

**1. What is Hardware?**

**Hardware:** The term hardware refers to the physical components of our computer that we can Physically touch. Such as the system unit, mouse, keyboard, monitor etc.

**2. Write the types of some computers.**

Mainframe, PC, Mac, Laptop, Palmtop, PDA, Notebook.

**Mainframe computer:** Mainframe computers are the big, powerful, expensive computers used in the Background by most large organizations.

**PC:** PC means Personal Computer. A personal computer (PC) or micro-computer is any general Purpose computer whose size, capabilities, and price make it useful for individuals and which is Intended to be operated directly by an end user

**Mac:** The apple Mac is a PC. It uses different operating system, and requires special versions of Application programs.

**Laptop/Notebook & Tablet PC:** are small portable computers which can run on batteries as well as Mains power.

**Palmtop:** A small computer that literally fits in your palm. **Palmtops** are limited, but practical for certain functions such as phone books and calendars.

**PDA:** PDA means Personal Digital Assistant. . PDAs are used for sorting and retrieving information. They Have many built in features such as calculator, clock and calendar. PDAs can be used for sending And receiving mail, browsing the web, video calling, word processing, scanning bar codes, Accessing GPS, playing games and so on.

**3. What is CPU speed?**

CPU speed is the measurement of the data processing capacity of the CPU. CPU speed is measured In Megahertz or Gigahertz.

**4. Which Factors are those affect computer performance?**

That can affect the performance of your computer.

I. CPU speed

II. RAM size

III. Type of graphics card processor and memory

IV. Numbers of running applications.

**5. What is computer memory?**

Computer memories are the devices. They store information temporarily/virtually or Permanently/physically.

**6. What is RAM, ROM, ROM-BIOS?**

**RAM:** Random Access Memory (RAM) is the main 'working' memory used by the computer. When the operating system loads from disk when we first switch on the computer, it is copied into RAM.

**ROM:** Read Only Memory (ROM) as the name suggests is a special type of memory chip which holds Software which can be read but not written to.

**ROM-BIOS:** The 'Read Only Memory-Basic Input Output System' chip is a chip located on the computers System (mother) board, which contains software. When we first switch on the computer the ROM-BIOS Software performs a self-diagnostic to check that the computer is working OK.

**7. What is an input device?**

**Input devices:** Input devices allow you to input information to the computer.

**Some Input devices:** Keyboard, Mouse, Scanners, Tracker balls, Touch pads, Joysticks, Web cams, Digital Cameras, Microphones.

**8. What is an output device?**

**Output Devices:** The devices which allow to output or display information from computer is Called output devices.

**Some Output Devices:** Monitors, Speakers, Headphones, Printers are the example of Output devices.

**9. What is modem?**

A modem is a device which works as a medium to connect to the internet. It is a two way Communication device because it works both as an input and output device. A modem downloads and Uploads data via the Internet.  
Modem and Touch Screen Devices are Input Output Devices

**10. What is software?**

Software is the collection of instructions which makes the computer work. Software is basically as a collection of instructions which makes the computer perform a certain task.

**11. What is the difference between “operating system” and “application software”?**

**Operating System:** The operating system is a special type of program which loads automatically when we start our computer. That talks to the computer about how to do the work.

**Application program:** The application programs sit above the operating system, and make use of the Functionally built into the operating system. They are specific to a particular task.

**12. What are the types of networks?**

The types of Networks are as follows: LAN, WLAN, WAN, Client/Server Network, Internet, Intranet, Extranet:

**13. What is LAN?**

A LAN or Local Area Network is a computer network system whereby individual PCs are connected together within a company or organization. A LAN is useful for sharing resources like files, printers, games or other applications.

**14. What is WLAN?**

wireless local area network. Allows connecting two or more computers within LAN without cables. Allows connecting to other Computers over a wider area.

**16. What is a Client/Server Network?**

An arrangement where some programs, files or other resources are located on a powerful computer, called the server, but are available to other users via the network. Clients rely on servers for the resources, such as files, devices, and even processing power.

**17. What is Internet, Intranet & Extranet?**

**Internet:** The Internet is a global network of interconnected networks. The Internet relates to all the hardware and software involved, as well as the WWW. It also includes FTP, Email and Newsgroups.

**Intranet:** An intranet is a smaller, closed version of the Internet, which can only be accessed by authorized members of an organization.

**Extranet:** An extranet is an Intranet which is partially accessible to authorized outsiders. Extranet allows outsiders to gain limited access to information held on a company network.

**18. What does Information and Communication Technology (ICT) mean?**

ICT stands for Information and Communications Technology. ICT covers computer-related fields including:

- I. Installing and maintaining computer systems and applications
- II. Designing, installing and maintaining computer networks
- III. Data management
- IV. Computer hardware maintenance
- V. Database and software design

**19. How can ICT enhance our everyday life?**

ICT can enhance lives by improving the timely distribution of information through the media and improved communications in homes and work places through social networks, emails, etc. Importantly, ICT has tremendously improved the quality of human life, especially on the social front.

**20. Write about the future of IT in Bangladesh**

At present Information Technology (IT) is a subject of widespread interest in Bangladesh. The Government has declared IT as a thrust sector. ICT based services are taking place to the traditional office management System. From Offices to Medical services, Education to Industries everywhere service or production is becoming ICT dependent. So the future of IT in Bangladesh is immense bright as will be the widespread demand of IT professionals in the coming days.

**21. What is e-commerce? How can we be benefitted by it?**

**E-Commerce:** The phrase e-commerce is a buzzword which relates to buying or selling via the Internet.

**Benefit:** E-commerce can be highly beneficial. It allows us to shop via the internet 24 hours a day, 7 days a week and 365 days a year. It has large stock range and ability to compare price.

## **22. What are the advantages and disadvantages of e-commerce?**

**Advantages are:**

**Services available 24 / 7:**

- II. Large stock range.
- III. Detailed product information.
- IV. Ability to compare prices.
- V. Equal delivery to town and country.
- VI. Right to return defective goods.

**Disadvantages are:**

- I. Possible Credit Card fraud
- II. Suspicion regarding the originality of the website
- III. Uncertainty about the return of faulty goods
- IV. Customer service not guaranteed
- V. Website may not be genuine.
- VI. Barrier of international laws regarding overseas shopping (How are you covered when you purchase goods from another country?)

## **23. What is e-banking? What are the advantages of e-banking?**

**E-banking :** The phrase e-banking relates to managing your money online using internet.

**Advantages:**

- For Bank, operating costs is reduced
- For customers, 24-hour access to services
- For customers, e-banking is easier as compared to banking at branches.

**Disadvantages:**

- No physical person to make complain.
- Poor security of online system may lose user bank balance.
- Create many jobless in the Banking sector.

## **24. What are the usages of computer at the bank area?**

The computer technology has many different uses in the banking sector. They are

- i. Use of automated teller machines (ATMs)
- ii. Use of computerized telephone and Internet banking services
- iii. Use of computerized smart cards
- iv. Computer has also made it easy to store and retrieve customer data

## **25. what are the advantages of E-government?**

- i. Census ii. vehicle registration. iv. Revenue collection v. Electronic voting

## **26. What is E-learning? What is its advantages or disadvantage?**

**E-Learning:** E-learning refers to learning via the Internet or working through a disk based tutorial

**Advantages:**

- i. Distance learning system.
- ii. Can use internet as homework resource
- iii. Cheaper
- iv. Learning facilities is available 24/7
- v. One trainer can train many people at many different locations at a time.

**Disadvantages:**

- i. May be no opportunity to ask question to a real person.
- ii. Connection may temporarily fail.
- iii. Download speed may be too slow for some forms of e-learning.
- iv. You may have to pay for the connection time, by the minute.

## **27.what is tele-working? What are the advantages or disadvantage?**

Tele-working means People working at home connected to the rest of the organization via computer network.

**Advantages:**

- i. Reduced or zero commuting time
- ii. Greater ability to focus on one task.
- iii. Flexible schedules.
- iv. Reduced office desk space requirements.

**Disadvantages:**

- i. Lack of human contact
- ii. Harmful for self-discipline.
- iii. Negative impact on teamwork,
- iv. Possible Employee Exploitation.

**28. What is e-mail?**

E-mail refers to Electronic mail. Electronic mail is a program which allow us to send text message along with attached files to the internet connected people anywhere in the world.

**29. What is IM?**

Instant messaging (IM) provides a mechanism for real-time communication between two or more people sending text messages via their computers.

**30. What is VoIP?**

Voice over Internet Protocol, (VoIP pronounced voypp), is a technology that allows us to talk with other people via the Internet.

**31. What is podcast?**

The term "podcast" is a combination of the words "iPod" and "broadcast". It is a way of providing content such as radio programs in a form which can be easily downloaded and listened to later on a PC or mobile device such as an Apple iPod.

**32. What are the uses of computer in Hospital area?**

The use of computers in hospitals are as follows:

- i. Use in accurate 'tests' and medical examinations
- ii. Use in faster medical alerts, which are more accurate time-wise
- iii. Use in enhanced data about a patient's medical history
- iv. Use in Diagnosis of diseases
- v. Use in Patient's Billing
- vi. Use in automated updating of medical history.

**33. What is ergonomics?**

Ergonomics covers the physical environment and design of equipment to maximize the quality of an employer's well-being. This covers everything from the design of the computer, the computer desk, the chair and even the design of the lighting within a room.

**34. What does 'Data Protection and Privacy Issues' mean?**

Data Protection and Privacy Issues relate to holding and dealing with personal information about people within computer. There are legal and moral duties to store, to preserve privacy about personal data about individuals.

**35. What do you know about password policies?**

Points to remember about password policies:

- i. Choose a password which cannot be easily guessed by other people
- ii. A password should be at least 8 characters long & contain a mixture of words and numbers
- iii. Change your password regularly
- iv. Never share passwords with others

**36. What is the virus?**

A virus is one kind of small self-active Program. That can install automatically into computer system.

**37. How does virus work?**

Viruses are small Programs which hide on a disk. When the disk is accessed, the virus program will start and infect the computer. The worst thing about computer virus is that it can spread from one computer to another, either via the use of an infected disk, or even a computer network.

**38. How can you protect against computer virus infection?**

- I. The ways to protecting computer against computer virus:
- II. Making computer stand-alone - not connecting to LAN or Internet
- III. Making computer password protected and the password is long enough
- IV. Using antivirus software
- V. Making sure that antivirus is always updated
- VI. Making sure that all 'security patches' from Microsoft are applied.

**39. What does 'Updating anti-virus programs' mean?**

As new computers viruses are emerging constantly, the antivirus scanning program and its virus recognition list are updated regularly. Updating anti-virus means making antivirus program and its virus definition files are changed to latest version so that it can detect new viruses.

**40. What do you understand by copyright law?**

A copyright is a form of intellectual property law that provides protection for original works of authorship. Copyright law prevents the unauthorized copying of any data or program without the prior permission from the producer.

**41. What are the definitions for freeware and shareware?**

**Freeware:** Freeware is software which is made freely available and free to use. The user doesn't have to pay the producer for the use.

**Shareware:** Shareware is software which is freely available for a trail (limited) period. After this period, the user must legally remove it, or pay the producer an amount for the further use of the software.

**42. What is Open Source Software?**

The Open-source software is computer program with its source code made available to anyone and give right to the copyright holder provides to study, change, develop and distribute the software to anyone and for any purpose.

**43. What do you understand by site license?**

A site license is a software license that allows the client to make a fixed numbers of copies available for their staff, normally via the company's network. Many large companies who need a large number of copies of certain software/application buy site license.

**44. What is an end user license agreement?**

An end-user license agreement or software license agreement is the contract between the licensor and purchaser, establishing the purchaser's right to use the software. Every proprietary software branch has an end-user license agreement which the user have to agree in order to install and use the software. The license may define ways under which the copy can be used, in addition to the rights of the buyer.

**45. What are application (executable) files?**

An executable file is a file that contains a program that is capable of being executed or run as a program in the computer. An executable file can be run by a command or double click.

**46. What is storage media? Write the names of a few commonly used storage media.**

Storage media are devices that store application and user data permanently for later retrieval.

There are a range of storage media including:

- i. Internal hard disks
- ii. External hard disks
- iii. CDs/DVDs
- iv. USB flash drive
- v. Memory card
- vi. Network drives

**47. How can you examine 'the end user license agreement' within Office 2007?**

Click File tab → Click Word Options → trust center → the Microsoft Software License Terms.  
This will display the end user license terms in a dialogue box.

**48. What is firewall?**

A firewall can help prevent hackers or malicious software (such as worms) from gaining access to your computer through a network or the Internet. A firewall can also help stop your computer from sending malicious software to other computers.

**Or,** A firewall is a software program or piece of hardware that helps screen out hackers, viruses, and worms that try to reach your computer over the Internet.

**Using the Computer & Managing Files****1. How can you view your computer's details?**

**Or, How can we display the system properties of the computer?**

**Ans:** Start Button → Control panel from Start menu → System and Security → System

**2. How can you view/ Display Getting Start Window?**

**Ans:** Start Button → All programs from Start menu → Accessories → Getting Start.

**3. How can you run a program using start menu?**

**Ans:** Start Button → All programs from Start menu → Accessories → Select Required Program.

**4. How can you run Notepad/ Wordpad using start menu?**

**Ans:** Start Button → All programs from Start menu → Accessories → Select Notepad/ WordPad.

**5. How can you open a file within a program?**

**Ans:** Click File tab → Open → Type file name into File name Box → Click Open.

**6. How can you close a not responding file/ application?**

**Ans:** Press Ctrl+ Alt + Del → Start Task Manager → select not responding file/ application → Click End Task.

**7. How can you customize your Desktop?**

**Ans:** Right Click on empty part of desktop → Personalize.

**8. How can you customize your Desktop Background wallpaper Picture?**

**Ans:** Right Click on empty part of desktop → Personalize → Desktop Background → Select a picture → Click save Changes → then close Personalize window.

**9. How can you customize your Desktop Background Color?**

**Ans:** Right Click on empty part of desktop → Personalize → Desktop Background → Click solid Color → Click save Changes → then close Personalization window.

**10. How can you customize Window Aero themes?**

**Ans:** Right Click on empty part of desktop → Personalize → Select one from Aero themes → Click save Changes → then close Personalization window.

**11. How can you set a Screen saver?**

**Ans:** Right Click on empty part of desktop → Personalize → Select **Screen Saver** → Click Down arrow Select Ribbons → Ok → then close Personalization window.

**12. How can you set your Screen resolution?**

**Ans:** Right Click on empty part of desktop → Click Screen resolution → Adjust resolution from resolution Box → Click ok.

**13. How can you modify date and time of your computer?**

**Ans:** Click Start Button → Click Control panel from Start menu → Click Clock, Language and Region → Click Set Date and Time from Date and Time section → Click Change date and time → modify date and Time → Click Ok.

**14. How can you set the computer sound volume?**

**Ans:** Click Start Button → Click Control panel from Start menu → Click Hardware And Sound → Then adjust sound system.

**15. How can you uninstall a Program?**

**Ans:** Click Start Button → Click Control panel from Start menu → Click **Uninstall a Program** → Then Double Click on the selected Program → Click Finish.

**16. How can you see the printer that is available in your computer?**

**Ans:** Click Start Button → Click Control panel from Start menu → Click Hardware and Sound → Click Devices and Printers.



**17. How can you install a printer in your computer?**

**Ans:** Click Start Button → Click Control panel from Start menu → Click Hardware and Sound → Click add a Printer → Click add a local Printer → Click Next → Select Printer Model → Click Next → Click Next → Finish.

**18. How can you change the default printer of your computer?**

**Ans:** Click Start Button → Click Control panel from Start menu → Click Hardware and Sound → Click Devices and Printers. → right Click on the desired/required Printer → Click set as default Printer.

**19. How can you remove a printer from your computer?**

**Ans:** Click Start Button → Click Control panel from Start menu → Click Hardware and Sound → Click Devices and Printers. → right Click on the Printer icon → Click Remove printer.

**20. What is file compression? What are the benefits of file compression?**

**Ans:** File compression means making file smaller.

- i. Make the file size smaller.
- ii. Saves disk space.
- iii. Transfers data faster.
- iv. Number of files or a folder can be attached to a email as a single file and in reduced size.

**21. Discuss about various types of drives.**

**Hard drives:** We save data to hard drives. Operating system, software are also installed on hard drives. Hard disk drives on Windows are labeled with C, D and so on.

**CD/DVD drive:** CD/DVD are used to read Compact Disk or DVD disk and we use these to install software, games, movies etc. and labeled with available letter after hard drives.

**Removable drive:** These are plugged into USB port and used to carry data. Removable drives are labeled with available letter

**Network drives:** If the computer is connected to network, it can use space located within a different computer on the network.

**22. How can you use Searching option to search files on your hard disk?**

**Ans:** The searching allows customizing searching in following ways:

**Searching by date:** Search files created/modified on, before or after a certain date

**Searching by file content:** Search file containing certain phrase or word

**Searching by partial name and location:** In a location file name contains certain word

**Searching by wildcard:** Part of file name or file name has some pattern

**23. What is desktop? What is taskbar?**

**Desktop:** The desktop is the primary user interface of a computer Operating System. It is the background image of a display screen, on which windows, icons of files, folders and other graphical items appear in the graphical user interfaces. Icons on a computer desktop can be arranged like the real Objects on a real desktop.

**Taskbar:** The taskbar is a movable, concealable icon bar that is set on the very edge of the graphical user interface (GUI) desktop and serves as a launching pad for applications as well as a holder for icons indicating running programs.

**24. What are folders in Microsoft Windows?**

**Ans:** In graphical user interfaces such as Windows OS environment, a folder is an object that can contain multiple documents. Folders are used to organize data.

**Or,** Files are Stored on a disk in Folder. A Folder is a container on a disk where files can be stored.

**25. What are computer files?**

**Ans:** A computer file is a resource for storing information, which is available to a computer program and is usually based on some kind of durable storage. A file contains data saved permanently on disks and which can be opened or run later as we wish once it is saved.

**26. What are file details? How can you view file details?**

**Ans:** Information about a file like name, type, last modified date, size etc. is collectively known as file details.

**To view file details:** Right Click on file icon → select Properties.  
This will show the file details.

**27. What does 'Drag and drop' mean?**

**Ans:** The concept of selecting an item, and then moving it while keeping the mouse button pressed is often called 'dragging' or 'Drag and drop'. We easily move an item to a new location by using Drag and Drop technique.

**28. What is the Recycle bin? What are the uses of Recycle Bin?**

The Recycle bin is a Desktop Icon which contains files which have been deleted recently. Uses of recycle bin:

- Restore files and folders from the recycle bin.
- Empty recycle bin to delete data (You will be lost all data forever).

**29. What is operating system?**

An operating system (OS) is a collection of software that manages computer hardware resources and provides common services for computer programs. Application programs usually require an operating system to function.

**30. What is Virus, Spyware and Cookies?**

**Virus:** Viruses are small programs written so that they can jump from one computer to another via disk or network, which can cause disruption or damage to the computer system.

**Spyware:** Spyware is a software that installs itself on computer and then spies on the computer activity of the user.

**Cookies:** Cookies are hidden information about the user saved in the hard disc in the text file format. Cookies personalize the relationship of the user with the visited website.

**31. Write down the process to shut down a computer.**

**Ans:** Click on Start Button → Click on the Right pointing arrow → Click on Shutdown  
This will shut down the computer.

**Ms\_word/ Word Processing****1. What is mail merge? Why do you need to mail merge?**

The mail merge is used to insert variable data into a fixed format by combining two files into one file.

**2. Write the steps to create and save a new document in MS word 2010.**

Click on the file tab → Press the new command → Blank document this will display a New Document page.

To save the MS Word file, click on the Office Button → select Save command. → The document will be saved.

**3. Briefly describe any five formats of MS word document.**

Five formats of MS Word document are as follows:

- i. Word Document-Standard Microsoft Word 2010 format. -File name extension is .docx
- ii. Word 97-2003 Document- File name extension is .doc
- iii. Plain Text-File name extension is .txt
- iv. Rich Text Format- Generic word-processing file format. File name extension is .RTF
- v. Word Template-Saves the document as a template. File name extension is .dotx

**4. What is mail merge?**

The mail merge is used to insert variable data into a fixed format by combining two Files into one file.

**5. How can you insert a picture from clipart in a document?**

Click on Insert tab → in the Illustrations group, click Clip Art → In the Clip Art task pane, in the Search for text box, type a word or phrase that describes the clip art that we want → In the list of results, click the clip art to insert it.

What will be the keyboard command for cut and copy command?

Cut= Ctrl+X and Copy= Ctrl+C and Paste = Ctrl+V

**6. What is toolbar? What contains in toolbar?**

A toolbar is a vertical or horizontal row of clickable icons that perform specific operating system or application functions.

**7. How you insert special characters in your word document?**

Click where we want to insert the special character → Click on the Insert tab, in the Symbols group, click Symbol → then click More Symbols → Click the Special Characters tab → Click the character that we want to insert → then click Insert → Click Close.



**8. What is the windows clipboard?**

The windows clipboard is an area of memory used moving and copying items from one place to another.

**9. How to copy text within a document**

Select → press Ctrl+C →click at the end of the document →press the Enter key to insert a space →press Ctrl+V.

**10. How to create a Header and Footer?**

Click on the Insert tab → in the Header & Footer group, click Header or Footer Click the header or footer design that we want. The header or footer is inserted on every page of the document.

**11. What is text formatting?**

Text formatting relates to formatting characters and words within a document and covers the font type, font size, font Color and font attributes such as bold, italic or underlining.

**12. Write down the steps of inserting special symbol.**

Click where we want to insert the special symbol →Click on the Insert tab, in the Symbols group, click Symbol →then click More Symbols →Click the symbol that we want to Insert →then click Insert →Click Close.

**13. What is the percentage range of Zoom?**

10% to 500%.

**14. How can you enable over typing mode?**

Click the Microsoft Office file tab →then click Word Options →Click Advanced →Under Editing options, check the Use overtyping mode check box.

**15. How will you switch between open documents?**

Click on the view tab →In the window group, click on the Switch windows icon →then from a drop down list select a document to open.

**16. What is Ribbon?**

Ribbon is an interface where a set of toolbars are placed on tabs in a tab bar.

**17. What are the steps of mail merge wizard?**

Click on Mailings tab →in the Start Mail Merge group click on Start Mail Merge icon →then click Step by step Mail Merge Wizard.

**18. How to insert a smart art?**

Click on Insert tab →in the Illustrations group, click smart art icon choose a smart art graphic →ok.

**19. What is hyphenation?**

Hyphenation allows words to break lines between the syllables of words.

**20. How can you insert a chart?**

Click on Insert tab →in the Illustrations group, click chart icon →choose a Chart →ok.

**21. What are the keyboard shortcuts for the following tasks?**

To make selected text bigger=Ctrl+]

To make selected text smaller=Ctrl+[

To make selected text bold=Ctrl+B

To make selected text italic=Ctrl+I

To move selected text underline=Ctrl+U

To move to the next cell of the table=Tab

To move to the previous cell of the Table= Shift+tab.

To do spell checking=F7

select the entire document=Ctrl+A

**22. What are the tabs/tab stops used in word and used for what purpose?**

The tabs/tab stops used in Word 2007 are as follows-

1. Left Tab stop: into this tab stop location.

2. Centre Tab stop: This tab stop as you type in text.

3. Right Tab stop : This tab stop it will move to the left.

4. Decimal Tab stop: This is used to align numbers around a decimal point.

5. Bar Tab stop: This displays a vertical bar at the tab stop location.

6. Indent First Line: Indent the first line of that paragraph there.

7. Hanging Indent: indent all the lines after the first line of the paragraph.

**23. Write the steps to add picture bullet into a word document.**

Home tab → click on the down arrow next to Bullets icon.

**24. What is subscript and superscript?**

Subscript is creating small letters below the text base line. Superscript is create small letters above the line of text.

**25. what is strike through?**

draw a line through the middle of the selected text.

**26. What is shrink font and grow font?**

Shrink font is decrease the font size and grow font is increase the font size.

**27. What is finding and replace?**

Find and replace are that which we can find and replace text in the existing document

**28. What is shading?**

Shading is that we can color the background behind the selected text or paragraph.

**29. What is wrap text?**

Wrap text means we are able to make all content visible within a cell by displaying it on multiple lines.

**30. What is text box?**

Insert a text box that can be positioned anywhere on the page.

**31. What is drop cap?**

Drop cap is the tool. which is create a large capital letter at the beginning of a paragraph.

**32. What is watermark?**

Watermark is the tool. which allows us insert ghosted text behind the content on the page.

**33. What is lines spacing?**

Line spacing is that which change the line spacing between lines of text.

**34. What is text alignment?**

Text alignment means where the text will stay. there are four types of alignment.

i. Left alignment ii. right alignment iii. Center alignment iv. justify alignment

**35. What is tab?**

In office 2010 menu items of menu bar are called tab. such as 1) home tab 2) insert tab 3) page layout Tab etc.

**36. What is group?**

Group is a collection of similar (related) tool in the ribbon. such as 1)clipboard 2)font 3)editing etc.

**37. Format painter?**

Copy formatting from one place and apply it to another.

Double click the button to apply the same formatting to multiple places in the documents.

**38. Write the printing steps in m/s word?**

First click file tab– click print – from printing dialog box -- select printer.

Name – select page range – select number of copies – select page per sheet – click ok

**39. How can we insert the column?**

In excel sheet select the column and press right button and from the pop up menu press insert. The column will be created automatically.

**40. How can you copy a column into a row?**

Select the existing document from the column – click right button on the selected document – copy – select the row – click right button on the selected row -- past special -- click transpose – click ok .

**41. Write the steps to create and save a new document in MS word 2007?**

Open MS word – click file tab – save – file name on the file name box – save as type on the save as type box – save

**42. Write the steps to add picture bullet into a word document?**

Home Tab – bullets – define new bullet – symbol / picture bullet – ok

**43. Write the steps to add border and shading into a word document?**

Home Tab – border and shading of the group of paragraph – border and shading – select border style and shading color – ok

**44. Write the steps to change the document orientation and paper size?**

page layout – page orientation – click the portrait/landscape

page layout – page size – click the page size