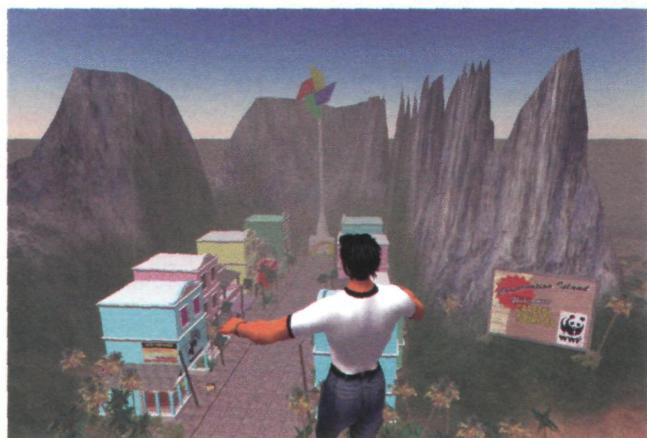
Chat rooms can be good venues to meet people and discuss topics of mutual interest. But what if you want to chat privately with a friend, family member or business colleague? Then **Instant Messaging**, or **IM**, is the way to go. Many IM services now offer audio and video capabilities, so if you have a microphone and a webcam, you can chat and see who you're talking to. The four most popular IM services are ICQ and AIM (from AOL), Windows Live Messenger, and Yahoo! Messenger. They all work similarly. First, you enrol in the service by creating a username – which is also your screen name – and a password. Next, you build what is known as a buddy list – a list of people that you want to communicate with. When any of the contacts on your list is online, you can start a private chat with that person.

How do you know who's online? When you launch your IM software, it connects with the service's IM server and logs you on. The server checks your buddy list to see if any of your contacts are also logged on. Your list updates to show who is currently online. By clicking on a name you can send text-based messages to that person. After you type your note and click on the *Send* button, the message travels to the IM server, then immediately forwards to your

buddy's computer. This all happens in realtime – instantly.

e 2

60 You can also chat in incredible **3-D worlds** that are built by other users, for example Second Life. In these **virtual reality environments** you can play 3-D games and interact with other users via avatar identities. Avatars are 3-D graphical representations of the participants.



Avatars can run, jump, fly, dance and even enable you to express emotions

Paragraphs a-d adapted from www.learnthenet.com

B Read the text again and answer these questions.

- 1 Why is videoconferencing so useful for virtual workgroups?
- 2 What special hardware and software do you need to videoconference?
- 3 Which technology enables people to make phone calls over the Internet?
- 4 What is the difference between web chat rooms and Instant Messaging?
- 5 How do you log on to an IM server?

C Find terms in the text with the following meanings.

- 1 at a fixed price (lines 15–20) **beat the price**
- 2 a central system that provides information about whether users are online and passes instant messages between them (lines 35–40) **IM**
- 3 a friend list or contact list (lines 45–50) **buddy list**
- 4 happening immediately and without delay (lines 55–60) **instantly**
- 5 artificial reality; a 3-D space generated by the computer (lines 60–65) **3d world**
- 6 characters used when interacting with people online (lines 60–65) **avatars**

3 Netiquette

A In pairs, do this netiquette quiz. Read about netiquette rules on the Web if necessary.

- 1 Netiquette, or net etiquette, is a general code of behaviour for communicating online.
 - True
 - False
- 2 TYPING IN CAPITALS LETTERS looks like:
 - the message is very important.
 - you're shouting.
- 3 What should you avoid doing in chat rooms?
 - Being respectful
 - Giving out personal or financial information
- 4 Spamming means
 - posting stupid comments in chat rooms.
 - posting unsolicited advertising messages.
- 5 Before asking questions in a chat room or posting messages to forums, you should always
 - read the FAQs (Frequently Asked Questions).
 - introduce yourself and post a test message.
- 6 Avoid flame wars. Flames are
 - angry responses or offensive comments.
 - people who break the rules of netiquette.
- 7 Keep messages short and to the point, and check spelling and grammar.
 - True
 - False

B  Have you ever experienced bad netiquette? Tell your partner what happened.

4 R u free 4 a chat?

A Rewrite this IM chat, using full forms instead of abbreviations. Then look at the HELP box on page 92 to check your answers.

- Abby: BTW, where r u going for ur holiday?
By the way, where are you going for your holiday?
- Sue: Girona. Have u been?
- Abby: Yes. I went 2 Girona last summer.
- Sue: Did u have a good time?
- Abby: It's great, IMO. How r u going 2 travel?
- Sue: We're flying.
- Abby: Where r u staying?
- Sue: In a youth hostel.
- Abby: IC. IOW, the cheapest place possible!
- Sue: LOL! Yes. BTW, any recommendations?
- Abby: Let me think. I'll send u a msg ASAP.
- Sue: TIA!
- Abby: Got 2 go. BFN!

HELP box

Chat abbreviations

We often use abbreviations in online chats and Instant Messaging. Some common examples are:

ASAP	As soon as possible
BBS	Be back soon
BFN	Bye for now
BTW	By the way
F2F	Face to face
GL	Good luck
H&K	Hug and kiss
IC	I see
ILU	I love you
IMO	In my opinion
IOW	In other words
LOL	Laughing out loud
TIA	Thanks in advance
msg	Message
ur	your/you're
2	to
4	for
b	be
c	see
r	are
u	you

It's OK to use chat abbreviations, but try not to rely on them too much – they can make a conversation difficult to follow. They are also very informal.

B Rewrite this IM chat using abbreviations.

Paulo: By the way, are you free on Saturday?
Emma: Sure – it would be good to meet face to face. Shall we go for a coffee?
Paulo: Good plan. Café Moka makes the best coffee, in my opinion.
Emma: It's the closest to your house in other words!
Paulo: Laughing out loud! Yes, you're right! But the coffee really is good.
Emma: See you at 4?
Paulo: Great. Bye for now.

C In pairs, practise having an online conversation. Write a short note and give it to your partner. Use abbreviations as necessary. Your partner will write a short response and give it back to you. Continue the conversation and try not to talk. Choose one of these topics.

- Your plans for the weekend
- What you did last night
- Your holiday plans
- What happened at school/work today
- Music / TV / The Web

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

- 1 Which program do you use to chat with friends?
- 2 Do you use abbreviations when you chat online or when you send text messages?
- 3 Do you use voice or video while chatting? How?
- 4 Have you ever used the Internet to make cheap calls?
- 5 Does Instant Messaging distract you from work?
- 6 Do you use your real name or a nickname in chat rooms?
- 7 Do you talk to strangers during web chats? Why shouldn't you?
- 8 Would you ever go on a date with somebody you'd met on the Net?

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Computer Dating

5 At a cybercafé

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

- 1 Do you ever go to cybercafés?
- 2 What services would you expect a cybercafé to offer?

B  Listen to an interview with Daniel Sturdy, the manager of a cybercafé in London. Does Daniel like where he works?

C  Listen again and decide whether these sentences are true or false. Correct the false ones.

- 1 A cybercafé is a café where you can have access to the Internet and related services.
- 2 You can talk to people over the Internet using internet telephony at Daniel's café.
- 3 They don't help people who have problems while using the Internet.
- 4 Using a computer with internet access costs £2 per hour or £80 for a week.
- 5 At the moment they've got a lot of international customers.
- 6 You have to pay long-distance phone rates on the Internet.
- 7 In the café area you can sit, drink coffee and chat to people.



A cybercafé

6 Plan your own cybercafé

A  In small groups, plan how you would open a cybercafé in your town. Consider these areas.

- Money needed
- Type of customer
- Location
- Services you will offer (just internet access? food and drinks? newspapers and magazines? tutorials?)
- Furniture and decoration
- How to create a nice atmosphere (music, lighting, private areas, etc.)
- What type of hardware and software you need
- What type of internet connection you need
- How much you will charge
- A name and slogan for your cybercafé

B  Present your plan to the class, using PowerPoint if possible.

