Starting Mailbag Deluxe
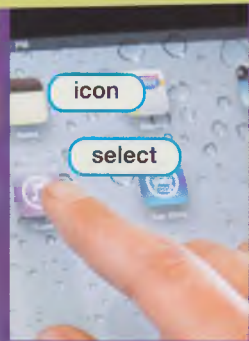
right-click

icon

select

Follow these instructions to start Mailbag Deluxe after installation. This process applies to all standard **GUIs**.

1. Find the shortcut to Mailbag Deluxe on your **desktop**. The **icon** is a **folder** with a star in the corner.
2. **Right-click** the icon to show the **dropdown menu**.
3. **Select** the option that says "**Open** Mailbag."
4. The setup guide will open. Click "Next."
5. Type your name and email address. Make sure the **cursor** appears in the correct box.
6. Click "Finish Setup." This step may take a few moments.
7. Click "**Run** Mailbag." You are ready to use Mailbag Deluxe!

cursor

dropdown menu

desktop

Get ready!

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

1 What features are commonly found on a computer desktop?
2 How do users typically start programs through a GUI?

Reading

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

1 __ The instructions help users install a program.
2 __ "Open Mailbag" is an option from the dropdown menu.
3 __ The cursor takes a few moments to appear in the correct box.

Vocabulary

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

1 __ icon   5 __ cursor
2 __ GUI   6 __ right-click
3 __ open   7 __ dropdown menu
4 __ select

A to reveal the contents of something in order to use or edit them
B a list of options that appears when an item is clicked
C a feature on a computer screen that indicates where input will appear
D to mark something for a particular operation
E a visual way of interacting with a computer screen
F a symbol that indicates a file or program
G to bring up options using a particular mouse button

4 Choose the sentence that uses the underlined part correctly.

1 A The user clicked on the <u>cursor</u> to start the web browser.
  B Some people display pictures on their <u>desktops</u>.

2 A When a user <u>opens</u> a program, the computer should shut down.
  B The <u>folder</u> contains the engineer's important documents.

3 A Clicking on a menu option will often <u>run</u> a program.
  B Use the <u>icon</u> to scroll down to the bottom of the page.

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5 🎧 Listen and read the manual again. How does a user bring up the dropdown menu?

Listening

6 🎧 Listen to a conversation between a tech support representative and a customer. Choose the correct answers.

1   What is the main idea of the conversation?

   A   a defect in the company's software

   B   a program that the man cannot open

   C   compatibility between a program and the man's GUI

   D   instructions for removing icons from a desktop

2   What is the cause of the man's problem?

   A   The company installed the wrong version of the program.

   B   The man did not click an icon correctly.

   C   The man forgot to save the program to his desktop.

   D   The company gave the man the wrong instructions.

7 🎧 Listen again and complete the conversation.

Representative: Thanks for calling Mailbag Support. How **1** _____ _____ _____ you?

Customer: Hi, I just installed the new Mailbag Deluxe. But I can't **2** _____ _____.

Representative: I'm sorry to hear you're having trouble. Do you see the icon on **3** _____ _____?

Customer: Yes, it's there. But **4** _____ _____ when I click it.

Representative: Did you **5** _____ - _____ the icon?

Customer: No. Should **6** _____ _____ _____?

Speaking

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

USE LANGUAGE SUCH AS:

I can't ...

I'm sorry to hear ...

Go ahead and ...

Student A: You are a tech support representative. Talk to Student B about:

- a problem that he or she is having with a program
- what actions he or she already tried
- what actions he or she should take

Student B: You are a customer. Talk to Student A about a problem that you are having with a program.

Writing

9 Use the conversation from Task 8 to complete the troubleshooting guide.

Mailbag Deluxe:

Solutions to Common Problems

Troubleshooting Guide

Problem: The program _____
when _____.

Solution: _____
_____.

Problem: The program _____
when _____.

Solution: _____
_____.